

## Contour Dermatology and Cosmetic Surgery Center Patient Satisfaction Survey

Today's Date: \_\_\_\_\_

Please place a checkmark in the box as a response to each of the criteria.

<b>Before Your Visit</b>	<b>Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Disagree</b>
Appointment staff was friendly				
Appointment date was satisfactory				
Directions to the office were easy to follow				
On-hold time was under 30 seconds when scheduling				

<b>The Reception Area</b>	<b>Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Disagree</b>
Reception area was clean & comfortable				
Reading materials were satisfactory				
Wait time to see doctor was satisfactory				
Receptionist greeted me promptly				
Receptionist was helpful & friendly				
My health/personal information was kept confidential				

<b>Before the Exam</b>	<b>Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Disagree</b>
Medical Assistant introduced herself/himself				
Medical Assistant was courteous				
Medical Assistant showed concern				
Exam room was clean				
Exam room temperature was comfortable				
Exam room was private				

<b>If a Procedure was Performed</b>	<b>Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Disagree</b>
The procedure was well explained				
The procedure went as expected				
Aftercare instructions were given to me				

<b>The Doctor or Nurse Practitioner</b>	<b>Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Disagree</b>
The doctor was neat and professional				
I was able to ask questions				
The doctor answered my questions and listened to me				
The doctor seemed to care about me				
The doctor explained the findings and plan				

**Contour Dermatology and Cosmetic Surgery Center  
Patient Satisfaction Survey**

<b>The Medical Assistants</b>	<b>Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Disagree</b>
Medical Assistant was neat and professional				
Medical Assistant was friendly				
Medical Assistant explained the prep				
Medical Assistant cared about me				
Medical Assistant accommodated my schedule				

<b>In General</b>	<b>Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Disagree</b>
I will come back to the office				
I will suggest the office to friends & family				
The printed materials I received were helpful				
The quality of the office & staff is excellent				

We are very happy that you chose Contour Dermatology and Cosmetic Surgery Center to provide your medical care. We are proud of our facility and we hope we have met all your expectations. We have tried to design an office that is patient focused and friendly while being safe and state of the art. Your comments and ideas are not only welcomed, but necessary to provide us with the information we need to provide you with the best possible service. Thank you in advance for taking the time to complete this survey.

Did you see Dr. Jochen \_\_\_\_ or Elaine Woo-Gallagher \_\_\_\_ today? (please check one)

What did you like most about the practice?

What did you like least about the practice?

*Optional:* What is your name? \_\_\_\_\_

*Optional:* What is your phone number? \_\_\_\_\_

*Optional:* Can we contact you to discuss your answers?      Yes      No thanks