

PATIENT SATISFACTION SURVEY

Please circle your answers to the following questions using a scale of 1 to 5, with 1 being lowest and 5 being highest. Please skip questions that do not apply.

1	2	3	4	5
☹	↔	☹	↔	☺

1. When you called for an appointment, were you satisfied with the response from the person who answered the telephone?

1	2	3	4	5
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2. When you arrived for your appointment, did you find the receptionist(s) in our office:

Friendly and Courteous?	1	2	3	4	5
Helpful?	1	2	3	4	5

3. How acceptable was the amount of time spent in the reception area and examining room before seeing the doctor?

1	2	3	4	5
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4. When you were called to the examining room, did you find our technician:

Friendly and Courteous?	1	2	3	4	5
Competent and Professional?	1	2	3	4	5
Sympathetic & Caring?	1	2	3	4	5

5. During your examination, did you find the doctor to be:

Friendly and Courteous?	1	2	3	4	5
Competent and Professional?	1	2	3	4	5
Sympathetic & Caring?	1	2	3	4	5

6. Did the doctor spend an appropriate amount of time with you, answer your questions and explain medical procedures to your satisfaction?

1	2	3	4	5
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7. How satisfied were you with the doctor's diagnosis and treatment recommendations?

1	2	3	4	5
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8. If surgery was recommended, did the doctor/technician discuss with you in detail information about the need for surgery and recommended procedure(s)?

1	2	3	4	5
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9. If you had surgery, were you satisfied with your post-operative follow-up?

1	2	3	4	5
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10. When asking billing/insurance questions, did you find our billing/ insurance personnel:

Friendly and Courteous?	1	2	3	4	5
Helpful?	1	2	3	4	5

11. Did you find that visiting our office was a positive eye care experience?

1	2	3	4	5
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12. Would you recommend our eye care practice to your friends?

Yes	No
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Additional Comments:
