

Date: _____

Patient Satisfaction Survey

1. Please rate your OVERALL satisfaction with your appointment today

Excellent	Very Good	Neutral	Poor	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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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.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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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

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?

Excellent	Very Good	Neutral	Poor	N/A
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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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

Lowville Medical Associates Survey Comments 2019

What did you like about our office/providers?

- Great bedside manner
- Very friendly staff, great with my kids, and thorough
- So professional, friendly, concerned, overall terrific
- Everyone is very helpful and friendly
- I have always loved Lowville Medical. A very caring staff.
- They are always helpful about any concerns and get you answers
- Very friendly
- Kind and friendly, good care of baby
- Everyone is great
- Friendly
- Friendliness of nurses/doctors
- Palmer did great taking stitches out
- Always awesome
- Quick, easy, and great service
- Excellent
- All good
- Always friendly and helpful
- Friendly and very helpful
- Everyone here is very helpful, they listen to your concerns, and very courteous
- Understanding and compassionate
- Friendliness
- Very friendly and efficient
- Great all-around staff
- Friendly; able to really get to know provider instead of having multiple providers
- Everything is nice
- Friendly, helpful knowledgeable
- Very courteous, listened well to concerns and explained well what you didn't understand or questions you had
- Very friendly
- Close to home
- Professional, timely
- Very friendly and professional. I am 150% at east here and know I'm getting the best care possible anywhere.
- Friendly
- Always like coming to this office. Staff is usually awesome. Thank you!
- Very good at listening and finding solutions
- Good
- The staff (nurses and doctors) are excellent and so caring
- The office/providers are so attentive and just show genuine care and concern for us every time we have appointment
- Patience with my very active and talkative son

- They are always friendly and go above and beyond
- Everything
- Very nice office/clean; Dr. Palmer is excellent
- I like that the providers take time with you and don't make you feel rushed
- Cleanliness, nice and cool, friendly
- Very friendly; put you at ease
- Friendly
- Love the personal care and concern
- Ease of access
- Clean and friendly and answered all questions
- Friendliness/concern
- Convenience, care, you take the time to talk/explain what is going on, you listen to any concern/questions
- Very polite
- John has been seeing Dr. Lyndaker for many years. He is like a friend and confidant, as well as a professional. He puts John right at ease and answers all of his questions with "calm". Thank you for all you do for John.
- Friendly, helpful, informative, caring staff
- The friendly, home-town feel while being efficient and responsive
- Very friendly
- Friendly, respectful staff; clean and organized office
- Efficient
- Everything!! ☺ Love Dr. Lyndaker and all the staff!! ☺
- Everything
- Everything
- Always do their best to help you out; get you in to see doctor; listen to problems; caring staff
- Excellent doctor
- Care; concern; take time to talk; explain and listen
- I like the small town atmosphere, yet still receive great service; lab and urgent care are very convenient
- Friendly, attentive, and knowledgeable
- Kindness and understanding and easy to talk to
- Dyana was very polite and informative; thank you very much for getting me in.
- Very friendly
- Everyone is very friendly and make you (me) feel very comfortable
- Very friend and professional. The staff goes above and beyond to make sure I am comfortable and well cared for.
- Friendly atmosphere; very professional
- Thanks for extra time
- Everybody very friendly
- Dyana Manning and Dr. Lyndaker are very special, caring doctors and I am very well satisfied.
- Friendliness, knowledgeable, and informative
- Very friendly and easy to talk to
- Great care; friendly staff
- Friendly and attentive
- You have excellent doctors and a very clean office

RESULTS Lyndaker

Question#	Excellent	Very Good	Neutral	Poor	N/A
1	25	2			
2	23	5			
3	28	1			
4	27	2			
5	27	2			
6	22	6	1		
7	27	2			
8	27	1			
10	27	2			
11	28	1			
12	26	2			
13	18	6	1		3
14	22	5			1
15	25	4			
16	8	4			11
17	2			1	19
1	19	8			
2	22	5			
3	18	7	1	1	
Avg Age	64				
Refer?	Yes	26	No	0	
TOTAL PARTICIPANTS		29			

PERCENTAGES

Excellent	Very Good	Neutral	Poor	N/A
86.21%	6.90%	0.00%	0.00%	0.00%
79.31%	17.24%	0.00%	0.00%	0.00%
96.55%	3.45%	0.00%	0.00%	0.00%
93.10%	6.90%	0.00%	0.00%	0.00%
93.10%	6.90%	0.00%	0.00%	0.00%
75.86%	20.69%	3.45%	0.00%	0.00%
93.10%	6.90%	0.00%	0.00%	0.00%
93.10%	3.45%	0.00%	0.00%	0.00%
93.10%	6.90%	0.00%	0.00%	0.00%
96.55%	3.45%	0.00%	0.00%	0.00%
89.66%	6.90%	0.00%	0.00%	0.00%
62.07%	20.69%	3.45%	0.00%	10.34%
75.86%	17.24%	0.00%	0.00%	3.45%
86.21%	13.79%	0.00%	0.00%	0.00%
27.59%	13.79%	0.00%	0.00%	37.93%
6.90%	0.00%	0.00%	3.45%	65.52%
65.52%	27.59%	0.00%	0.00%	0.00%
75.86%	17.24%	0.00%	0.00%	0.00%
62.07%	24.14%	3.45%	3.45%	0.00%

RESULTS Palmer

Question#	Excellent	Very Good	Neutral	Poor	N/A
1	15	3			
2	14	4	1		
3	17	1	1		
4	18	1			
5	18	1			
6	12	4	2	1	
7	12	2			
8	13	1			
10	16	2			
11	19				
12	18	1			
13	13	4			
14	17	1			
15	16	1			
16	5				9
17	3				11
1	15	4			
2	17	2			
3	12	4	3		
Avg Age	29				
Refer?	Yes	18	No	0	
TOTAL PARTICIPANTS		19			

PERCENTAGES

Excellent	Very Good	Neutral	Poor	N/A
78.95%	15.79%	0.00%	0.00%	0.00%
73.68%	21.05%	5.26%	0.00%	0.00%
89.47%	5.26%	5.26%	0.00%	0.00%
94.74%	5.26%	0.00%	0.00%	0.00%
94.74%	5.26%	0.00%	0.00%	0.00%
63.16%	21.05%	10.53%	5.26%	0.00%
63.16%	10.53%	0.00%	0.00%	0.00%
68.42%	5.26%	0.00%	0.00%	0.00%
84.21%	10.53%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
94.74%	5.26%	0.00%	0.00%	0.00%
68.42%	21.05%	0.00%	0.00%	0.00%
89.47%	5.26%	0.00%	0.00%	0.00%
84.21%	5.26%	0.00%	0.00%	0.00%
26.32%	0.00%	0.00%	0.00%	47.37%
15.79%	0.00%	0.00%	0.00%	57.89%
78.95%	21.05%	0.00%	0.00%	0.00%
89.47%	10.53%	0.00%	0.00%	0.00%
63.16%	21.05%	15.79%	0.00%	0.00%

RESULTS Feilmeier

Question#	Excellent	Very Good	Neutral	Poor	N/A
1	16	3			
2	14	5			1
3	14	6			
4	15	5			
5	14	6			
6	14	6			
7	18	2			
8	18	2			
10	13	1			
11	19	1			
12	18	2			
13	16	2	1		
14	17	2			1
15	14	4			2
16	7	2			7
17	3	1			10
1	14	5	1		
2	15	4	1		
3	11	6	3		
Avg Age	26				
Refer?	Yes	19	No	0	
TOTAL PARTICIPANTS		20			

PERCENTAGES

Excellent	Very Good	Neutral	Poor	N/A
80.00%	15.00%	0.00%	0.00%	0.00%
70.00%	25.00%	0.00%	0.00%	5.00%
70.00%	30.00%	0.00%	0.00%	0.00%
75.00%	25.00%	0.00%	0.00%	0.00%
70.00%	30.00%	0.00%	0.00%	0.00%
70.00%	30.00%	0.00%	0.00%	0.00%
90.00%	10.00%	0.00%	0.00%	0.00%
90.00%	10.00%	0.00%	0.00%	0.00%
65.00%	5.00%	0.00%	0.00%	0.00%
95.00%	5.00%	0.00%	0.00%	0.00%
90.00%	10.00%	0.00%	0.00%	0.00%
80.00%	10.00%	5.00%	0.00%	0.00%
85.00%	10.00%	0.00%	0.00%	5.00%
70.00%	20.00%	0.00%	0.00%	10.00%
35.00%	10.00%	0.00%	0.00%	35.00%
15.00%	5.00%	0.00%	0.00%	50.00%
70.00%	25.00%	5.00%	0.00%	0.00%
75.00%	20.00%	5.00%	0.00%	0.00%
55.00%	30.00%	15.00%	0.00%	0.00%

RESULTS McHugh

Question#	Excellent	Very Good	Neutral	Poor	N/A
1	7				
2	6	2			
3	7	1			
4	8				
5	8				
6	7	1			
7	8				
8	8				
10	8				
11	8				
12	8				
13	6	1			1
14	7	1			
15	6	1			1
16	2				6
17	1	1			5
1	7	1			
2	6	2			
3	5	3			
Avg Age	59				
Refer?	Yes	8	No	0	

TOTAL PARTICIPANTS 8

PERCENTAGES

Excellent	Very Good	Neutral	Poor	N/A
87.50%	0.00%	0.00%	0.00%	0.00%
75.00%	25.00%	0.00%	0.00%	0.00%
87.50%	12.50%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
87.50%	12.50%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
75.00%	12.50%	0.00%	0.00%	12.50%
87.50%	12.50%	0.00%	0.00%	0.00%
75.00%	12.50%	0.00%	0.00%	12.50%
25.00%	0.00%	0.00%	0.00%	75.00%
12.50%	12.50%	0.00%	0.00%	62.50%
87.50%	12.50%	0.00%	0.00%	0.00%
75.00%	25.00%	0.00%	0.00%	0.00%
62.50%	37.50%	0.00%	0.00%	0.00%

RESULTS Moser

Question#	Excellent	Very Good	Neutral	Poor	N/A
1	2	1	1		
2	4				1
3	4		1		
4	5				
5	5				
6	4	1			
7	5				
8	5				
10	5				
11	5				
12	4	1			
13	3	1			1
14	3	2			
15	4		1		
16	1				3
17					3
1	5				
2	5				
3	2	2	1		
Avg Age	39				
Refer?	Yes	5	No	0	

TOTAL PARTICIPANTS

5

PERCENTAGES

Excellent	Very Good	Neutral	Poor	N/A
40.00%	20.00%	20.00%	0.00%	0.00%
80.00%	0.00%	0.00%	0.00%	20.00%
80.00%	0.00%	20.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
80.00%	20.00%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
80.00%	20.00%	0.00%	0.00%	0.00%
60.00%	20.00%	0.00%	0.00%	20.00%
60.00%	40.00%	0.00%	0.00%	0.00%
80.00%	0.00%	20.00%	0.00%	0.00%
20.00%	0.00%	0.00%	0.00%	60.00%
0.00%	0.00%	0.00%	0.00%	60.00%
100.00%	0.00%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
40.00%	40.00%	20.00%	0.00%	0.00%

RESULTS Muha

Question#	Excellent	Very Good	Neutral	Poor	N/A
1	9	5			
2	7	6	1		
3	9	6			
4	10	5			
5	11	4			
6	10	5			
7	10	5			
8	10	4			
10	11	4			
11	11	4			
12	11	4			
13	7	7			1
14	10	4	1		
15	9	5	1		
16	3	3			4
17	1	1	1		7
1	8	5	1		
2	10	3	1		
3	7	6	1		
Avg Age	59				
Refer?	Yes	14	No	0	

TOTAL PARTICIPANTS 15

PERCENTAGES

Excellent	Very Good	Neutral	Poor	N/A
60.00%	33.33%	0.00%	0.00%	0.00%
46.67%	40.00%	6.67%	0.00%	0.00%
60.00%	40.00%	0.00%	0.00%	0.00%
66.67%	33.33%	0.00%	0.00%	0.00%
73.33%	26.67%	0.00%	0.00%	0.00%
66.67%	33.33%	0.00%	0.00%	0.00%
66.67%	33.33%	0.00%	0.00%	0.00%
66.67%	26.67%	0.00%	0.00%	0.00%
73.33%	26.67%	0.00%	0.00%	0.00%
73.33%	26.67%	0.00%	0.00%	0.00%
73.33%	26.67%	0.00%	0.00%	0.00%
46.67%	46.67%	0.00%	0.00%	6.67%
66.67%	26.67%	6.67%	0.00%	0.00%
60.00%	33.33%	6.67%	0.00%	0.00%
20.00%	20.00%	0.00%	0.00%	26.67%
6.67%	6.67%	6.67%	0.00%	46.67%
53.33%	33.33%	6.67%	0.00%	0.00%
66.67%	20.00%	6.67%	0.00%	0.00%
46.67%	40.00%	6.67%	0.00%	0.00%

RESULTS Manning

Question#	Excellent	Very Good	Neutral	Poor	N/A
1	16	2	1		
2	13	7	1		
3	12	7	1	1	
4	18	4			
5	19	3			
6	16	5		1	
7	21	1			
8	22				
10	22				
11	22				
12	21	1			
13	14	2	3	1	3
14	18	4			
15	18	4			
16	9	2			6
17	6		1		10
1	13	9			
2	16	6			
3	11	8	2	1	
Avg Age	49				
Refer?	Yes	22	No	0	

