

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?

Tummy Tuck, Lipo, 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?

The time the Dr. took to explain in detail.

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

Every thing was great

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

Great

How was your experience with the anesthesiologist?

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)

- | | | |
|-------------------------------------------------------------------|---------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Reputation of doctor | <input type="checkbox"/> Phone book ad | <input type="checkbox"/> Recommendation by friend or family |
| <input checked="" type="checkbox"/> Board certification, Training | <input type="checkbox"/> News article/show | <input type="checkbox"/> Recommendation by salon staff |
| <input type="checkbox"/> Technology used | <input type="checkbox"/> Print ad in: _____ | <input type="checkbox"/> Cost of surgery |
| <input type="checkbox"/> Procedures offered | <input type="checkbox"/> Seminar appearance | <input type="checkbox"/> Financing options |
| <input type="checkbox"/> Internet web page | <input type="checkbox"/> Hospital referral | <input type="checkbox"/> Friendly staff |
| <input type="checkbox"/> Location of office | <input type="checkbox"/> Physician referral | <input checked="" type="checkbox"/> Other: <u>the consult</u> |

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:

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

Yes No

Comments:

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

Yes No

Comments:

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:

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) *[Signature]*