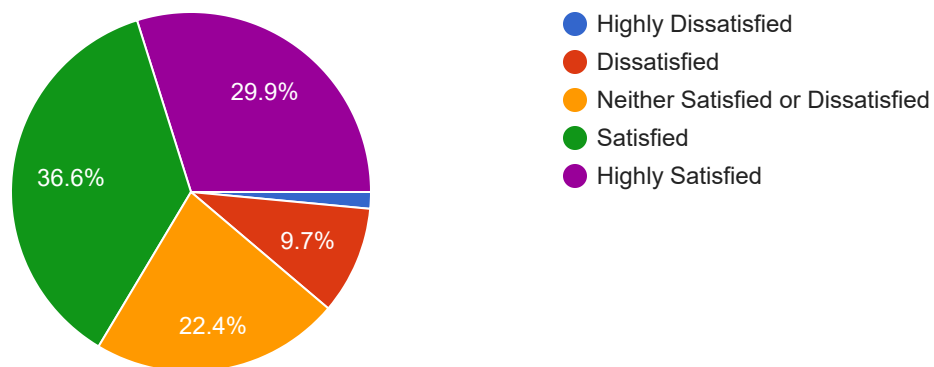




## 2025 SLC CS Client Satisfaction Survey

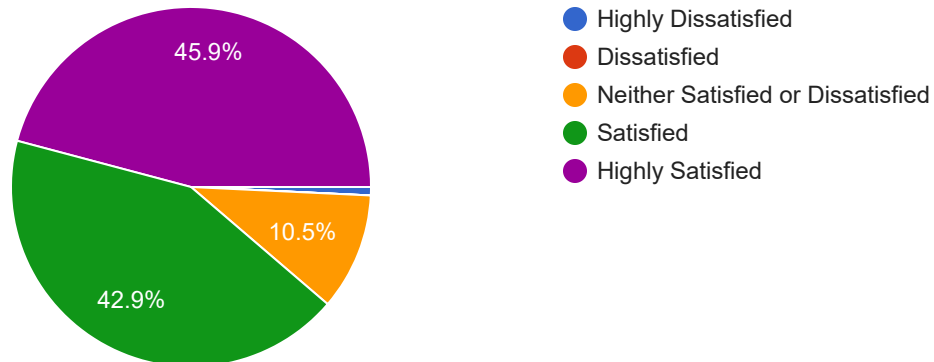
How satisfied are you with your general health?

134 responses



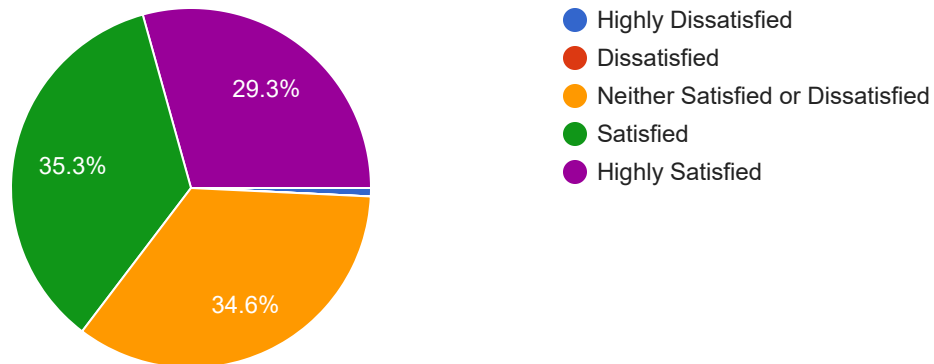
How satisfied are you with the experience in your interactions with front end staff?

133 responses



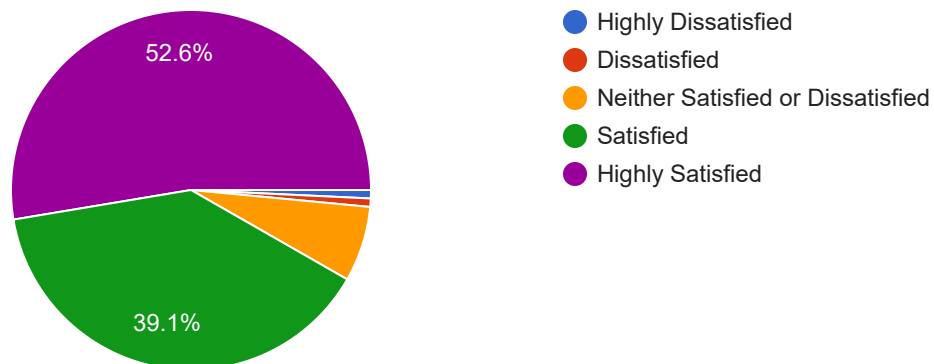
How satisfied are you with the experience in your interactions with billing staff?

133 responses



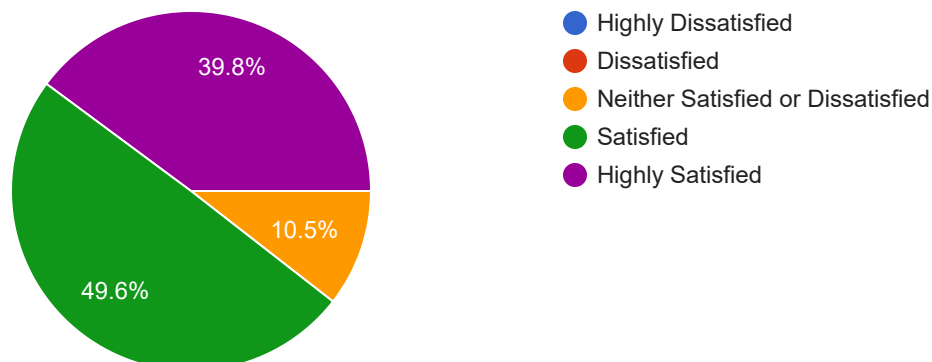
How satisfied are you with the length of time it took to get an appointment?

133 responses



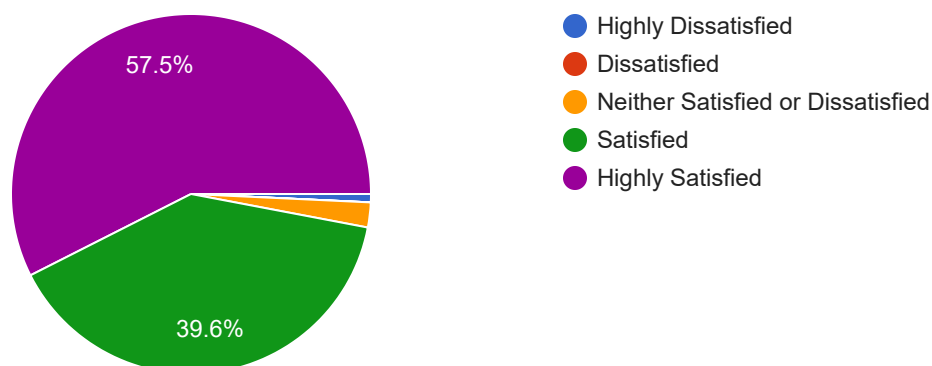
How satisfied are you with the length of time waiting in the office before your visit?

