



Patient Satisfaction Survey

On a scale of 1-5, with 1 being poor and 5 being excellent, please rate your experience at Lake Champlain Gynecologic Oncology. We appreciate your input!

YOUR APPOINTMENT	1	2	3	4	5	N/A
Ease of making appointments by phone						
Appointment available within a reasonable amount of time						
Efficiency of the check-in process						
Waiting time in the reception area						
Waiting time in the exam room						
OUR STAFF	1	2	3	4	5	N/A
The courtesy and friendliness of the person who took your call						
The caring and concern of our nurses						
The professionalism of our clinical staff						
Respect for your privacy and confidentiality						
OUR COMMUNICATION WITH YOU	1	2	3	4	5	N/A
Your phone call answered promptly						
Your test results reported in a reasonable amount of time						
The provider returning your call in a timely manner						
Your ability to contact us after hours						
YOUR VISIT WITH THE PROVIDER	1	2	3	4	5	N/A
The provider taking time to answer your questions						
Amount of time the provider spent with you						
The provider's instructions regarding medication/follow up care						
The thoroughness of your visit						
Being referred to another healthcare provider, if needed						
OUR OFFICE	1	2	3	4	5	N/A
Office hours convenient for you						
Comfort of exam rooms						
Comfort of reception area						
Adequate parking						
Office's overall appearance						
OUR BILLING OFFICE	1	2	3	4	5	N/A
The knowledge of the people in our billing office						
Ease of reaching our billing office						
Ease of understanding your bill						
The courtesy of the person who answered your billing questions						
YOUR OVERALL SATISFACTION WITH:	1	2	3	4	5	N/A
Our practice						
Our staff						
The quality of your medical care						
Would you recommend the provider to others?						

Comments: _____

Thank you for completing this survey. We believe that our patients are best qualified to evaluate our providers and staff. We are continuously looking for ways to improve and we are sincere in our commitment to provide quality medical care in a patient friendly environment.