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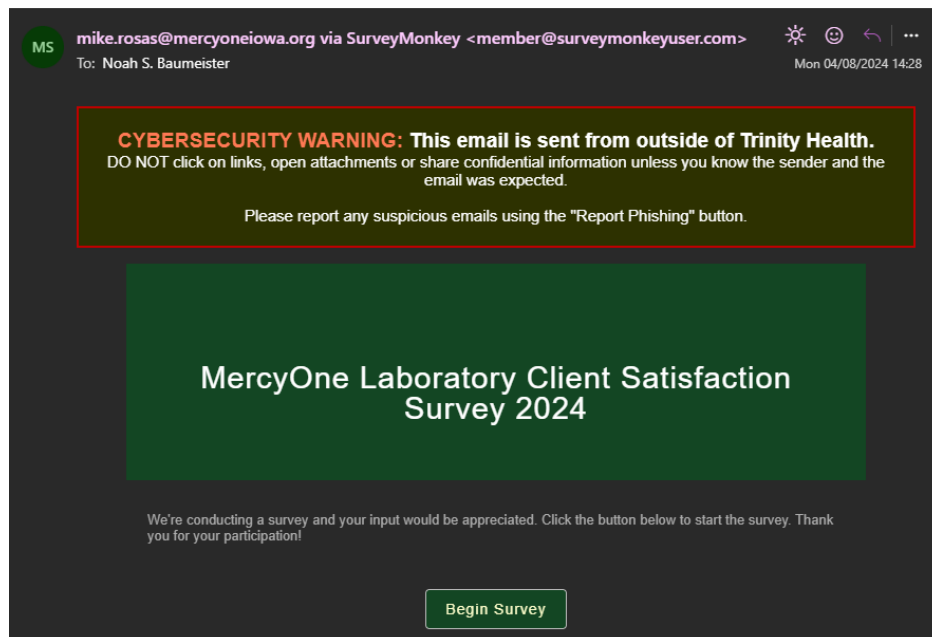
## Des Moines Laboratory

Date: April 12<sup>th</sup>, 2024

### Client Satisfaction Survey 2024:

We'd like to take a moment to thank you for choosing MercyOne as your reference laboratory. It is a pleasure serving you, your providers, and your patients. There is a great need for reliable testing, quick results, and satisfactory customer service. We have a team dedicated to improving our service, but your feedback will assist us in identifying your needs so we can serve you better. Within the next week, you will find an email with a link to the 2024 MercyOne Laboratory Client Satisfaction Survey. We know your time is valuable, but 3-4 minutes of your time will provide us with insight to support your needs.

In the past, these surveys have allowed us to identify courier, draw stations, and staffing requests. We have been able to adjust these because of your suggestions. MercyOne has been able to tend to courier needs, extend the hours of our draw stations, and has continued to work on our client services staffing. We appreciate your feedback to continue to serve you better.



Thank you for choosing MercyOne Des Moines Laboratory.