133 responses



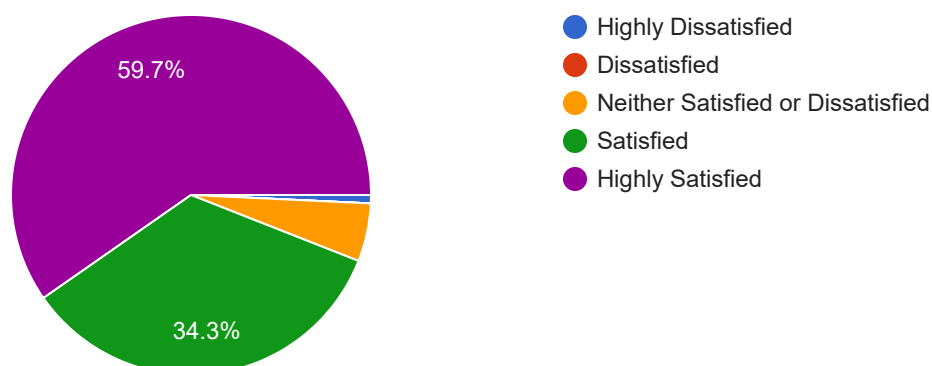
How satisfied are you with the length of time with the provider you saw?

134 responses



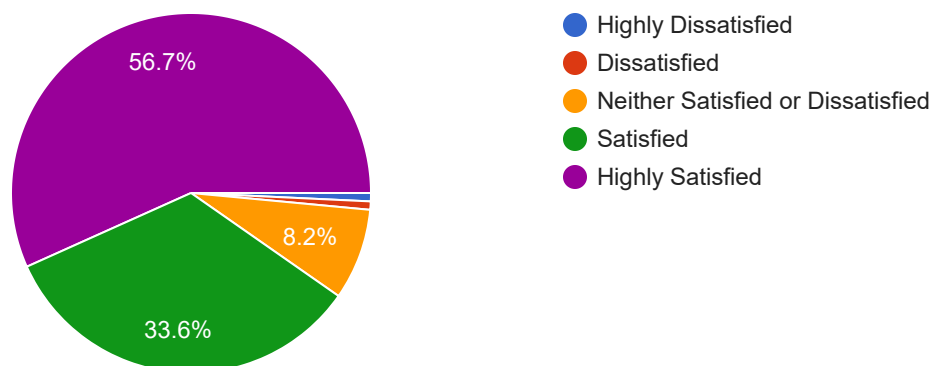
How satisfied are you with the provider's responses to any concerns you expressed?

134 responses



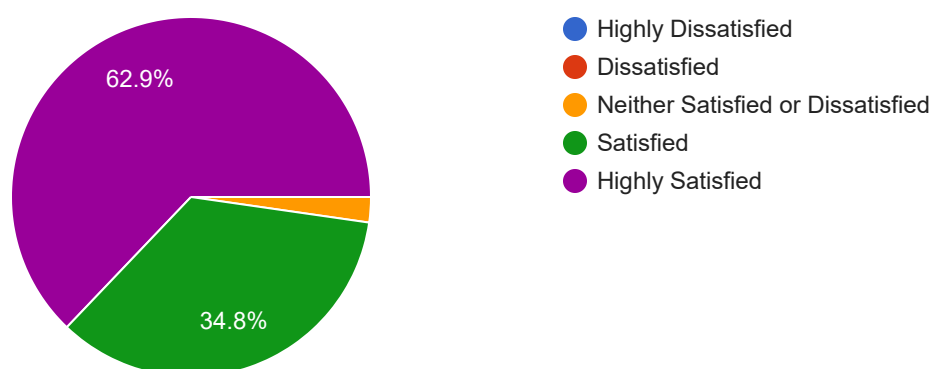
How satisfied are you with the explanation of your treatment by the provider?

134 responses



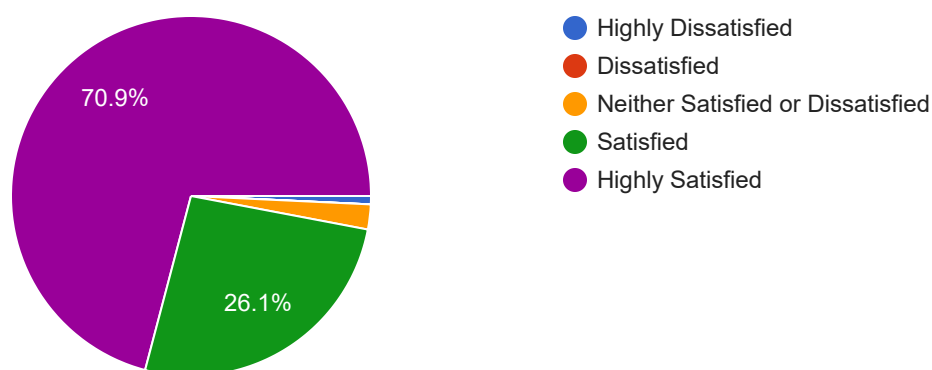
How satisfied are you with the carefulness and skillfulness of the provider that you saw?

