

Patient Satisfaction Survey

Your anonymous feedback helps The Medical Partners Group improve.

Your opinions as our patients are important to us. We want to know what we are doing well and what we can do better. Please take a few minutes to help us better serve you.

Rating scale

- 1 Inadequate · 2 Adequate · 3 Favorable · 4 Very Favorable · 5 Excellent · NA Not Applicable

APPOINTMENT AND SERVICE

1. How easy was it to make an initial appointment?

1 2 3 4 5 NA

2. How would you rate our customer service?

1 2 3 4 5 NA

HOW WOULD YOU RATE THE RECEPTIONIST?

3. Making you feel welcomed?

1 2 3 4 5 NA

4. Were they helpful?

1 2 3 4 5 NA

5. Professionalism?

1 2 3 4 5 NA

6. Respectfulness?

1 2 3 4 5 NA

7. Thoroughness of obtaining all necessary information?

1 2 3 4 5 NA

8. Amount of time in reception before being taken to the exam room?

1 2 3 4 5 NA

HOW WOULD YOU RATE THE MEDICAL ASSISTANT?

9. Greeted you with a smile?

1 2 3 4 5 NA

10. Professionalism?

1 2 3 4 5 NA

11. Listening to your needs?

1	2	3	4	5	NA
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12. Caring?

1	2	3	4	5	NA
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13. Courteous?

1	2	3	4	5	NA
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14. Maintaining your privacy?

1	2	3	4	5	NA
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Provider, facility and written feedback

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Which provider did you see today?

Dr. Rohan Gupta

Not sure / Other

15. How would you rate the time the provider spent with you?

1

2

3

4

5

NA

16. Were you satisfied with the provider's explanation of your health condition and/or reason for your visit?

1

2

3

4

5

NA

17. Your satisfaction with the overall cleanliness and comfort of the facility?

1

2

3

4

5

NA

Would you recommend this practice to family and friends?

Yes

No

What did you like best about today's visit?

What did you dislike or what would you change about today's visit?

Thank you

- Thank you for your honesty. We look forward to seeing you again soon — The Medical Partners Group.