

PATIENT SATISFACTION QUESTIONNAIRE

Today's Date: 12/14/2020

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!

Breast lift and breast augmentation.

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 DR. Fox
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

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?

Very helpful

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?

I knew the first time I had called the office to make my consult appt, that this would be the place and the Dr for me. I had no other my consult there was ->

no reason to look any further for another Dr.

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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 very much so

D. Do you feel the nursing staff was easily accessible if you had a question or concern?

Yes they were and I did have a question

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

Very much informative

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

not that I can think of they went over and above my experience was excellent.

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 outcome

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

Not really

V. FOLLOW UP

A. If there were a need for you to have plastic surgery again, would you return to our office?

Yes I sure would and I plan to return

B. Do you recommend our office to your friends or relatives considering plastic surgery?

Yes I do and I have.

VI. We welcome your comments and suggestions:

~~The office staff and nurses are great!~~
~~My experience was excellent~~
~~Dr. Phyz is an excellent Doctor and surgeon~~

Name (optional):

Telephone #