



# SAINT LUKE INSTITUTE

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## Assessment of Caritas Counseling Center Intake Services

Caritas Counseling Center strives to provide quality service. Your anonymous suggestions and recommendations are welcomed and taken seriously. Please complete this form and place it in the drop box at the front desk.

**DIRECTIONS:** On the right, circle the answer representing your choice, using the following codes:

**P = Poor   F = Fair   G = Good   VG = Very Good   E = Excellent   NA = Not Applicable**

### I. PRIOR TO FIRST SESSION

- |   |   |   |   |    |   |    |
|---|---|---|---|----|---|----|
| 1. Promptness of return phone call                                  | P | F | G | VG | E | NA |
| 2. Compassion and respect experienced during the initial phone call | P | F | G | VG | E | NA |
| 3. Courtesy and helpfulness of receptionist upon arrival            | P | F | G | VG | E | NA |

### II. ADMISSIONS PROCESS

- |   |   |   |   |    |   |    |
|---|---|---|---|----|---|----|
| 4. Clarity of instruction about consent, confidentiality, HIPPA policy and the assessment measure     | P | F | G | VG | E | NA |
| 5. Clarity of communication about finances and insurance  | P | F | G | VG | E | NA |
| 6. Clarity of explanation of treatment: what therapy will entail, therapist's role and session length | P | F | G | VG | E | NA |

### III. FIRST SESSION

- |   |   |   |   |    |   |    |
|---|---|---|---|----|---|----|
| 7. Therapist's timeliness and professional conduct                  | P | F | G | VG | E | NA |
| 8. Your sense of being heard, understood and respected              | P | F | G | VG | E | NA |
| 9. Your sense of being able to articulate treatment issues or goals | P | F | G | VG | E | NA |

**COMMENTS/SUGGESTIONS:**