

# ASSOCIATES IN PEDIATRICS SATISFACTION SURVEY

You are in a unique position to tell us if we are successful in meeting your expectations!

## Staff Courtesy

1) Were you pleasantly and treated courteously by our staff?

Reception/Billing	___Excellent	___Good	___Average	___Fair	___Poor
Management	___Excellent	___Good	___Average	___Fair	___Poor
Nursing	___Excellent	___Good	___Average	___Fair	___Poor
Physician	___Excellent	___Good	___Average	___Fair	___Poor

Suggestions for improvement: \_\_\_\_\_

2) Do the members of our team always exhibit a professional manner, treating you with respect and being mindful of issues regarding patient confidentiality?

\_\_\_Excellent      \_\_\_Good      \_\_\_Average      \_\_\_Fair      \_\_\_Poor

Suggestions for improvement: \_\_\_\_\_

## PHONES

3) Was your appointment scheduled to your satisfaction?

\_\_\_Excellent      \_\_\_Good      \_\_\_Average      \_\_\_Fair      \_\_\_Poor

Suggestions for improvement: \_\_\_\_\_

4) Was your phone call answered timely and to your satisfaction?

\_\_\_Excellent      \_\_\_Good      \_\_\_Average      \_\_\_Fair      \_\_\_Poor

Suggestions for improvement: \_\_\_\_\_

5) Were your concerns satisfactorily addressed by our Telephone Nurse Triage?

\_\_\_Excellent      \_\_\_Good      \_\_\_Average      \_\_\_Fair      \_\_\_Poor

Suggestions for improvement: \_\_\_\_\_

## WAIT TIME / KNOWLEDGE BASE

6) What was your average wait time at check in? \_\_\_\_\_.

7) To see the physician? \_\_\_\_\_ is this within your expectations?

\_\_\_Excellent      \_\_\_Good      \_\_\_Average      \_\_\_Fair      \_\_\_Poor

Suggestions for improvement: \_\_\_\_\_

8) Was the support and nursing knowledgeable and efficient?

Excellent       Good       Average       Fair       Poor

Suggestions for improvement: \_\_\_\_\_

**FACILITY**

9) Was the waiting room clean and adequately stocked?

Excellent       Good       Average       Fair       Poor

Suggestions for improvement: \_\_\_\_\_

10) Were the patient care and rest rooms clean and adequately stocked?

Excellent       Good       Average       Fair       Poor

Suggestions for improvement: \_\_\_\_\_

**OVERALL**

11) How would you rate your overall office experience?

Excellent       Good       Average       Fair       Poor

Suggestions for improvement: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_