



PATIENT SATISFACTION SURVEY: GYNECOLOGY/SURGICAL

As a patient of Wes Des Moines OB/GYN Associates, P.C., we would like to thank you for entrusting us with your medical care. Our goal is to continue to provide the best medical care in a caring, friendly, and convenient environment. We are providing you with the following survey because we want to know your impression and feelings about all aspects of the care that you received. We will use the data to improve the quality of the services we provide. Thank you for taking the time to complete this survey. Identifying yourself is completely optional.

LAST SEEN FOR: **GYNECOLOGY** **SURGERY**

Date: _____ Performed at: _____

PROVIDER Roose Belsheim Makkapati Olesen Booth
 Sandmeier Probasco Marean Jodoin Pearl

	N/A	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
<i>Please circle the number that best expresses your response</i>	0	1	2	3	4	5

LOCATION

The practice is in a convenient location	0	1	2	3	4	5
The practice is easy to find	0	1	2	3	4	5

COMMENTS:

CHECK-IN/RECEPTION

When I arrive, I am greeted in a timely fashion	0	1	2	3	4	5
When I arrive, I am checked-in in a timely fashion	0	1	2	3	4	5
The receptionists are friendly and efficient	0	1	2	3	4	5
The reception area is clean and comfortable	0	1	2	3	4	5
I am seen within 20 minutes of my scheduled appointment	0	1	2	3	4	5

COMMENTS:

PHYSICIAN - NURSING - PROVIDER CARE

They physicians spent enough time with me	0	1	2	3	4	5
They physician adequately answer my questions	0	1	2	3	4	5
I am treated with courteously and respect by the physician or nurse practitioner	0	1	2	3	4	5
I am treated with courteous and respect by the nurse	0	1	2	3	4	5
I would recommend the physicians at West Des Moines OB/GYN to a friend	0	1	2	3	4	5

COMMENTS:

CHECK-OUT/SCHEDULING

I am able to schedule future appointments at a time that is convenient for me	0	1	2	3	4	5
I am able to check out and obtain a new appointment quickly	0	1	2	3	4	5

COMMENTS:

COMMUNICATION

I received test results in a timely fashion	0	1	2	3	4	5
The receptionists are courteous and efficient on the telephone	0	1	2	3	4	5
I do not stay on hold an undue amount of time	0	1	2	3	4	5
When I contact the office, a nurse or physician returns my call within 2 hours	0	1	2	3	4	5
In emergency situations, I am able to easily communicate with an on-call physician	0	1	2	3	4	5

PATIENT SATISFACTION SURVEY: GYNECOLOGY/SURGICAL

	N/A	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
<i>Please circle the number that best expresses your response</i>	0	1	2	3	4	5
GENERAL						
My billing is clear and easy to understand	0	1	2	3	4	5
The office staff provides good assistance in filling out insurance and other forms	0	1	2	3	4	5
I am very please with the quality of care that I received	0	1	2	3	4	5
I plan to continue my future care with this office	0	1	2	3	4	5
I would recommend this office to my friends and family	0	1	2	3	4	5

COMMENTS:

SURGERY (If applicable)

The instructions I received prior to surgery were helpful and adequate	0	1	2	3	4	5
Before my surgery, I received adequate explanations regarding my procedures and my questions were answered	0	1	2	3	4	5
After my surgery, my surgeon explained the results of my surgery to me and/or my family	0	1	2	3	4	5
After my surgery, my surgeon answered all of my questions	0	1	2	3	4	5
My privacy was respected at all times	0	1	2	3	4	5
My pain level was as expected and well controlled	0	1	2	3	4	5
My home care instructions were clear and helpful	0	1	2	3	4	5
When contacted at home after surgery, our staff was concerned for my progress and comfort	0	1	2	3	4	5
Prior to surgery, my financial responsibilities were discussed and my questions were answered	0	1	2	3	4	5
My wait time prior to my schedule surgery dates was reasonable and as expected	0	1	2	3	4	5

COMMENTS:

What was the best part of your experience at West Des Moines OB/GYN?

What can we do to improve your experience at West Des Moines OB/GYN?

Name (optional):

Phone number:

We're all about you!