

Patient Satisfaction Survey



Please assist us in meeting your health care needs by evaluating today's visit with ETSU Physicians & Associates.

Dr./Provider Seen: _____ Date: _____

Location: _____

Type of Insurance: _____ Medicare _____ Tenn Care _____ Blue Cross _____ Other

Race: _____ African American or Black _____ American Indian or Alaska Native _____ Asian
 _____ Hispanic or Latino _____ Native Hawaiian or Pacific Islander _____ White

Scale: A = Excellent B = Very Good C = Average D = Poor F = Failing N/A = Not Applicable

Give us a grade for getting an appointment							How long did you have to wait to get an appointment?
Easy to get through on Phone	A	B	C	D	F	N/A	
Courtesy and Helpfulness on Phone	A	B	C	D	F	N/A	
Getting an Appointment at the time wanted	A	B	C	D	F	N/A	
Give us a grade for the time you waited							How long did you wait in the office? (from scheduled time of your appointment)
Reasonable wait in office lobby	A	B	C	D	F	N/A	
Reasonable wait in exam room	A	B	C	D	F	N/A	
Give the Physician/Provider a grade							Would you recommend the practice to others? Yes No
Understanding what you said	A	B	C	D	F	N/A	
Taking enough time with you	A	B	C	D	F	N/A	Would you like to discuss anything on this survey with our administrator? If yes: Name: Phone: E-mail:
Giving you the information you need	A	B	C	D	F	N/A	
Being careful and helpful	A	B	C	D	F	N/A	
Having a Positive Impact on Your Health	A	B	C	D	F	N/A	
Returning Phone Calls	A	B	C	D	F	N/A	
Providing lab, x-ray and test results	A	B	C	D	F	N/A	
Give our facility a grade							Did any staff provide exceptional service?
Convenient location	A	B	C	D	F	N/A	
Cleanliness, appearance of office	A	B	C	D	F	N/A	
Signs helpful in where to go	A	B	C	D	F	N/A	
Exam rooms clean, comfortable and private	A	B	C	D	F	N/A	
Give our staff a grade							If you need more room to make comments, please use the back of the survey.
Courtesy & helpfulness of Medical Assistant or Nurse	A	B	C	D	F	N/A	
Skill at Drawing Blood if blood was needed	A	B	C	D	F	N/A	
Courtesy and helpfulness of front desk staff	A	B	C	D	F	N/A	
Courtesy and helpfulness of phone staff	A	B	C	D	F	N/A	
Obtaining referrals for other providers	A	B	C	D	F	N/A	
If you received a bill, give our billing system a grade							
Easy to Understand Monthly Bill	A	B	C	D	F	N/A	
Courtesy and helpfulness of Billing Staff	A	B	C	D	F	N/A	

Thank you for your participation in this survey.