



NEWBORN SCREENING CENTER - NATIONAL INSTITUTES OF HEALTH
 Institute of Human Genetics, National Institutes of Health
 University of the Philippines Manila
 Rm 102, Building H, UP AyalaLand TechnoHub Complex, Commonwealth Avenue, Diliman, Quezon City

NSF Feedback Form

We want to serve you better by continuously improving our NBS service delivery system. To do this, we would like to know what you think.

YOUR PROFILE (please fill in the blanks or tick the box with the correct answer)

Your Name:	Position:
NSF Code:	NSF Name:
Have you or anyone in your facility attended an NBS orientation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If no, do you think there is a need for you to attend one?	<input type="checkbox"/> Yes <input type="checkbox"/> No

NSC-NIH SERVICES (please check the box that best expresses your opinion)

Orientation

	1	2	3	4	5	Not
	Poor	Fair	Average	Good	Excellent	Applicable
1. The topics covered are comprehensive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The orientation is helpful in setting up the NSF.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What aspect of the orientation could be improved?						

Membership

3. A welcome letter from NSC-NIH was immediately forwarded upon submission and approval of membership application.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. A welcome call from the NSC-NIH was received.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The starter kit was properly and immediately endorsed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What suggestions could you give to make new members feel more welcomed?						

Purchase Orders

6. Processing of purchase orders is quick and hassle-free.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Supplies are delivered on time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What problem(s) have you frequently encountered in the ordering of kits?						
What suggestion could you give to improve this service?						

Results

8. Results of the screening are released as scheduled.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The format of the result is clear and easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The results are released accurately with no errors in the patient data.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Results of positive screens are clearly explained and instructions for the next step to take are given.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What problems have you frequently encountered upon receiving the results?						

Staff

12. The staff are courteous and friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Inquiries are handled in an efficient and professional manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General

What other suggestions could you give to improve our services?	

Thank you very much for your continued support! 😊