

PATIENT SATISFACTION QUESTIONNAIRE

Today's Date: 11/2/2020

Standard breast augmentation.

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!

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 online just researching plastic surgeons 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

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?

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

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

great consultation, answered all questions. MR MARK PRYSI was very honest about the procedure & what could / couldn't be accomplished (expectations)

If no, why did you only consider our office?

-office was beautiful & clean as well
• I didn't feel like I was being pressured, which was important.

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

All very caring & compassionate

B. Were your financial arrangements made in a professional and unembarassing manner? *yes handled well*

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*

E. What do you think about the pre-operative package and post-op instructions? *excellent*

F. Is there anything the nursing staff could have done to improve your experience?

- one of them wasn't very friendly, the nurses that you 1st meet in the surgery center were amazing. DR PHYSIS nurses in his office ARE all AMAZING & caring

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? *excellent, better than I could wish for*

D. Is there anything your surgeon could have done to improve your experience? *no, all was so professional and compassionate*

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:

Name (optional): _____

Telephone # _____

Nurses in office are excellent
at the surgery facility
not at physis office