

NEPHROLOGY ASSOCIATES OF SYRACUSE, PC

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PATIENT SATISFACTION SURVEY 2018:

**Dear Patient: Please share your opinion about the services you received today from our Practice.
Thank you for your participation.**

PLEASE RATE THE FOLLOWING:

TODAY'S DATE: _____

A. RECEPTION AND CHECK-IN

	Excellent	Very Good	Good	Fair	Poor	N/A
1. The friendliness and helpfulness of the receptionist	5	4	3	2	1	N/A
2. The efficiency of the check-in process	5	4	3	2	1	N/A
3. Concern for your privacy	5	4	3	2	1	N/A

B. LAB

	Excellent	Very Good	Good	Fair	Poor	N/A
1. The friendliness and helpfulness of the lab staff	5	4	3	2	1	N/A
2. The efficiency of the lab process	5	4	3	2	1	N/A
3. Instructions regarding test to be done	5	4	3	2	1	N/A

C. MEDICAL ASSISTANTS/CHECK OUT

	Excellent	Very Good	Good	Fair	Poor	N/A
1. The friendliness and helpfulness of the medical assistant	5	4	3	2	1	N/A
2. The efficiency of the rooming process	5	4	3	2	1	N/A
3. Keeping you informed if your appointment was delayed	5	4	3	2	1	N/A
4. The efficiency of the check out process	5	4	3	2	1	N/A

D. PHYSICIANS and MIDLEVELS

	Excellent	Very Good	Good	Fair	Poor	N/A
1. The friendliness and helpfulness of the clinical staff	5	4	3	2	1	N/A
2. Willingness to listen carefully to you	5	4	3	2	1	N/A
3. Instructions regarding medication/follow-up care	5	4	3	2	1	N/A
4. The thoroughness of the examination	5	4	3	2	1	N/A

E. RN STAFF - CLINIC

	Excellent	Very Good	Good	Fair	Poor	N/A
1. The friendliness and helpfulness of the nurse	5	4	3	2	1	N/A
2. The efficiency of the nursing process	5	4	3	2	1	N/A

F. BILLING

	Excellent	Very Good	Good	Fair	Poor	N/A
1. Billing questions answered in timely manner	5	4	3	2	1	N/A

G. YOUR OVERALL SATISFACTION

	Excellent	Very Good	Good	Fair	Poor	N/A
1. Overall comfort	5	4	3	2	1	N/A
2. Adequate parking	5	4	3	2	1	N/A
3. Signage and directions easy to follow	5	4	3	2	1	N/A
4. Wait Time	5	4	3	2	1	N/A
5. <u>Comments below:</u>						

Please provide your contact information below, if interested in our online Patient Portal, or you would like a call:

Name -

Cell Phone number -