
2011 Customer Satisfaction Survey Results

During January 2011, a customer satisfaction survey was sent to DiaMed users to determine their satisfaction with DiaMed and the customer service provided by Chiron Data Systems. Below is a summary of the results.

100% rated DiaMed as “Very Good” or “Excellent” on the following:

1. Overall ease of use
2. Patient record content related to DSMT documentation standards and requirements
3. Ease with which you can document patient data
4. Ease with which you can access patient data
5. Patient record printouts and letters
6. Software customization options
7. General reporting options
8. ADA Recognition / AADE Accreditation reporting tools

100% rated Chiron Data Systems support as “Very Good” or “Excellent” on the following:

1. Professionalism
2. New user training
3. Quality of customer support
4. Response time to support requests
5. Willingness to go the “extra mile”
6. Responsiveness to feature requests
7. Understanding customer needs

Comments:

“The level of customer service and support are far above other companies. The software only gets better and better!”

“What's better than Highly Satisfied?!!”

“Absolutely outstanding!”

“I think the support is one of the most important features of DiaMed - the ability to pick up the phone or email and get a quick response. [They] have incredible patience in dealing with questions. We really appreciate their willingness to consider additions to the program to facilitate charting and reports.”

“[Customer support is] easily accessible and prompt. Very open to suggestions.”