



## PLASTIC SURGERY SERVICES OF FREDERICKSBURG

Our team makes patient satisfaction a top priority. Your input provides valuable information on what improvements, if any we can provide for your benefit. Please take a moment to answer the following questions. All replies are confidential, unless you ask us for a response. Please circle any responses that apply.

**1. When I phoned to make an appointment:**

- a. There was a busy signal.
- b. I had to try several times before I got an answer.
- c. The phone was answered promptly.
- d. There was a long wait before answering.
- e. I was put on hold for a long period of time.

**2. The person who answered the phone:**

- a. Was professional, yet pleasant and helpful.
- b. Seemed rushed.
- c. Acted bored.
- d. Didn't know what to do.

**3. When answering my questions and concerns, the person who answered the phone:**

- a. Was knowledgeable.
- b. Did not have the answer, but referred me to someone who did.
- c. Said, "I don't know."
- d. Asked to call me back.

**4. When making an appointment:**

- a. I was able to make one easily.
- b. I was able to make one at a convenient time.
- c. I had to wait too long to get one.
- d. I was able to make one quickly when in an emergency.

**5. While I was on the phone:**

- a. I was given clear directions to the office.
- b. I was told that I would receive new patient information.
- c. Neither of the above.

**6. When I came to the office:**

- a. It was easy to find.
- b. I was greeted promptly and pleasantly.
- c. I felt that now one was interested in me.
- d. I had to wait too long for my appointment.

**7. The reception room was:**

- a. Pleasant.
- b. Comfortable.
- c. Crowded.
- d. Worn and tattered.
- e. Noisy.

**8. The reading material was:**

- a. Interesting.
- b. Out of date
- c. Not of interest to me.
- d. Worn and tattered.
- e. Scarce.

**9. How long did you wait (before you were escorted to the treatment area)?**

- a. I was seen on time.
- b. I had to wait a "reasonable" amount of time.
- c. I had to wait too long.
- d. I was kept informed as to how long I'd have to wait.
- e. I was late arriving for my appointment.

**10. Please tell us approximately how many minutes you had to wait:\_\_\_**

**11. Please tell us how many minutes you consider a "reasonable" length of time to be asked to wait in a medical office:\_\_\_\_\_**

**12. When I arrived, the exam room:**

- a. Was neat and clean when I entered.
- b. Was messy and cluttered.
- c. Temperature was comfortable

**13. The doctor was:**

- a. Professional, yet pleasant and helpful.
- b. Gently, thoroughly concerned.
- c. Brusque.
- d. Disinterested.
- e. Rushed.

**14. During my appointment, the physician:**

- a. Seemed interested in me as a person.
- b. Took time to listen and answer my questions.
- c. Never made time to answer my questions.
- d. Explained my treatment plan in terms I could understand.
- e. Used technologies that helped me understand my treatment.
- f. Made me afraid to ask questions.

**15. The physician:**

- a. Seems to keep up with the latest technologies and techniques.
- b. Seems willing to try new methods and materials after thorough & careful investigation.
- c. Explained alternatives to me and involved me in the decision making process.
- d. Doesn't seem to be aware of any of the new techniques I've heard about.

**16. My treatment plan:**

- a. Was thoroughly explained to me.
- b. Included information about side effects.
- c. Did not include information about side effects.
- d. Included instructions for follow-up.

**17. The office staff:**

- a. Worked together as a team.
- b. Is enthusiastic and seems to enjoy the work.
- c. Is always too rushed to answer questions.
- d. Obviously cares about the patients.
- e. Is neat and professional in appearance.

**18. Payment plans and financial arrangements:**

- a. Were explained and questions answered.
- b. Weren't explained clearly.
- c. Seem fair to me.
- d. Were arranged to my satisfaction.
- e. Were not handled to my satisfaction.

**19. If you are not interested in scheduling a procedure with our office please let us know why:**

- a. Cost.
- b. Inconvenience.
- c. Recovery.
- d. Scheduled with a different office.
- e. Other (please specify):

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**20. On a scale of 1 to 10, rate the doctor, practice and staff as \_\_\_\_\_ (10=highest, 1=lowest)**

**21. I particularly like the practice because:**

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**22. Some things I would like to see changed are:**

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**23. How I heard about the practice:**

- a. I was referred by a relative or friend.
- b. I was referred by another physician.
- c. I saw your ad in the Yellow Pages.
- d. I saw your ad in \_\_\_\_\_
- e. I was referred by \_\_\_\_\_ hospital.
- f. I saw your website on the Internet.
- g. Other (please specify)

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**-Thank you!**