

Mary Lee MD PC Patient Satisfaction Survey

1. Demographic: Male or Female Age: _____ Patient: New or Returning
2. What was the purpose of your visit to our office? _____
3. How long was the waiting time to see a doctor?

*less than 5 min *5-10min *11-20min *21-30 min *More than 30 min

4. How satisfied are you with the overall care that you are receiving from Mary Lee MD PC?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. Not satisfied
5. How satisfied are you with the medical assistant care that you are receiving from us?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. Not satisfied
6. How would you rate your visit with your provider physician?
 - a. Willingness to listen carefully to you:
 - i. Very good
 - ii. Acceptable
 - iii. Not acceptable
 - b. Taking time to answer your questions:
 - i. Very good
 - ii. Acceptable
 - iii. Not acceptable
 - c. Amount of time spent with you:
 - i. Very good
 - ii. Acceptable
 - iii. Not acceptable
 - d. Explaining things in a way you could understand:
 - i. Very good
 - ii. Acceptable
 - iii. Not acceptable
 - e. Instructions regarding medication or follow-up care:
 - i. Very good

- ii. Acceptable
 - iii. Not acceptable
 - f. Thoroughness of examination:
 - i. Very good
 - ii. Acceptable
 - iii. Not acceptable
 - g. Advice on how to stay healthy:
 - i. Very good
 - ii. Acceptable
 - iii. Not acceptable

- 7. How satisfied are you with the front desk care that you are receiving from Mary Lee MD PC?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. Not satisfied

- 8. How would you rate the office waiting time to be called in to see the physician?
 - a. Very good
 - b. Acceptable
 - c. Too long, not acceptable

- 9. How would you rate the facilities of Mary Lee MD PC?
 - a. Hours of operation:
 - i. Very good
 - ii. Acceptable
 - iii. Too long, not acceptable
 - b. Overall comfort:
 - i. Very good
 - ii. Acceptable
 - iii. Too long, not acceptable
 - c. Adequate parking:
 - i. Very good
 - ii. Acceptable
 - iii. Too long, not acceptable
 - d. Signage and directions easy to follow:
 - i. Very good
 - ii. Acceptable
 - iii. Too long, not acceptable

6. If you were referred to a specialist in the past, how was your visit? Did you and the specialist communicate well with each other? What was the name of the specialist?

7. Do you have any comments, questions, or recommendations that you would like to present?

Name (*optional*): _____