

# PATIENT SATISFACTION SURVEY

**To our patients:**

Our facility is committed to delivering the highest quality of care to you. We want you to know that we are continually looking for better ways to serve your needs. You can help by answering the following questions. You are the reason we are here and we want to know how we treated you. THANK YOU.

Please grade the questions using the scale provided. Please ✓ the appropriate grade.	Poor F	Fair D	Average C	Good B	Excellent A	N/A
<b>The Admission Process</b>						
1. The receptionist (financial interviewer) was courteous and prompt.						
2. Any concerns I had about my financial arrangements and insurance coverage were discussed.						
<b>The Nursing Staff</b>						
3. The instructions I received before the day of my surgery were sufficient.						
4. The nurses were concerned for my comfort, care, and privacy.						
5. The nurses were skilled, efficient, and professional in the treatment they provided me.						
6. My pain during my stay, if I had any was recognized and addressed.						
<b>My Anesthesiologist</b>						
7. My anesthesiologist answered my questions adequately before surgery.						
<b>My Surgeon</b>						
8. My surgeon explained the details of my surgery in a sensitive, caring manner.						
<b>Physical Surroundings</b>						
9. I felt safe and secure during my stay.						
10. My privacy and confidentiality was respected						
<b>Discharge</b>						
11. The discharge instructions were explained to me and/ or my responsible adult, and were easy to understand.						
<b>Overall</b>						
12. Overall, I was satisfied with the services I received during my visit to the Surgery Center.						
What did we do that was most helpful or is there anything we could have done differently during your visit?						
Any additional comments, suggestions, or safety concerns you might have for us?						
<b>(OPTIONAL) If you would like a representative to contact you about a specific need or issue, please provide your name and phone number below:</b>						
Name: _____ Phone: (____) _____						