

Patient Satisfaction Survey – Demonstration Document

1. At this office, I feel my time is valued as much as the doctor's time.*

Strongly Agree
Agree
Somewhat Agree
Disagree
Strongly Disagree

2. In comparison to other service providers that I've had a positive experience with and that take reservations (such as a restaurant or hotel), I would rate the courtesy and service provided by this office staff as:*

Very friendly and accommodating
Somewhat friendly and accommodating
Not very friendly and accommodating
Not at all friendly and accommodating

3. Sometimes I'm made to feel that I am an interruption to the front office's day rather than the reason for it.*

True
False

4. On average I spend ___ waiting for my appointment.*

1-5 minutes
6-10 minutes
11-15 minutes
16-20 minutes
21-25 minutes
26-30 minutes
31-40 minutes
41+ minutes

5. On average I am not satisfied with the amount of time I wait for an appointment.*

- Strongly Agree
- Agree
- Somewhat Agree
- Disagree
- Strongly Disagree

6. I feel valued and important by the office staff from the time I walk through the door to the time I complete my visit.*

- Strongly Agree
- Agree
- Somewhat Agree
- Disagree
- Strongly Disagree

7. I feel like the staff "knows" me.*

- Strongly Agree
- Agree
- Somewhat Agree
- Disagree
- Strongly Disagree

8. The staff works hard to make their appointments work into my schedule.*

- Strongly Agree
- Agree
- Somewhat Agree
- Disagree
- Strongly Disagree

9. In general, I am able to fully explain how I'm feeling to my doctor.*

- Strongly Agree
- Agree
- Somewhat Agree
- Disagree
- Strongly Disagree

10. My doctor doesn't usually ask me enough questions for me to thoroughly communicate what's happening with me.*

- Strongly Agree
- Agree
- Somewhat Agree
- Disagree
- Strongly Disagree

11. I usually feel understood and reassured after an office visit.*

- Strongly Agree
- Agree
- Somewhat Agree
- Disagree
- Strongly Disagree

12. It can be a bit difficult to ask my doctor questions.*

- Strongly Agree
- Agree
- Somewhat Agree
- Disagree
- Strongly Disagree

13. I usually feel like I understand all the treatment options that are available to me.*

- Strongly Agree
- Agree
- Somewhat Agree
- Disagree
- Strongly Disagree

14. I feel that the physician adequately diagnosed any medical conditions and informed me of my treatment options or referred me to an appropriate specialist.*

- Strongly Agree
- Agree
- Somewhat Agree
- Disagree
- Strongly Disagree

15. I sometimes feel rushed through my appointment.*

- Strongly Agree
- Agree
- Somewhat Agree
- Disagree
- Strongly Disagree

16. My doctor doesn't spend enough time addressing how I feel emotionally about my health or the events of the appointment.*

- Strongly Agree
- Agree
- Somewhat Agree
- Disagree
- Strongly Disagree

17. I feel like my doctor “knows” me.*

- Strongly Agree
- Agree
- Somewhat Agree
- Disagree
- Strongly Disagree

18. What do you like the best about our practice?*

◀▶

19. What would you like to see us change or improve to deliver a better overall experience for you?*

◀▶

20. How likely would you be to refer someone close to you to our office (take into your consideration your entire experience from the front office through the physician’s care)?*

1 = Not likely at all; 10 = Absolutely would refer

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

Likely Reference: