

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?

Extended Tummy Tuck, Muscle Repair, Lipo

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?

Dr. Rodriguez was honest about the procedure

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

I needed

His impressive and extensive knowledge, Resume and educational background.

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

Nothing

How was your experience with the anesthesiologist?

Excellent - He was very crafty

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: _____

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

Yes

No

Comments:

*Staff is friendly and professional
Caters to the patients needs.*

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

(11p to staff)

Name (optional) *A*