

PATIENT SATISFACTION SURVEY – HICKORY PLASTIC SURGERY CENTER

Which doctor do you see: ___ Dr. Fewell ___ Dr. Siciliano What was the date of your visit: _____?

Instructions: Please rate the services you received at Hickory Plastic Surgery Center. For each item, please put an “x” in the box that best describes your experience. Please place in return box before leaving the office. Thank you.

	Strongly Agree	Agree	Uncertain/ Unsure	Disagree	Strongly Disagree	No Opinion/ Does Not Apply
When I called the office, my call was answered in an acceptable amount of time.						
I was able to schedule an appointment as soon as I felt necessary.						
The office is in a good location and easy to find.						
The office is clean and comfortable						
The clerical (front office) staff was as pleasant and helpful as I thought they should be.						
I was able to see my doctor <u>within 20 minutes</u> of my appointment time.						
My doctor listened carefully to me.						
My doctor spent a sufficient amount of time with me.						
My doctor conducted a satisfactory exam.						
My doctor used words I could understand.						
My doctor adequately addressed my pain.						
I was given easy to understand instructions about how to care for my condition.						
I am satisfied with the way my doctor is treating me.						
The nursing staff treated me with respect.						
The nursing staff was as pleasant and helpful as I thought they should be.						
The nursing staff spent a sufficient amount of time with me.						
Financial policies were clearly explained and easy to understand.						
I was satisfied with my pain control.						
I would recommend this doctor to my family and friends.						

Using any number from 0 to 10, where 0 is the worst and 10 is the best, what number would you use to **rate the Doctor?** _____

Any additional comments: _____

Please use the back of the page to tell us about anything that was done well or anything that could have improved the care and services you received at Hickory Plastic Surgery Center. **Thank you for your participation.**