

Patient Satisfaction Survey

To ensure that you receive the best care possible from our office, please take a moment to evaluate our services. The back may be used for additional comments.

5 = excellent 4 = above average 3 = average 2 = below average 1 = poor

ADMINISTRATION SERVICES	5	4	3	2	1	NA
Appointment scheduling.						
Explanation of insurance.						
Cleanliness of office.						
Availability of staff to answer questions.						
Waiting time to see the nurse or doctor.						
CLINICAL SERVICES						
Explanation of care by nurse before starting.						
Skill & knowledge of Nurse.						
Explanation of discharge instructions.						
Nurse interaction with patient & family.						
Explanation of medication(s) and side effects.						
Availability of nurse to answer questions.						
PHYSICIAN SERVICES						
Provided time to ask questions.						
Skill & knowledge of doctor.						
Skill & knowledge of physician assistant.						
Skill & knowledge of nurse practitioner.						
Explanation of care.						
OVERALL EXPERIENCE						
Understanding the expected outcome of care.						
Access to physician						
Handling of questions and/or problems.						
Attention to my healthcare needs.						

Comments:

Thank you for your help.
Rheumatology Therapeutic Staff.