

Patient Satisfaction Survey

1. Please rate your OVERALL satisfaction with your appointment today

Excellent Very Good Neutral Poor N/A

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Check In

2. Please rate the friendliness & courtesy of the staff at our check in window.

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3. Please rate your satisfaction with the time between check in and being seen by our provider.

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***Our goal is to have you seen within 30 minutes and finished within 60 minutes.**

Patient care

Excellent Very Good Neutral Poor N/A

4. Please rate the friendliness, courtesy and services provided by our nurses.

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5. Please rate the friendliness, courtesy of our Doctor, NP or PA.

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6. Please write the name of the provider you saw today:

7. Please rate how well the Provider listened to your concerns:

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8. Was enough time spent with you?

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9. How would you rate the care that you received today?

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10. How well did we inform you about your health condition and Give you tools/education material for self management at home?

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11. How well do you understand your medical condition as a result of your visit today?

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Lowville Urgent Care Survey Comments 2019

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

- Everything is fine
- More parking
- Complimentary cheeseburgers
- I'm very satisfied
- Everything is great
- Everything was perfect
- Nothing
- Prefer live person on switchboard not recorded message
- Nothing
- Peds needs to be quicker and start on time
- Better explain what could happen when you are in a pre-stage
- Not one thing
- Fix some of the chairs in waiting room (peds side)
- Nothing
- Provide coffee ☺
- Nothing that I can think of
- This was not an issue with our last appointment but in general we really appreciate not being "hassled" if we make our own medical decision out our doctor and not be made to feel like we are being treated with condescension. Please include us in the medical decisions.
- All good
- Not anything
- Keep up the good work!
- Parking is sometimes an issue, but there is not a lot you can do about that
- Nothing
- Give Snickers candy bars to all adult patients
- Not a thing
- Nothing
- Nothing that I can think of
- Nothing; good the way it is
- Not much
- Everyone is really nice
- Not much except for accepting new patients (relations)
- Took 1.5 weeks to get in when it was an ER recommendation to be seen in 72 hours.
- Less wait time
- Better parking; quicker phone responses

LMA Overall 2019 Results

Question#	Excellent	Very Good	Neutral	Poor	N/A
1	42	22	0	0	0
2	48	15	4	0	0
3	32	18	10	5	0
4	57	10	0	0	0
5	51	11	0	0	0
7	52	12	0	0	0
8	52	13	0	0	0
10	53	10	1	0	0
11	47	15	0	0	0
1	30	17	4	0	0
2	35	15	1	0	0
3	25	20	5	0	0
Avg Age	38				
Refer?	Yes	51	No	0	

TOTAL PARTICIPANTS

68