



LABORATORY BULLETIN

2007- February-12

Bulletin # 2007- 2

To: Partners, Customers and Colleagues

Re: ProvLab Customer Satisfaction Survey

PLEASE CIRCULATE THIS BULLETIN TO YOUR FRONT LINE STAFF AS APPROPRIATE.

The Provincial Laboratory for Public Health (Microbiology) [ProvLab] is conducting an on-line customer satisfaction survey to measure the effectiveness of the testing, education, research and surveillance services we provide to our health care partners and colleagues.

We encourage you and your front line staff to participate in the survey at the following link:

<http://www.zoomerang.com/survey.zgi?p=WEB2262V9SECYT>

Completion of this survey will take approximately 5 minutes of your time.

Your feedback is important in assisting us to identify opportunities for improvement in service provision, and will also be used to establish a baseline against which to compare future survey responses.

Please respond **no later than March 15, 2007**.

If you have any questions or concerns regarding the survey, please contact Vicki Knight, Acting Manager Client Services by telephone (780-407-8962) or by email at v.knight@provlab.ab.ca.

Thank-you for your time and valuable input.

Handwritten signature of J. K. Preiksaitis in black ink.

Dr. Jutta Preiksaitis
Medical Director
ProvLab

Handwritten signature of Terry Chelich in black ink.

Terry Chelich
Administrative Director
ProvLab

Handwritten signature of Mauro Chies in black ink.

Mauro Chies
Administrative Director
ProvLab

This bulletin was distributed to representatives of the following customer groups:

- Alberta Environment- Surface Water Monitoring Branch, Drinking Water Branch
- Alberta Children's Hospital- NICU
- Birth Control Clinic, Capital Health
- Boyle McCauley Clinic
- Calgary Police Service OHS
- Canadian Blood Services
- CDC Alberta Nurses Working Group
- Critical Care Physicians, Calgary Health Region, Capital Health
- CUPS, Calgary Health Region
- Directors of Public Health Laboratories- British Columbia/Manitoba/Saskatchewan
- Edmonton Remand Centre
- Emergency Departments, Calgary Health Region, University of Alberta Hospital, Royal Alexandra Hospital
- Environmental Health Directors, Alberta
- Family Medicine, Calgary Health Region
- Family Planning Clinic, Calgary Health Region
- Hepatologists/Gastroenterologists, Edmonton and Calgary
- Infectious Disease Physicians, Calgary Health Region, Capital Health
- Infection Prevention and Control, Alberta Cancer Board, Regions 3, 4, 5, 6, 9
- Medical Officers of Health, Alberta, First Nations, Northwest Territories, Nunavut, Yukon, British Columbia, Manitoba, Saskatchewan, Health Canada
- Deputy Medical Officers of Health Alberta
- Northern Alberta Institute of Technology (NAIT)
- Nephrologists, Capital Health Region
- OB/GYN Directors, Capital and Calgary Health Regions
- Occupational Health and Safety, Capital and Calgary Health Regions
- Pediatrics Department Edmonton
- Provincial/Deputy Provincial Health Officers of Alberta and Provincial Health Office
- Provincial Medical Consultant and Manager- TB Services
- Provincial Medical Consultant and Manager- STD Services
- Refugee Centre, Calgary Health Region
- Regional Laboratory Directors of Alberta
- Regional Laboratory Managers of Alberta, Northwest Territories, Nunavut, Yukon
- Respiriologists, Calgary and Capital Health Regions
- SAC Clinic, Calgary Health Region
- Safeworks, Calgary Health Region
- Southern Alberta Institute of Technology (SAIT)
- School of Public Health
- Spore Strip Testing Clients, Calgary Health Region
- STD Clinic, Calgary Health Region
- STD Services, Capital Health Region
- TB Clinic Calgary
- Transplant Coordinators/Managers Alberta
- Transplant Program Directors Alberta
- 8th and 8th Clinic, Calgary Health Region
- University of Alberta Hospitals Service Chiefs
- University of Alberta Hospitals Patient Care Areas
- University of Alberta Hospitals Clinical Operations Groups
- University of Alberta- Education/Research
- University of Calgary- Education/Research