

SULLIVAN DIGESTIVE CENTER PATIENT SATISFACTION SURVEY

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	You had an easy time getting through to our office by phone.					
2.	When you called our office your call was handled promptly and courteously.					
3.	Your appointment was made within a reasonable time frame.					
4.	The receptionist was friendly and helpful.					
5.	The reception area was clean and comfortable.					
6.	The length of time you waited in the reception area was reasonable.					
7.	The office staff was friendly and courteous.					
8.	The length of time you waited in the exam room was reasonable.					
9.	You were allowed adequate time with the physician.					
10.	You felt comfortable making comments and asking questions of your physician.					
11.	Your physician was willing to listen to your concerns and answer your questions.					
12.	Physician explanation of diagnosis, treatment and medicine was presented in an understandable manner.					
13.	You received information about lab results promptly.					
14.	You would recommend your physician to a friend.					
15.	You are pleased with the overall quality of care you received. Name of Physician seen: _____					

Sullivan Digestive Center is dedicated to providing the best health care possible in a comfortable, friendly atmosphere. We are interested in the opinions and concerns of our patients about our Center and ways we can improve our service. Please complete the above survey and return in the envelope provided.

Comments: _____

