

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?

Breast scar revision, mastopexy, fat grafts, Lower face & neck

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?

Dr. Rodriguez's way of carefully explaining everything & answering every question

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

His personality - it's been many years

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

Nothing - - -

How was your experience with the anesthesiologist?

Fine - your nurse, however, could use some coaching in customer service skills

Please indicate your experience in the recovery room:

Duration of recovery room time too short too long adequate

Don't remember it.

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)

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

NURSE

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.

NURSE

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:

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?

not necessary

Yes No

Name (optional) ↓