

PATIENT SATISFACTION QUESTIONNAIRE

Today's Date: 6/9/2020

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!

Necklift, trans-con blepharoplasty and laser of lower lids.

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 [WIFE] Physician
Print/Media Your reputation in community 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?

C. Was accreditation of the surgeon important to you?

Extremely important but I knew that and it was one of the major factors in my decision.

D. Was accreditation of the facility important to you?

Equally so.

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

Educational, instructive, convincing, important to overall comfort feelings.

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

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

I am always interested in 'Best in Field' and that describes you and your practice.

If no, why did you only consider our office?

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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
- Outstanding!*
- B. Were your financial arrangements made in a professional and unembarassing manner?
FULLY
- C. After your surgery was scheduled, did the amount of contact initiated by the nurses meet your pre-operative needs?
Meeting EXCEEDED
- D. Do you feel the nursing staff was easily accessible if you had a question or concern?
Always and very RESPONSIVE.
- E. What do you think about the pre-operative package and post-op instructions?
Complete, HELPFUL
- F. Is there anything the nursing staff could have done to improve your experience?
THEY PERFORMED AT PINNACLE LEVEL

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
- Outstanding!*
- B. Did your pre and post-operative care meet your needs?
ABSOLUTELY TOPS
- C. How do you feel about your surgical result?
See Accompanying letter
- D. Is there anything your surgeon could have done to improve your experience?
NOT A THING THAT WAS NOT ALREADY DONE

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?
ALWAYS AND AT ANY TIME

VI. We welcome your comments and suggestions:

When you deal with a MASTER MOD MASTER STAFF THE ENTIRE EXPERIENCE REFLECTS JUST THAT.

Name (optional): _____ Telephone # _____

June 16, 2020

Mark R. Pysi, M.D. , F.A.C. S.
Pysi Cosmetic Surgery
9125 Corsea Del Fontana Way
Naples, FL 34109

Dr. Pysi, You deserve the high standing and outstanding reputation and admiration you enjoy In this Community . Simply stated, you are a Master in every way and your practice reflects it.

You listen carefully and communicate clearly and openly to assure that you completely grasp what the Patient wants or needs, and when your post-surgery work of art is presented to an anxious Patient, I suspect it more than meets, but rather most often exceeds any expectations they have had. That was certainly my own experience and I am very pleased to pass this along to you.

Your Staff is exceptional, top level Professionals in every respect as is their preparation, care and follow up. Finest I have ever experienced. As I said in my opening remarks above, Pysi Cosmetic Surgery earns and deserves the plaudits it regularly receives.

Sincerely,

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