132 responses



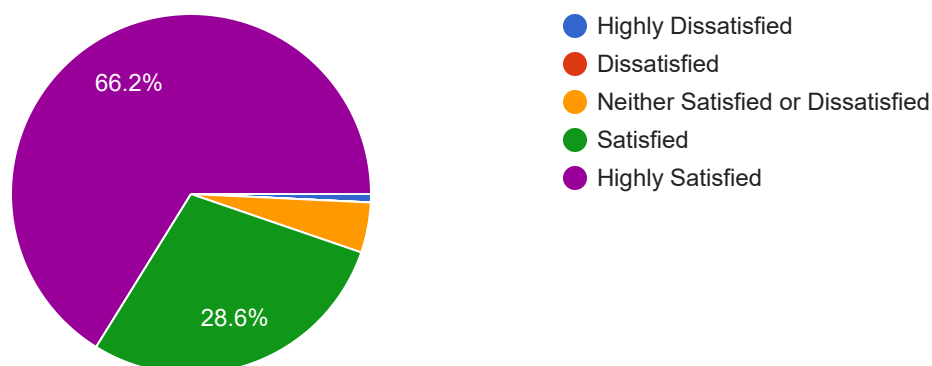
How satisfied are you with the courtesy, respect, sensitivity and friendliness of the provider that you saw?

134 responses



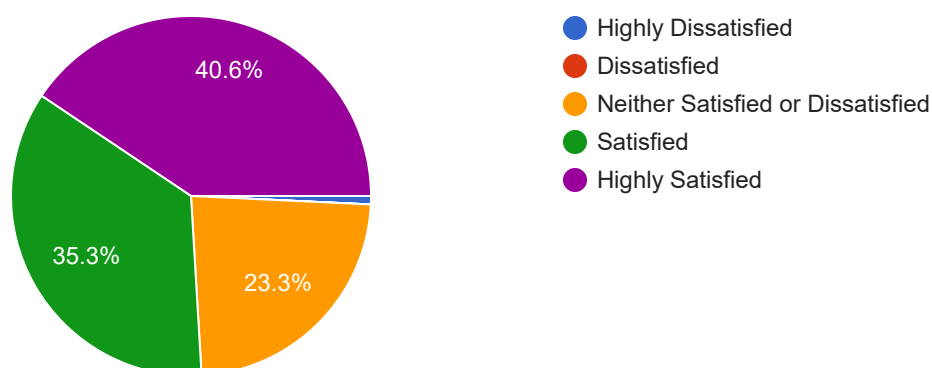
### How satisfied are you with how well the staff respected your privacy?

133 responses



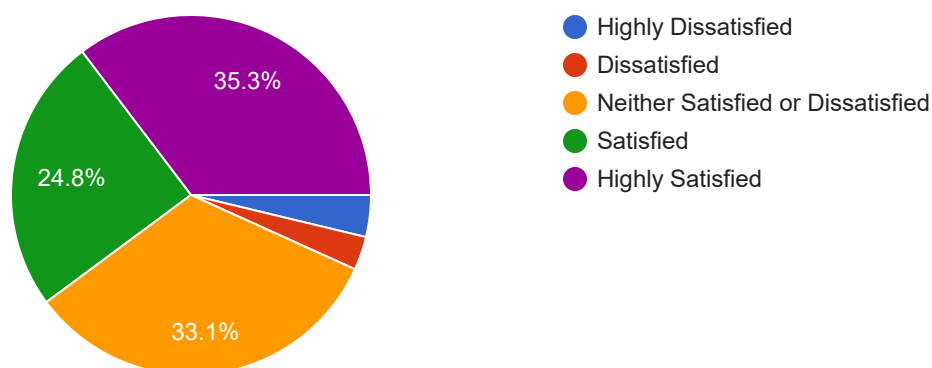
### How satisfied are you with how well the staff answered your questions about the telehealth process?

