

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?

Liposuction

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

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

13-14 year history of him

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

You did everything that was necessary.

How was your experience with the anesthesiologist?

Good

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:

I had no memory of the recovery room

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:

Feel safe w/ him & his "bed-side" manner is caring!

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

Yes No

Comments:

Always, Vanessa is amazing!

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:

Always!

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

Yes

No

Comments:

Always!

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:

I have referred several friends to this office.

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)

J