



AMERICAN SAMOA MEDICAID STATE AGENCY
OFFICE OF THE GOVERNOR
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OMRNZ Survey Questionnaire

Directions: From 1 (Very Poor) to 5 (Excellent), please rate your experience and level of satisfaction with the Medicaid OMRNZ program.

Questions	1	2	3	4	5
<i>Please rate your experience at LBJ.</i>					
1. Doctors had knowledge or provided some information on your referral to NZ.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. LBJ provided ample information and guidelines on the NZ medical referral program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Transition of your referral from LBJ to Medicaid was smooth and was clearly explained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Please rate your experience at the Medicaid Office.</i>					
1. Medicaid staff clearly explained the purpose of a Patient Consent Form.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Medicaid staff clearly explained the purpose of the Patient Designation Form.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Medicaid staff gave you time to read the forms listed above.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Medicaid clearly explained about program expectations and requirements during orientation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Medicaid provided all documentation needed in order to travel to NZ.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Please rate your experience with our NZ medical providers.</i>					
1. Transportation -- Flights with Samoa Airways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Transportation -- Taxi and Hotel Drivers in Samoa & NZ	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accommodations -- Samoa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Accommodations -- New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Doctors and hospitals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. PMAL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Additional Comments (e.g. need more information on program, orientation not clear)</i>					