133 responses



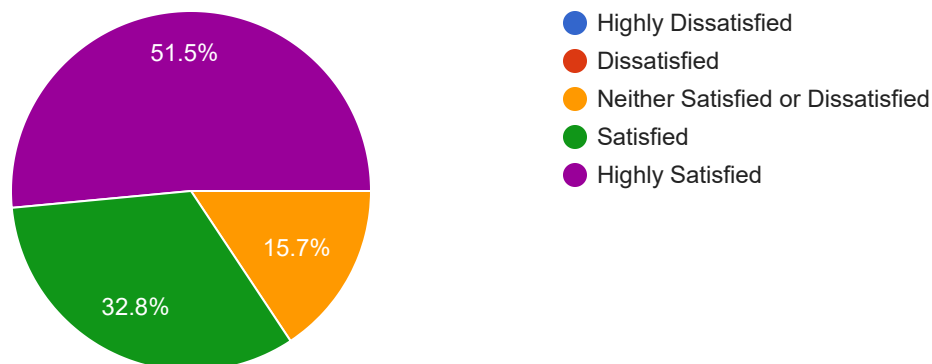
### How satisfied are you with the comfortability a telehealth session compared to a face-to-face visit?

133 responses



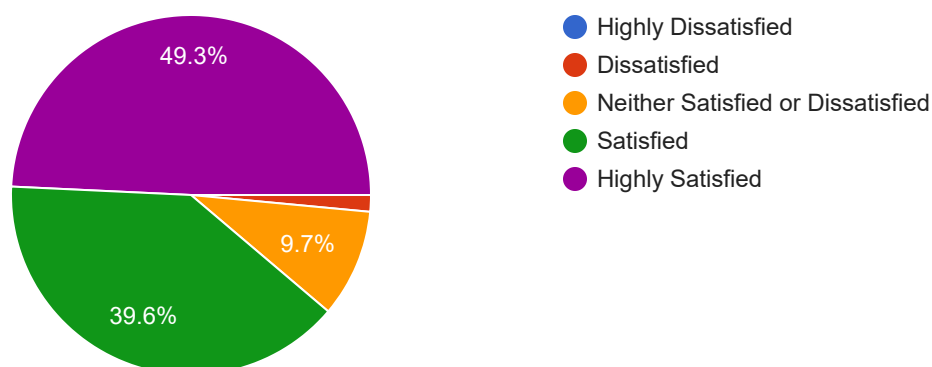
How satisfied are you with the way the staff taught you about improving your health and offering self-management suggestions?

134 responses



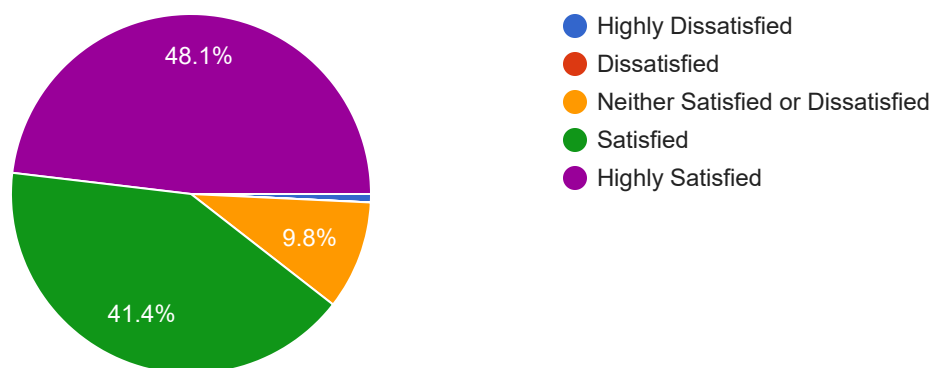
How satisfied are you with the your ability to communicate your needs effectively to your provider?

