

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?

Fat transfer

How would you rate your experience? 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 of your consult?

Honesty on types of procedures - what would work or not work.

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

Prior history

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

not sure but I wasnt as 'emotionally' prepared for swelling in face.

How was your experience with the anesthesiologist?

N/A

Please indicate your experience in the recovery room?

- Duration of room time Too Short Too Long Adequate
- Temperature Too Short Too Long Adequate
- My Pain Management Too Short Adequate 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)

- Reputation of doctor Phone book ad Recommendation by friend or family
- Board certification, Training News article/show Recommendation by salon staff
- Technology used Print ad in: _____ Cost of surgery
- Procedures offered Seminar appearance Financing options
- Internet web page Hospital referral Friendly staff
- Location of office Physician referral Other: office decor

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

(Yes) No

Comments:

emails/texts are always good.

rescheduled

Were you satisfied with the way your surgery was scheduled?

Yes

No

Comments: had to be rescheduled, but I'm easy going.

Were you satisfied with the way you were treated by the office staff?

Yes

No

Comments: Patient, informative, trustworthy.

Were you satisfied with the way you were treated by Dr. Rodriguez during your consultation?

Yes

No

Comments: Honesty - not being "sold" procedures or products

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

The office is attractive and comfortable.....(Strongly Agree).....Agree.....Neutral.....Disagree

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:

The information provided was Adequate, I didn't Anticipate the amount of swelling & for how long and was scared it was 'overfilled'. not sure if there is a need to provide more (set expectations). It may look over filled, but have to give it 4-6 wks as an example.

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

Don't have to.

Name (optional) B

THANK YOU ALL! I had a 2wk follow-up as I was nervous about things, so thank you all for support.

Love the procedure!