TOTAL PARTICIPANTS 22

PERCENTAGES

Excellent	Very Good	Neutral	Poor	N/A
72.73%	9.09%	4.55%	0.00%	0.00%
59.09%	31.82%	4.55%	0.00%	0.00%
54.55%	31.82%	4.55%	4.55%	0.00%
81.82%	18.18%	0.00%	0.00%	0.00%
86.36%	13.64%	0.00%	0.00%	0.00%
72.73%	22.73%	0.00%	4.55%	0.00%
95.45%	4.55%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
100.00%	0.00%	0.00%	0.00%	0.00%
95.45%	4.55%	0.00%	0.00%	0.00%
63.64%	9.09%	13.64%	4.55%	13.64%
81.82%	18.18%	0.00%	0.00%	0.00%
81.82%	18.18%	0.00%	0.00%	0.00%
40.91%	9.09%	0.00%	0.00%	27.27%
27.27%	0.00%	4.55%	0.00%	45.45%
59.09%	40.91%	0.00%	0.00%	0.00%
72.73%	27.27%	0.00%	0.00%	0.00%
50.00%	36.36%	9.09%	4.55%	0.00%

RESULTS No Provider Listed

Question#	Excellent	Very Good	Neutral	Poor	N/A
1	13	3			
2	13	3			
3	13	3			
4	14	2			
5	14	2			
6	14	2			
7	15	1			
8	15	1			
10	14	2			
11	15	1			
12	14	2			
13	12	2			1
14	12	3			
15	13	2			1
16	9	1			6
17	5	1			8
1	13	2	1		
2	13	3			
3	12	2	2		
Avg Age	44				
Refer?	Yes	15	No	0	

TOTAL PARTICIPANTS

16

PERCENTAGES

Excellent	Very Good	Neutral	Poor	N/A
81.25%	18.75%	0.00%	0.00%	0.00%
81.25%	18.75%	0.00%	0.00%	0.00%
81.25%	18.75%	0.00%	0.00%	0.00%
87.50%	12.50%	0.00%	0.00%	0.00%
87.50%	12.50%	0.00%	0.00%	0.00%
87.50%	12.50%	0.00%	0.00%	0.00%
93.75%	6.25%	0.00%	0.00%	0.00%
93.75%	6.25%	0.00%	0.00%	0.00%
87.50%	12.50%	0.00%	0.00%	0.00%
87.50%	12.50%	0.00%	0.00%	0.00%
75.00%	12.50%	0.00%	0.00%	6.25%
75.00%	18.75%	0.00%	0.00%	0.00%
81.25%	12.50%	0.00%	0.00%	6.25%
56.25%	6.25%	0.00%	0.00%	37.50%
31.25%	6.25%	0.00%	0.00%	50.00%
81.25%	12.50%	6.25%	0.00%	0.00%
81.25%	18.75%	0.00%	0.00%	0.00%
75.00%	12.50%	12.50%	0.00%	0.00%

LMA Overall 2019 Results

Question#	Excellent	Very Good	Neutral	Poor	N/A
1	103	19	2	0	0
2	94	32	3	0	2
3	104	25	3	1	0
4	115	19	0	0	0
5	116	18	0	0	0
6	99	30	3	2	0
7	116	13	0	0	0
8	118	9	0	0	0
10	116	11	0	0	0
11	127	7	0	0	0
12	120	13	0	0	0
13	89	25	5	1	10
14	106	22	1	0	2
15	105	21	2	0	4
16	44	12	0	0	52
17	21	4	2	1	73
1	94	34	3	0	0
2	104	25	2	0	0
3	78	38	13	2	0
Avg Age	45				
Refer?	Yes	158	No	0	

TOTAL PARTICIPANTS 134

LMA Overall 2019 Percentages

Excellent	Very Good	Neutral	Poor	N/A
76.87%	14.18%	1.49%	0.00%	0.00%
70.15%	23.88%	2.24%	0.00%	1.49%
77.61%	18.66%	2.24%	0.75%	0.00%
85.82%	14.18%	0.00%	0.00%	0.00%
86.57%	13.43%	0.00%	0.00%	0.00%
73.88%	22.39%	2.24%	1.49%	0.00%
86.57%	9.70%	0.00%	0.00%	0.00%
88.06%	6.72%	0.00%	0.00%	0.00%
86.57%	8.21%	0.00%	0.00%	0.00%
94.78%	5.22%	0.00%	0.00%	0.00%
89.55%	9.70%	0.00%	0.00%	0.00%
66.42%	18.66%	3.73%	0.75%	7.46%
79.10%	16.42%	0.75%	0.00%	1.49%
78.36%	15.67%	1.49%	0.00%	2.99%
32.84%	8.96%	0.00%	0.00%	38.81%
15.67%	2.99%	1.49%	0.75%	54.48%
70.15%	25.37%	2.24%	0.00%	0.00%
77.61%	18.66%	1.49%	0.00%	0.00%
58.21%	28.36%	9.70%	1.49%	0.00%