134 responses



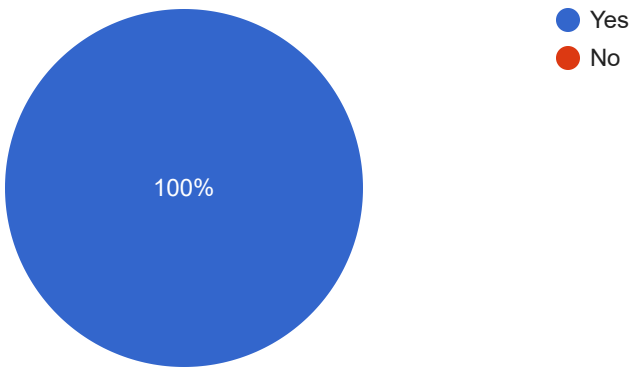
How satisfied are you with the way your provider involves your treatment team in your care when needed?

133 responses



Would you recommend our services to your family or friends?

133 responses



Any comments or concerns, please feel free to enter them below:

27 responses

i've had great care from megan and it has been very helpful

dave is great

Eric is awesome. He does his job well, and is very professional.

There's never anyone sitting at the front desk and I always have to ring the bell

I'd like a diagnosis so I can improve

Dawn Colbert is a highly skilled and compassionate professional. St Lawrence County is fortunate to have her in your employ.

Dawn is the best

Dawn has been helping me through trauma work with her guidance I have been able to let go of some things of the past.

Sharron is the sweetest. Again very understanding, very intelligent, very kind person to work with. I would recommend her any day. Also we share birthdays!! That's cool!!

for 6 months to a year the front desk was horrendous, i had children miss appointments because their provider wasn't notified of their arrival. currently there has been a huge improvement we don't have any other concerns

absolute kindness and has helped my family move things in the right direction

I have been receiving services for almost 8 years now and I have found that this is the best place for services. All the staff is friendly and accommodating to any issues that come up. I am extremely happy to be allowed to do telehealth. Dawn has helped me greatly and to be honest she has saved my life. She has given me many ways to get through mental health issues that come up. Highly satisfied.

Dawn goes above and beyond to make me feel comfortable during my sessions with her! I truly could not have asked for a better therapist!

I enjoy coming to see Dave every week. I have a concern that Sharon doesn't listen to me about my mental health and sleeping. The rest of my treatment with Dave and Karen is going great

This place has been helping me so much. I don't know where I would be without this program. Everyone here goes above and beyond.



david has a very unique ability to portrait loyalty towards finding truth in the problems. I have been able to improve my way of life. thank you

Dawn is the first provider I've had that I've got the most from. Let alone has stayed the longest

would be great if voicemails were listened to, better yet the phones were answered. I call to reschedule and my provider doesn't get notified. answer your phone, listen to your voicemails, and communicate with providers

front end is often Missing in action, doesn't answer their phones or it goes to voicemail, that shouldn't happen in this field.

eric is great

thank you for your help

she's amazing

Without Sarah I wouldn't be who I am today. I learned so many things from this woman. She always has the answers to everything. My anxiety and depression is always gone after a good session with her. I would recommend her to anyone who needs help. She's very intelligent, very open minded, very kind, and understanding. I feel safe with her as my provider and I beg to god she doesn't go anywhere anytime soon. SHE is what we need in life. We need more of HER. God bless that woman and the help she's given me all of these years.

I am grateful to have Dawn in my life and in the community

i love you guys! THX

Meghan is one of the therapists I have ever had.

would be great if voicemails were listened to, i call and leave a message and it is never given to my provider or my provider is not notified that i called to reschedule. please listen to your voicemails

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