

Zitelli & Brodland PC Ambulatory Surgical Survey

Dear Patient:

Our goal is to provide our patients with the highest quality care in a pleasant and friendly setting. To achieve this goal, we constantly measure and evaluate our results, and to do this we need your help. Please take a few moments to complete this survey. Your signature is not required and all responses will be kept strictly confidential.

We review all comments. When possible, we adapt our procedures to incorporate the suggestions patients give us for improvements or changes. We hope our patients will feel free to comment to us about issues concerning their care and comfort. Your help with this survey is greatly appreciated.

Best Wishes,

Dr. Zitelli & Dr. Brodland

Instructions: Circle the number that best represents your feelings. If the question does not apply to your experience here, skip to the next question. Space is provided for you to comment on your experience.

Scheduling	Very Poor	Poor	Fair	Good	Very Good				
Who scheduled your initial appointment?	Referrin	g Docto	or's Off	ice					
□ Patient called our office directly									
 If you called our office to schedule, rate the courtesy of the person you spoke wit 	th: 1	2	3	4	5				
How could we improve?		100							
2) Please rate the usefulness of our brochure:	1	2	3	4	5				
How can the brochure more helpful?	•								

n your arrival	Very Poor	Poor	Fair	Good	Very Good
	1	2	3	4	5
at could we have done better?					
			min _	Over	30 min
rses	Very Poor	Poor	Fair	Good	Very Good
the friendliness and courtesy of the nurses:	1	2	3	4	5
se rate how the nurses answered questions:	1	2	3	4	5
_ · ·	1	2	3	4	5
w could we improve in these areas?					·····
sician	Very Poor	Poor	Fair	Good	Very Good
se rate the friendliness and courtesy of physicia	ın: 1	2	3	4	5
e the physicians concern for questions & worrie	es: 1	2	3	4	5
	1	2	3	4	5
you understand your diagnosis and the reason f	for the	type of	surgery	that you	ı had?
	e the courtesy & helpfulness of the person ochecked you in: at could we have done better? y long from your scheduled appointment time of to wait to see the Doctor? The the friendliness and courtesy of the nurses: ase rate how the nurses answered questions: The how well the nurses kept you informed ughout the day we could we improve in these areas? Sician Sician See the physicians concern for questions & worries the extent the physician talked with you using guage you could understand we could the physician improve in these areas? you understand your diagnosis and the reason to the courtesy of physician talked with you using guage you could understand the could the physician improve in these areas? you understand your diagnosis and the reason to the courtesy of the physician improve in these areas?	e the courtesy & helpfulness of the person checked you in: at could we have done better? It long from your scheduled appointment time did you to wait to see the Doctor? 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D	oischarge	Very Poor	Poor	Fair	Good	Very Good
1)	How well did you understand how to care for your wound and/or dressing once you got home?	1	2	3	4	5
2)	Did you need information which was not provided by the nurse or instruction sheet?	1	2	3	4	5
	How can we make the wound care instructions be	tter?				
3)	If you called our office for help after surgery, were your questions answered to your satisfaction	ı? -1	2	3	4	5
	How could we have provided you with more assist	tance?_				
В	illing Services	Very Poor	Poor	Fair	Good	Very Good
1)	Please rate the billing accuracy and effectiveness:	1	2	3	4	5
2)	If you were in direct contact with the billing office please rate courtesy and helpfulness:	1	2	3	4	5
3)	Did the billing office make any mistakes?					
	What aspect of billing could we improve upon?					
P	ersonal Issues	Very Poor	Poor	Fair	Good	Very Good
Ra	te our response to your concerns during your visit:	1	2	3	4	5
H	How could we have responded better?					
We	ere there any staff members who were especially hel	lpful tha	at you v	vould li	ke to me	ention?
Wł	nich doctor did you see today? Dr. Zitelli	□ Dr. I	Brodland			
	you mend a guarantian/commisint around you mind	l a falla	ml		110	
If y	ou nmade a suggestion/complaint, would you mind	i a iono	w-up pi	ione ca	II?ye	s n