



Patient Feedback Form

Thank you for visiting Air Liquide Home Healthcare Canada!

We value all our patients and strive to meet everyone's needs. We are committed to providing accessible services for all.

This form is available in accessible formats. Please let our staff know if you require this form in an alternative format or need assistance completing it.

Please tell us about your visit:

Location: _____

Date of Visit: _____

Time of Visit: _____

Your Feedback

1. Did we respond to and meet your overall customer service needs today?

Yes

No

Somewhat

Comments:

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2. **Was our customer service provided to you in an accessible manner?** (e.g., *Did our staff communicate clearly? Was information easy to understand? Were your needs respected?*)

- Yes
- No
- Somewhat

Comments:

3. **Did you have any problems accessing our goods, services, or facilities today?** (e.g., *physical access to our location or within it, using our equipment/devices, accessing our website, understanding our printed materials, or any other barriers encountered.*)

- Yes
- No
- Somewhat

If you answered **Yes** or **Somewhat**, please describe the situation encountered:

4. **Were there any aspects of our service, facilities, or information that you found particularly accessible or helpful today?** Please describe:

5. Do you have any specific suggestions on how we can improve accessibility or our customer service for people with disabilities?

6. Was this feedback form easy to understand and use?

Yes

No

If you answered **No**, please let us know what challenges you experienced or how we could improve it:

Contact Information (Optional) *Please provide your contact information if you would like a direct follow-up from us regarding your feedback.*

Name: _____

Phone Number: _____

Email: _____

If you would like us to follow up, how do you prefer to be contacted?

Phone

Email

No follow up required

Date: _____

Thank you for taking the time to provide your feedback. Your input is important to us and will be used to improve our services and accessibility.

Best Regards,

Management
Air Liquide Home Healthcare Canada