

PATIENT SATISFACTION QUESTIONNAIRE

Today's Date: 2/9/2021

Dear Patient,

Have you been wanting to tell us what you think? We'd love to know! Will you please help us improve our patient care by completing this anonymous questionnaire? We welcome your comments!

CFL, endo brow, upper & lower blepharoplasty and laser of eyes & mouth.

I. OFFICE STAFF AND PROCEDURES

A. In your initial contact by phone, were our receptionists:

- courteous? [X] Yes [] No
- helpful? [X] Yes [] No

B. During your visits to the office, were our receptionists:

- friendly? [X] Yes [] No
- responsive? [X] Yes [] No

C. Did the waiting time seem reasonable to you? [X] Yes [] No

D. What was your source of referral to our practice? If more than one applies, please indicate order of importance.

Family(Friend) Physician
Print/Media Other

II. THE CONSULTATION PROCESS

A. Was your consultation educational and helpful in understanding:

- the surgery to be done? [X] Yes [] No
- the potential risks and complications? [X] Yes [] No

B. Were all of your questions answered?

Yes, everyone kept reassuring me that my inverted eyelids would improve and that it is normal for me to take longer to recover than the others.

C. Was accreditation of the surgeon important to you?

YES!

D. Was accreditation of the facility important to you?

YES!

E. What do you think of our brochure and letters?

Informative & professional

F. Did you consider another plastic surgery office? [] Yes [X] No

If yes, why did you choose our office rather than the others?

Kathy said she would not go anywhere but to Dr. Pysai. That was good enough for me.

If no, why did you only consider our office?

PATIENT SATISFACTION QUESTIONNAIRE

III. NURSING STAFF AND SURGERY SCHEDULING

- A. In your initial visit to our office, were our nurses:
- informative? Yes No
 - caring? Yes No
 - professional? Yes No
- B. Were your financial arrangements made in a professional and unembarassing manner?
YES
- C. After your surgery was scheduled, did the amount of contact initiated by the nurses meet your pre-operative needs? *YES*
- D. Do you feel the nursing staff was easily accessible if you had a question or concern?
YES Always responded promptly.
- E. What do you think about the pre-operative package and post-op instructions?
Pre-op - good Post-op - good
- F. Is there anything the nursing staff could have done to improve your experience?
NO

IV. PHYSICIAN AND SURGERY

- A. Was your surgeon's surgical treatment:
- knowledgeable? Yes No
 - caring? Yes No
 - thorough? Yes No
 - professional? Yes No
 - patient? Yes No
- B. Did your pre and post-operative care meet your needs?
YES
- C. How do you feel about your surgical result?
VERY PLEASANT
- D. Is there anything your surgeon could have done to improve your experience?
OVER

V. FOLLOW UP

- A. If there were a need for you to have plastic surgery again, would you return to our office?
YES
- B. Do you recommend our office to your friends or relatives considering plastic surgery?
YES

VI. We welcome your comments and suggestions:

Dr. Poyzi seems always upbeat, positive and "happy". The staff is excellent. I'm glad you provided "Nursing Connections" to me. (Using them) was such a help! In addition, thanks to Dr. Poyzi for leaving his dinner table to meet me at his office a bump that popped up by my left ear to take care of.

Name (optional): _____ Telephone # _____