

PONTE  VEDRA
Dermatology & Aesthetic Surgery

PATIENT SATISFACTION SURVEY

Please take a moment to fill out this short survey. This will help to ensure that we are doing the best to serve you. On a scale of 1 to 4, please rate us with respect to the following items: 1-Unsatisfactory, 2-Average, 3 Above Average, 4-Excellent, NA-Not Applicable

- | | | | | | |
|--|---|---|---|---|----|
| Wait time from calling for your appointment to actual appointment date | 1 | 2 | 3 | 4 | NA |
| Telephone etiquette when scheduling your appointment | 1 | 2 | 3 | 4 | NA |
| Professionalism of check in receptionist | 1 | 2 | 3 | 4 | NA |
| Cleanliness and amenities of the waiting area | 1 | 2 | 3 | 4 | NA |
| Variety of Magazines | 1 | 2 | 3 | 4 | NA |
| Thoughts on Office Power Point Feature in the waiting area | 1 | 2 | 3 | 4 | NA |
| Cleanliness of Restrooms | 1 | 2 | 3 | 4 | NA |
| Professionalism of assistant bringing you back to your exam room | 1 | 2 | 3 | 4 | NA |
| Cleanliness of your examination room | 1 | 2 | 3 | 4 | NA |
| Thoughts on personalized office brochures | 1 | 2 | 3 | 4 | NA |
| Professionalism and efficiency of your medical assistant | 1 | 2 | 3 | 4 | NA |

My treating provider today was: Dr Harvey Kelly John PA-C Elise Hazzard ARNP
 Debra Knight Laura Flournoy Other _____

- | | | | | | |
|--|---|---|---|---|----|
| Was the time allowed for your appointment sufficient? | 1 | 2 | 3 | 4 | NA |
| Providers attentiveness to your problems or concerns | 1 | 2 | 3 | 4 | NA |
| Satisfaction with provider's explanations of diagnosis or happiness with procedure performed | 1 | 2 | 3 | 4 | NA |
| Overall, how would you rate our practice | 1 | 2 | 3 | 4 | NA |
| Would you recommend our practice to others? | 1 | 2 | 3 | 4 | NA |

Comments: _____

