

APLSS – APLSS, or the Army Provider Level satisfaction Survey, is a survey that is administered by the office of the US Army Surgeon general. The survey focuses on satisfaction measures ranging from how well our medical team communicated with you during your visit, to cleanliness of our facility. By completing the survey, your voice will be heard and potentially increase funding for all of us. Did you know that every positive survey returned has the potential of earning upwards of \$800 dollars in re-imburements for the organization? Consequently, each negative survey returned has the potential of removing upwards of \$800 dollars in funding. This is an incredibly powerful tool. Positive surveys bring dollars back into the organization for all of us and help pay for clinic improvements, new equipment and personnel. Those same benefits are removed by negative surveys. Our goal is to receive top ratings for every visit! So the next time you receive a survey, please take the time to complete the survey either online, by phone or completing the survey in hard copy, if mailed, return it in the envelope provided. If we receive completed surveys with top ratings, we all win. Please let us know how we are doing!