



## Walk-through Recording Template

Use this template to record your experiences and observations from your walk-through exercise, as well as the suggestions that you've gathered from your staff.

Agency Name: Enter your agency's name here...

### First Contact

<b>Observations:</b>	<ol style="list-style-type: none"><li>1. Did you get a busy signal, voice mail, an automated greeting, or did a live person answer the call?</li><li>2. Did the agency offer you an appointment on your first call?</li><li>3. How long did you wait for your first appointment?</li><li>4. Would you have to miss work to attend the appointment?</li><li>5. Would you have difficulty reaching the site without access to a car?</li><li>6. Does the agency offer transportation to the site if you don't have transportation?</li></ol>
<b>Recommendations:</b>	



### First Appointment

<b>Observations:</b>	<ol style="list-style-type: none"><li>1. Was it easy to find the agency?</li><li>2. Were parking, directions, and signage adequate?</li><li>3. Did the site feel pleasant and welcoming or cold and harsh?</li><li>4. Were you welcomed to the agency in an open and friendly manner?</li></ol>
<b>Recommendations:</b>	

### Intake and Assessment

<b>Observations:</b>	<ol style="list-style-type: none"><li>1. Did the family member accompany you through the entire intake process?</li><li>2. How long did you spend in the waiting room?</li><li>3. Was a urine test required?</li></ol>
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	<p>4. What was the assessment process like?</p> <p>5. Did you have to wait between your assessment and your first treatment session, and if so, how long?</p>
<b>Recommendations:</b>	



## First Treatment Session

<b>Observations:</b>	<ol style="list-style-type: none"><li>1. How were you treated?</li><li>2. Did the agency contact you to confirm your treatment appointment?</li><li>3. Was it clear where you were to go and what you could expect to happen?</li><li>4. What questions or concerns should have been addressed before the first session?</li></ol>
<b>Recommendations:</b>	

## Final Considerations

1. What surprised you most during your walk-through?
2. What changes do you most want to make?