MATERNAL FETAL MEDICINE ASSOCIATES

CARNEGIE IMAGING FOR WOMEN

... the leading edge in womens' health ...

PATIENT SATISFACTION SURVEY

Your response will help us better serve you.

Please rate the following services you received while a patient in our practice. Circle the number that best represents your feeling. If you have no experience with a particular item, skip to the next question.

When you complete the survey, please return it in the postage paid envelope.

1. Ease of getting an appointment:
Very Poor 1 2 3 4 5 Very Good

2. Courtesy of Telephone Appointment Staff:
Very Poor 1 2 3 4 5 Very Good

3. Courtesy of Reception Desk Staff:
Very Poor 1 2 3 4 5 Very Good

4. Telephone waiting time (time on hold):
Very Poor 1 2 3 4 5 Very Good

5. Explanation of wait time in reception area, if prolonged:
Very Poor 1 2 3 4 5 Very Good

6. Ability to reach Nurse & Midwives for questions and concerns:
Very Poor 1 2 3 4 5 Very Good

7. Ability to reach Billing Staff for questions about insurance and fees:
Very Poor 1 2 3 4 5 Very Good

Comments (describe good or bad experience):

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8. Courtesy of Nursing & Midwife Staff:
Very Poor 1 2 3 4 5 Very Good

9. Courtesy of Ultrasound Staff:
Very Poor 1 2 3 4 5 Very Good

10. Staff concern for your privacy:
Very Poor 1 2 3 4 5 Very Good

11. Attention to special or personal needs:
Very Poor 1 2 3 4 5 Very Good

12. Which services were provided to you? (check all that apply)
___Ultrasound ___Genetic Counseling ___MD Visit ___Midwife Visit

13. Which provider(s) did you see? (check all that apply)
___Bender ___Fox ___Gottlieb ___Jimenez ___Klauser
___Rebarber ___Roman ___Saltzman ___Sherrier ___Silverstein

14. Courtesy of Physician(s):
Very Poor 1 2 3 4 5 Very Good

15. Prompt reporting of lab results and other tests:
Very Poor 1 2 3 4 5 Very Good

16. Courtesy of Billing Staff:
Very Poor 1 2 3 4 5 Very Good

17. Overall rating of practice:
Very Poor 1 2 3 4 5 Very Good

18. Likelihood of recommending our practice to others:
Very Poor 1 2 3 4 5 Very Good

Thank you for your comments, we value your input.