

Thank you for taking the time to complete the following questionnaire. Please circle, check, or fill in your responses. Return it in the enclosed self-addressed, stamped envelope.

What procedure(s) did you have performed during your most recent surgery?

Lip lift

How would you rate your final result(s)? Excellent 10, 9, 8, 7, 6, 5, 4, 3, 2, 1 Poor

Would you recommend our practice to your friends?

Yes

No

Uncertain

What was the best part about your consult?

I was able to do it via Skype

Why did you select Dr. Rodriguez and our office for your surgery?

Large # of lip lifts he has performed, w/ good reviews

What else could we have done to help you prepare for your surgery?

no comments

How was your experience with the anesthesiologist?

N/A

Please indicate your experience in the recovery room:

didn't use recovery room

Duration of recovery room time [] too short [] too long [] adequate

Temperature [] too cold [] too hot [] adequate

My pain management [] not enough [] adequate

Other, please explain:

Would you return to this office if you decide to have additional surgery?

Yes

No

Uncertain

Which of the following factors influenced you to choose Dr. Rodriguez? (check all that apply)

[x] Reputation of doctor

[] Phone book ad

[] Recommendation by friend or family

[x] Board certification, Training

[] News article/show

[] Recommendation by salon staff

[] Technology used

[] Print ad in: _____

[x] Cost of surgery

[x] Procedures offered

[] Seminar appearance

[] Financing options

[x] Internet web page

[] Hospital referral

[] Friendly staff

[x] Location of office

[] Physician referral

[] Other: _____

Were your telephone calls to our office handled to your satisfaction?

Yes No Comments:

Were you satisfied with the way your surgery was scheduled?

Yes No Comments:

How well do you agree with the following statements? (If any item does not apply, leave blank)

- The amount of time that I had to wait to get a consultation with Dr. Rodriguez was reasonable. Strongly Agree Agree Neutral Disagree
- I was satisfied with the information and surgical description provided by Dr. Rodriguez. Strongly Agree Agree Neutral Disagree
- The office staff was attentive to my needs. Strongly Agree Agree Neutral Disagree
- The OR staff was attentive to my needs Strongly Agree Agree Neutral Disagree
- The written materials that I received prior to surgery satisfied my needs. Strongly Agree Agree Neutral Disagree
- I was satisfied with the way I was prepared for surgery. Strongly Agree Agree Neutral Disagree
- I was satisfied with the care that I received the morning of surgery. Strongly Agree Agree Neutral Disagree
- I was satisfied with my follow-up care. Strongly Agree Agree Neutral Disagree
- The fees for surgery were reasonable. Strongly Agree Agree Neutral Disagree

Additional Comments:

Really happy w/ the result & it continues to improve. I do wish I would've went 1 mm higher :), but Dr warned me I would probably feel that way & I wanted to be conservative.

Thank you for taking the time to complete this questionnaire.

May we share your confidential comments with prospective patients? Yes No

Would you like someone to call you regarding any of your responses? Yes No

Name (optional) CR