

APLSS

Army Provider Level Satisfaction Survey, also known as “APLSS”, is a great way for you to rate the services you receive during visits.

APLSS is a confidential survey administered by the Office of the Surgeon General. Patients are randomly selected, and the surveys are typically sent out via email or regular mail within 48 hours of the appointment.

U.S. Army Medical Department wants all patients to be able to “voice their opinion” concerning their overall visit to our facilities.

APLSS asks you about certain aspects of your visit, and most importantly, your level of overall satisfaction with the entire visit. The survey consists of 10 to 25 questions, and takes only 5 to 10 minutes to complete.

The surveys are a key tool to identify areas Bassett can improve in order to continue to provide world-class medical care.

We hope you
STRONGLY AGREE
that you are
COMPLETELY SATISFIED
with the
EXCELLENT
health care you received here at
**Bassett Army Centered
Medical Home**

Visit us at:
<http://www.alaska.amedd.army.mil/>

Bassett Army Centered Medical Home



4076 Neely Road
Fort Wainwright, AK 99703

Phone: 907-361-5172

“Patients First”

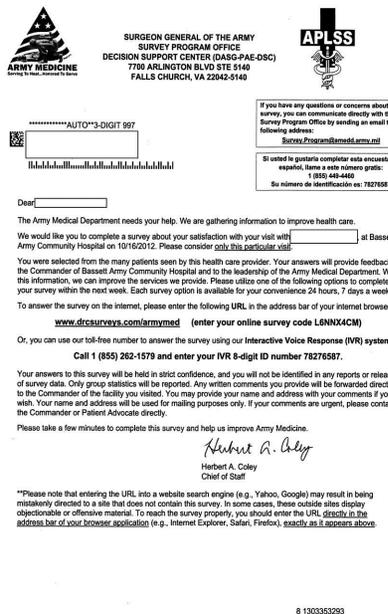
APLSS

Army Provider Level Satisfaction Survey



**Army Centered
Medical Home**

Do you see this in your mail box or email and immediately want to throw it away or delete it?



Don't throw it away!
Help us to help you - respond
and tell us how we can
improve our services
for you!

Why should you respond?

- Bassett leadership cares about your feedback.
- Your responses are reviewed and analyzed to determine what is important to you.
- Returned surveys are tied to funds we can use to improve services for you.



What does your response mean?

Returned surveys = \$\$\$ we can use to:

- Improve problem areas
- Upgrade amenities
- Expand Services

How do you respond?

You may respond by:

- Logging in to the website with the provided username and password to answer questions
- Calling the toll free number provided in the letter or email
- Completing a two page "check the box" survey that will come if you do not chose the first two methods

If you are not **completely satisfied** with your care, please request to speak to the head nurse, clinic administrator, NCOIC or OIC before you leave.

Other ways to share your opinion

- **Patient Advocate: 361-5291**
The Patient Advocate acts as a liaison between you and your health care team. Call or stop by the Patient Advocate Office located across from TRICARE and the dining facility at Bassett.
- **Interactive Customer Evaluation (ICE)**
The ICE system can be used from the Bassett website or by filling out forms located throughout the clinic. Submissions are looked at daily and will receive prompt attention.
www.alaska.amedd.army.mil
- **C.A.R.E.S. Program**
The CARES (Compassionate, Attentive, Responsive, enthusiastic Service) Program empowers patients, family members, and visitors to bring customer service excellence of MEDDAC-AK personnel to leadership's attention. CARES forms can be found throughout our facilities.