



CAPITAL WOMEN'S CARE

Patient Satisfaction Survey Frederick OB/GYN Division

Date of Appointment: _____ Patient Name (Optional) _____

1. Are you a new patient?

- Yes
- No

2. Are you a returning patient?

- Yes
- No

3. Reason for your most recent visit?

- OB Visit
- Problem Visit
- Well Woman Visit
- Lab
- Ultrasound
- DXA
- Other

4. Who are you seeing today?

- | | |
|---|---|
| <input type="checkbox"/> Gerrit Schipper, MD | <input type="checkbox"/> Kathy Bell, CRNP |
| <input type="checkbox"/> Yeung Lee, MD | <input type="checkbox"/> Kimberly Capone, CRNP |
| <input type="checkbox"/> Renee Thomas-Spencer, MD | <input type="checkbox"/> Katherine Horner, CRNP |
| <input type="checkbox"/> Amy Heyman, DO | <input type="checkbox"/> Melissa Rowley, CRNP |
| <input type="checkbox"/> Leonard Bienkowski, MD | <input type="checkbox"/> Virginia Siemer, CNM |
| <input type="checkbox"/> Ada Ezeike, MD | |
| <input type="checkbox"/> Brian Heyman, DO | |
| <input type="checkbox"/> Pascale Duroseau, MD | |
| <input type="checkbox"/> Gerardo Araiza, MD | |

5. Was your telephone call promptly answered?

- Yes
- No

6. Was an appointment scheduled at your convenience?

- Yes
- No

7. Was your check-in process prompt and easy?

- Yes
- No

8. Did you find our facility clean and comfortable?

- Yes
- No

9. Were you escorted to an exam room within a reasonable time?

- Yes
- No

10. Did the Medical Assistant introduce herself and give clear instructions?

- Yes
- No

11. Was your appointment with the provider conducted in a timely fashion?

- Yes
- No

12. Were your concerns/questions adequately addressed by the provider?

- Yes
- No

13. Were your needs addressed promptly and were you given the opportunity to schedule a follow-up appointment?

- Yes
- No

14. Overall did you find the staff friendly and professional?

- Yes
- No

15. How did you hear about our practice?

16. How would you rate your overall satisfaction with your visit today on a scale of 1-5
(5 being the highest)

17. What can we do better to meet your expectations?

18. May we contact you to discuss your responses?

- Yes
- No