

PATIENT SATISFACTION QUESTIONNAIRE

Today's Date: 3/15/2022

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, endoscopic browlift 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 [Handwritten: 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?

[Handwritten: yes]

C. Was accreditation of the surgeon important to you?

[Handwritten: yes]

D. Was accreditation of the facility important to you?

[Handwritten: yes]

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

[Handwritten: They are all nicely done]

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

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

If no, why did you only consider our office?

[Handwritten: I liked the results that I saw on two of your patients]

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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

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

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

very good

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

I appreciated that they were always willing to answer my questions

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?

Really good

D. Is there anything your surgeon could have done to improve your experience?

no

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:

You have an excellent organized staff and they were always knowledgeable, pleasant + patient.

Name (optional):

Telephone # _____