



PATIENT OPINION QUESTIONNAIRE

We pride ourselves on the appearance, function, and service of the personnel and the doctors of this office, but we are also aware that not everyone will be satisfied with the service rendered at all times. We are also mindful that there is always room for improvement in virtually everything we do. Because of this, we are counting on you, our patient, to let us know of many problems you had and how we can be better.

Please take the time to review this survey and respond to all questions openly and honestly. Please be assured your answers will be kept confidential. Feel free to make any additional comments about things not covered in the survey using the back of the form.

Section I. Telephone

1. Calls get through to the office on a prompt basis.
Strongly agree ____ Agree ____ Disagree ____ Strongly Disagree ____
2. Which best describes the handling of your calls by our receptionist?
Excellent ____ Good ____ Fair ____ Poor ____
3. Which best describes the handling of your calls by the doctor?
Excellent ____ Good ____ Fair ____ Poor ____
4. If unavailable at the office, the doctor returns your call promptly.
Strongly agree ____ Agree ____ Disagree ____ Strongly Disagree ____
5. The answering service is courteous and helpful.
Strongly agree ____ Agree ____ Disagree ____ Strongly Disagree ____
6. Which best describes the handling of your calls by the answering service?
Excellent ____ Good ____ Fair ____ Poor ____
7. Which best describes your degree of satisfaction with telephone calls to this office in general?
Very satisfied ____ Usually satisfied ____ Fairly satisfied ____ Poorly satisfied ____

If you have not been satisfied and wish, to comment, please explain on the back of this form.

Section II. Appointments

8. When you request an appointment to be seen do you find that the time between your request and the appointment is:
Always too long ____ Sometimes too long ____ About right ____ Excellent ____



9. In the case of an emergency, the doctor can be seen immediately.
Strongly agree ____ Agree ____ Disagree ____ Strongly Disagree ____
10. After arrival at the office for an appointment is our waiting time:
Always too long ____ Sometimes too long ____ About right ____ Excellent ____
11. On the average, the waiting time is :
Less than 15 min. ____ 15-30 min. ____ Less than an hour ____ More than an hour ____
12. The amount of time spent with you by the doctor is:
Completely Adequate ____ Adequate ____ Not enough ____ Completely inadequate ____
13. Would you describe the waiting room facilities as:
Excellent ____ Good ____ Fair ____ Poor ____
- If fair or poor, how could it be improved?

Section III. Patient/Doctor Communication

14. When I ask the nurse questions, I would describe the response as:
Excellent ____ Good ____ Fair ____ Poor ____
15. When I ask the doctor questions, I would describe the response as:
Excellent ____ Good ____ Fair ____ Poor ____
- If fair or poor, how could it be improved?
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16. The doctor involves me in making decisions about the treatment I receive.
Strongly agree ____ Agree ____ Disagree ____ Strongly Disagree ____
17. I want to be involved in these decisions.
Strongly Agree ____ Agree ____ Disagree ____ Strongly Disagree ____
18. I get enough information about the medicines which are prescribed to me.



- Strongly agree _____ Agree _____ Disagree _____ Strongly Disagree _____
19. I received educational materials about my health which are helpful to me.
Strongly agree _____ Agree _____ Disagree _____ Strongly Disagree _____
20. When my child has been sent for tests, I understood what they were for and why they were needed.
Strongly agree _____ Agree _____ Disagree _____ Strongly Disagree _____
Not Applicable _____

If you have any suggestions to help us improve the services we render, would you please comment below.

Section IV. Summary

21. Please rate the following characteristics of these doctors and their staff in order of excellence (5 as best, 1 as least)
- | | | | | | |
|---|---|---|---|---|---|
| a. Availability of the doctor by telephone | 1 | 2 | 3 | 4 | 5 |
| b. Waiting time in the office | 1 | 2 | 3 | 4 | 5 |
| c. Patient/Doctor Communication | 1 | 2 | 3 | 4 | 5 |
| d. Patient Involvement in treatment decisions | 1 | 2 | 3 | 4 | 5 |
| e. Fees and Bill Collection | 1 | 2 | 3 | 4 | 5 |
22. Please rate the following in order of importance to you (5 is most important, 1 is least important)
- | | | | | | |
|---|---|---|---|---|---|
| a. Availability of the doctor by telephone | 1 | 2 | 3 | 4 | 5 |
| b. Waiting time in the office | 1 | 2 | 3 | 4 | 5 |
| c. Patient/Doctor Communication | 1 | 2 | 3 | 4 | 5 |
| d. Patient Involvement in treatment decisions | 1 | 2 | 3 | 4 | 5 |
| e. Fees and Bill Collection | 1 | 2 | 3 | 4 | 5 |

Section V. The Last Word

23. If I could improve one thing about my doctor's office, it would be:
- a. Better Communication
 - b. Less waiting
 - c. More involvement in decisions
 - d. More information about how to help my health

