

Upon your arrival

Very Poor Poor Fair Good Very Good

- 1) Rate the courtesy & helpfulness of the person who checked you in:

1 2 3 4 5

What could we have done better? _____

- 2) How long from your **scheduled** appointment time did you have to wait to see the Doctor? ___ under 15 min ___ 15-30 min ___ Over 30 min

Nurses

Very Poor Poor Fair Good Very Good

- 1) Rate the friendliness and courtesy of the nurses: 1 2 3 4 5
- 2) Please rate how the nurses answered questions: 1 2 3 4 5
- 3) Rate how well the nurses kept you informed throughout the day 1 2 3 4 5

How could we improve in these areas? _____

Physician

Very Poor Poor Fair Good Very Good

- 1) Please rate the friendliness and courtesy of physician: 1 2 3 4 5
- 2) Rate the physicians concern for questions & worries: 1 2 3 4 5
- 3) Rate the extent the physician talked with you using language you could understand 1 2 3 4 5

How could the physician improve in these areas? _____

- 4) Did you understand your diagnosis and the reason for the type of surgery that you had?
___ yes ___ no Explain: _____

- 5) Do you feel that you received the best possible care?
___ yes ___ no Explain: _____

- 6) Are you satisfied with the results of the surgery?
___ yes ___ no Explain: _____

Discharge

Very Poor Poor Fair Good Very Good

- 1) How well did you understand how to care for your wound and/or dressing once you got home? 1 2 3 4 5
- 2) Did you need information which was not provided by the nurse or instruction sheet? 1 2 3 4 5

How can we make the wound care instructions better? _____

- 3) If you called our office for help after surgery, were your questions answered to your satisfaction? 1 2 3 4 5

How could we have provided you with more assistance? _____

Billing Services

Very Poor Poor Fair Good Very Good

- 1) Please rate the billing accuracy and effectiveness: 1 2 3 4 5
- 2) If you were in direct contact with the billing office, please rate courtesy and helpfulness: 1 2 3 4 5
- 3) Did the billing office make any mistakes?
___ yes ___ no Explain: _____

What aspect of billing could we improve upon? _____

Personal Issues

Very Poor Poor Fair Good Very Good

Rate our response to your concerns during your visit: 1 2 3 4 5

How could we have responded better? _____

Were there any staff members who were especially helpful that you would like to mention?

Which doctor did you see today ? Dr. Zitelli Dr. Brodland

If you nmade a suggestion/complaint, would you mind a follow-up phone call? ___yes ___ no

If so, please leave your name and phone number where we can reach you during the day:
