



Efficiency of the check-in process	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
Friendliness and courtesy of receptionist	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
Wait time before receiving attention	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)

How long did you wait?

Less than 15 minutes   
  16 - 30 minutes   
  31 - 45 minutes  
 46 minutes or longer

**COMMUNICATION:**

Answered your phone calls promptly	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
Returned your calls in a timely manner	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
Ability to contact provider after hours	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)

**THE PROVIDER:**

Willingness to listen to your concerns	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
Taking time to answer your questions	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
The thoroughness of the examination	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
Gave understandable explanations	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
The caring and concern of the nurses/medical assistants	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
Instructions regarding medication/follow-up care	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)

**OFFICE FACILITY:**

Convenient hours of operation	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
Overall office comfort	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
Adequate parking	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)