



## THE ORAL SURGERY CENTER

### Patient Service Questionnaire

Our goal is complete patient satisfaction. Please tell us about your experience with us. You do not need to include your name. We value your feedback and your patronage!

A little about you:

Your Age: \_\_\_\_\_ Your Sex: \_\_\_\_\_ Male \_\_\_\_\_ Female Date of your visit: \_\_\_\_/\_\_\_\_/\_\_\_\_\_

Check the name(s) of the doctor you saw: \_\_\_Rodenburg \_\_\_Youssef \_\_\_MacMenamin

Please circle the number that best describes your reaction to each statement below.

Score Guide: (1) Strongly Disagree | (2) Disagree | (3) Agree | (4) Strongly Agree

#### ❖ When Calling The Oral Surgery Center:

	Strongly Disagree			Strongly Agree		
1) <i>My calls are answered in 3 rings or less.</i>	1	2	3	4	5	
2) <i>The receptionist uses a pleasant voice tone.</i>	1	2	3	4	5	
3) <i>I am not left on hold more than 30 seconds.</i>	1	2	3	4	5	
4) <i>I get an appointment in a reasonable period of time if I have an urgent medical care need.</i>	1	2	3	4	5	
5) <i>I get an appointment in a reasonable period of time for non-urgent care.</i>	1	2	3	4	5	
6) <i>My questions are answered accurately.</i>	1	2	3	4	5	

#### ❖ When Coming In For My Appointment:

	Strongly Disagree			Strongly Agree		
1) <i>The receptionist smiles and offers a pleasant greeting.</i>	1	2	3	4	5	
2) <i>I do not wait in the reception area more than 15 minutes past my scheduled appointment time.</i>	1	2	3	4	5	
3) <i>If I will be delayed, the receptionist lets me know.</i>	1	2	3	4	5	
4) <i>The waiting room is clean.</i>	1	2	3	4	5	
5) <i>I do not wait more than 10 minutes in the examination room.</i>	1	2	3	4	5	
6) <i>My needs are handled in a confidential manner.</i>	1	2	3	4	5	
7) <i>The nursing staff is pleasant and helpful.</i>	1	2	3	4	5	

#### ❖ About My Procedure:

	Strongly Disagree			Strongly Agree		
1) <i>I am satisfied with the procedure performed.</i>	1	2	3	4	5	
2) <i>My doctor spent enough time with me.</i>	1	2	3	4	5	
3) <i>My questions were thoroughly answered.</i>	1	2	3	4	5	
4) <i>I was given helpful information about post-procedure actions I should take at home.</i>	1	2	3	4	5	
5) <i>I was treated with respect by my doctor.</i>	1	2	3	4	5	