

PATIENT

EXPERIENCE

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## Website Audit Form

Use this form to examine your site's website. Browse through the website as though you are a patient, returning or new, and look for information that you think would be important to answer a question you have or plan a visit. If you notice other problems or concerns that are not included in this list, please note them on the lines at the bottom of the page.

First, please circle how you are accessing the website (it is important to review the site in all browsers):

Internet Explorer    Mozilla Firefox    Google Chrome    Safari    Mobile Phone    Tablet

WEBSITE AUDIT	Yes	No
<b>Design</b>		
The website design is aesthetically appealing.		
The colors on the site are related to the service site's logo.		
The fonts are easily readable.		
The structure of the navigation bar makes sense.		
<b>Content</b>		
The amount of text on each page can be read without having to scroll.		
The text contains no spelling or grammar errors.		
The information is jargon-free.		
All links on the website are active.		
There is adequate information about the services available.		
The website makes a convincing case for why patients should go there.		
At least one picture of the facility is shown on the website.		
<b>Contact Information</b>		
It is easy to find the facility's phone number.		
It is easy to find the facility's email address.		
It is easy to find the facility's address.		
The directions to the facility are clearly explained.		
The hours listed for the service site are accurate.		
There is direct contact information to make an appointment.		

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WEBSITE AUDIT	Yes	No
<b>Technical Considerations</b>		
The site loads quickly and properly.		
The structure of the navigation bar makes sense.		

**Notes**

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