

Date: _____

Patient Satisfaction Survey

- 1. Please rate your OVERALL satisfaction with your appointment today

Excellent Very Good Neutral Poor N/A

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Appointments

- 2. How would you rate the ease of getting through to the office by phone?
- 3. Please rate your satisfaction with your appointment date & time.
- 4. Please rate the friendliness & courtesy of the booking staff.

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Check In

- 5. Please rate the friendliness & courtesy of the staff at our check in window.
- 6. Please rate the satisfaction with the time of your booked appointment until you were seen by your provider.

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***Our goal is to have you seen within 20 minutes of your scheduled appointment time and finished within 45 minutes.**

Patient care

Excellent Very Good Neutral Poor N/A

- 7. Please rate the friendliness, courtesy and services provided by our nurses.
- 8. Please rate the friendliness, courtesy of our Doctor, NP or PA.
- 9. Please write the name of the provider you saw today:
- 10. Please rate how well the Provider listened to your concerns:
- 11. Was enough time spent with you?
- 12. How would you rate the care that you received today?
- 13. Please rate how promptly our staff returns your calls:
- 14. How well did we inform you about your health condition and Give you tools/education material for self management at home?
- 15. How well do you understand your medical condition as a result of your visit today?
- 16. If you needed a referral to another provider, how well did we help you make the appointment?
- 17. If you have been referred to a community based program like the Diabetes Prevention Program, how helpful is/was the program?

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Thank you for answering ALL questions...

Turn Over →

Date _____

Lowville Medical Associates

Facility

Excellent Very Good Neutral Poor N/A

1. How would you rate the waiting area?

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2. How would you rate the cleanliness of the facility?

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3. Please rate the parking area and exterior of our facility.

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4. What did you like about our office/Providers?

5. What could be done better to improve your satisfaction with our office/Providers?

6. What is your age? _____

7. Would you recommend us to a friend? Yes No

Thank You

Thank You

Thank You

What did you like about our office/providers

- *Very friendly & compassionate
- *They are fun 😊
- *Everybody is very nice & accommodating
- *Friendly, caring, listen!
- *Friendliness, focused on issues, yet looking at bigger picture
- *Clean, friendly, short wait
- *They fit me in
- *Very friendly
- *Always very nice & professional
- *Friendliness & care
- *Prompt, quick appts, friendly staff, cleanliness, super nice nurses
- *They make me feel like family
- *Love Dyana!
- *Knowledgeable, friendly, caring, convenient
- *Very organized. Provider excellent communication skills (LM)
- *Made me very comfortable and at ease
- *We love Dr. Palmer. Kids have been seeing her since birth
- *Courteous, Nice
- *Friendly, caring atmosphere
- *Always friendly and willing to listen/help
- *Friendly and always seem to listen to my concerns
- *I love the personal/family like treatment we receive
- *Everything!
- *Everything
- *Our visits are always pleasant. Everyone we come into contact with is very accommodating and helpful
- *Ashley is always very pleasant
- *Friendly staff 😊
- *So kind!
- *Always friendly, prompt, clean, knowledgeable. I never am made to feel bad when calling about a question and follow-up is so prompt
- *Dr. Palmer is excellent! So friendly & professional
- *Listened to my concerns and helped to provide solutions
- *Everything
- *They listen and there is good access to the office
- *The friendliness and relationships formed with staff and doctor
- *They are real, sincere & love their job! Professionalism is usually top notch
- *Everyone was kind and helpful
- *Professional, relates well, speaks at appropriate level, explains everything well
- *Everyone bends over backwards to help us in our transition and we are so thankful for that
- *Everything 😊
- *I love that Dr. Palmer cares about my children and their health and listens to all the concerns we have
- *Even though Dr. Palmer's schedule was very busy, she was able to see my son last minute and didn't rush the visit
- *Friendliness, willingness to see problems through

What did you like about our office/providers

- *Pleasant, professional
- *The care they use with each patient and how friendly front desk is
- *They are all great 😊
- *Comfort
- *Everyone is friendly, knowledgeable, helpful and professional
- *Everyone is very friendly & courteous
- *Excellent care
- *Communication
- *Prompt service, low wait time
- *Great Staff
- *Doing a great job
- *Caring, informative, friendly
- *Very friendly, short wait
- *Professional, friendly & caring
- *Everything
- *Very friendly
- *Real pleasant place to visit
- *Friendly & informative
- *Friendly and knowledgeable
- *Friendly and efficient
- *Love the staff- Dr. Lyndaker is the best
- *Friendly & small-town feeling
- * Kind, helpful, very "warm" atmosphere
- *Everything
- *Clean, efficient, fast
- *Very nice
- *Wonderful facility; providers are professionally excellent, cooperative associates
- *Friendliness, caring, everyone seems really happy, happy staff makes an efficient staff

What could be done better for improve your satisfaction with our office/providers?

*Follow-up- didn't know I needed copay, should be told when confirming appointment

*Very hard to get through on the phone- I called, left a message for a physical for my son, no return call, called back next week was told I didn't get a call back due to my son having a physical in march. Which I stated I was unaware of. The computer had brought up my 2-year-old son not the school age one, little confusion with children.

*Parking lots

*More parking would be nice, however you are very limited

*Provide more refills at a time

*More parking closer to entrance

*Nothing

*Less wait time

*Parking

*Very limited parking

*Dr. Palmer's schedule is too full for patients to see her

*Parking was difficult, had to park across the road and was bringing 2 young children to appointments

*More parking space

*More book choices

*More parking

*An awning over front door, a place to sit and wait

*More parking spots

*Parking under construction

*Keep getting good employees

| | Excellent | Very Good | Neutral | Poor | N/A |
|------------|-----------|-----------|---------|------|-----|
| 1 | 89% | 11% | 0% | 0% | 0% |
| 2 | 83% | 14% | 2% | 0% | 1% |
| 3 | 92% | 8% | 0% | 0% | 0% |
| 4 | 93% | 6% | 0% | 0% | 0% |
| 5 | 93% | 7% | 0% | 0% | 0% |
| 6 | 87% | 10% | 3% | 0% | 0% |
| 7 | 93% | 7% | 0% | 0% | 0% |
| 8 | 97% | 3% | 0% | 0% | 0% |
| 10 | 94% | 6% | 0% | 0% | 0% |
| 11 | 93% | 7% | 0% | 0% | 0% |
| 12 | 93% | 7% | 0% | 0% | 0% |
| 13 | 80% | 9% | 2% | 1% | 8% |
| 14 | 87% | 8% | 0% | 0% | 6% |
| 15 | 80% | 11% | 0% | 0% | 8% |
| 16 | 43% | 6% | 1% | 0% | 51% |
| 17 | 24% | 4% | 0% | 0% | 72% |
| 1 | 81% | 18% | 1% | 0% | 0% |
| 2 | 92% | 8% | 0% | 0% | 0% |
| 3 | 44% | 21% | 30% | 4% | 1% |
| Refer- Yes | 100% | No | | | |

LMA Overall