

General Information

Practice Name: _____ Client Code: _____

Account Manager/Sales Rep: _____

Trainer: _____

Live Date: _____

Your input and feedback is important to us. Please take a few minutes to evaluate how we did selling, installing, and implementing your SpringCharts EHR system.

Please enter your rating in the first column for each question/statement using the following rating scale:

5 – Excellent 4 – Very Good 3 – Good 2 – Fair 1 – Poor

Sales Process

Rating	Question/Statement
<input type="text"/>	How knowledgeable was your PrimaryData Account Manager/Sales Rep regarding the SpringCharts software? Comments:
<input type="text"/>	My PrimaryData Account Manager/Sales Rep was available and responsive to me during the sales process. Comments:

Pre-Implementation Phase

(including hardware if applicable)

Rating	Question/Statement
<input type="text"/>	The Pre-Implementation packet was informational, clear, and easy to complete. Comments:

The PrimaryData Pre-Implementation team was helpful.
Comments:

The Pre-Implementation meeting was useful.
Comments:

How would you rate the professionalism of the PrimaryData Hardware team during your hardware and/or SpringCharts EHR software installation?
Comments:

How would you rate the PrimaryData Implementation Team?
Comments:

Training

Rating	Question/Statement
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Did the training schedule keep to the agreed upon dates?
Comments:

Was your trainer knowledgeable and professional?
Comments:

Rating	Question/Statement
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Did the training flow make sense? Was there a logical progression?

Comments:

During the training process, were you able to get answers to your questions from PrimaryData staff?

Comments:

Was the timeframe allowed from tables to wrap-up sufficient?

Comments:

How would you rate overall your SpringCharts EHR training?

Comments:

Additional Comments

Spring Medical, the developer of SpringCharts EHR, has an opportunity through a customer survey to be recognized and rated by the prestigious KLAS organization, a company that independently measures and reports health IT vendor performances.

- Your survey answers and comments are treated with utmost confidentiality by KLAS
- It provides a method for physicians and offices to share their health IT experiences
- Most people complete the survey in less than 10 minutes online

Yes, I am willing to participate in the KLAS survey.

PrimaryData will contact you with details on how to access the KLAS survey website.

Evaluation completed by: _____

Date: _____