

## QUALITY IMPROVEMENT/PATIENT SATISFACTION SURVEY

		GREAT	GOOD	OK	FAIR	POOR
ACCESS	Greeting by front-desk staff on your arrival	5	4	3	2	1
	Availability of appointments	5	4	3	2	1
	Ability to reach the office by phone	5	4	3	2	1
	Prompt return on phone calls	5	4	3	2	1
	Information available at our website <a href="http://www.painspineandrehab.com">www.painspineandrehab.com</a>	5	4	3	2	1
WAITING	Time in waiting room	5	4	3	2	1
	Time in exam room for follow-up visits or consultations	5	4	3	2	1
	Time in procedure room	5	4	3	2	1
	Time to check out/schedule next appointment	5	4	3	2	1
OFFICE STAFF	<b>Mohsin S. Sheikh, M.D. – Director</b>	5	4	3	2	1
	<b>Kristin A. Petronio, PA-C – Physician Assistant</b>	5	4	3	2	1
	<b>Kimberly Appleby – Office Manager</b>	5	4	3	2	1
	<b>Kristen Downs – Medical Assistant</b>	5	4	3	2	1
	<b>Mariela Sosa – Front Desk/Medical Assistant</b>	5	4	3	2	1
	<b>Lab Collector – Realtox Labs</b>	5	4	3	2	1
	<b>**Did someone go the extra mile to make your experience amazing?*</b>					
	<b>If so please tell us who and what they did:</b>					
BILLING	Explanation of charges	5	4	3	2	1
	Receipt for collection of payment	5	4	3	2	1
COMFORT	Neat and clean waiting area and examination rooms	5	4	3	2	1
	Comfort and Safety while waiting	5	4	3	2	1
	Keeping my personal information private	5	4	3	2	1
OVERALL	Your overall experience in the office	5	4	3	2	1
	The likelihood of referring your friends and relatives to us	5	4	3	2	1

Other comments or suggestions for improvement: \_\_\_\_\_

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Name (optional) \_\_\_\_\_ May we use your comments on our website? \_\_Y\_\_N Date \_\_\_\_\_