

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 INNER THIGHS, BACK, + NECK (BACK).

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?

THE DOCTOR, HE HAS A MORE PERSONAL TOUCH

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

Reviews on-line + A FRIEND

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

A PRE PARTY!

How was your experience with the anesthesiologist?

SHORT, FINE.

Please indicate your experience in the recovery room:

Duration of recovery room time  too short  too long  adequate  I DONT KNOW

Temperature  too cold  too hot  adequate " "

My pain management  not enough  adequate great

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 checked="" 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 checked="" type="checkbox"/> <u>Cost of surgery</u>             |
| <input type="checkbox"/> Procedures offered                       | <input type="checkbox"/> Seminar appearance | <input type="checkbox"/> Financing options                             |
| <input checked="" type="checkbox"/> Internet web page             | <input type="checkbox"/> Hospital referral  | <input checked="" type="checkbox"/> <u>Friendly staff</u>              |
| <input checked="" type="checkbox"/> Location of office            | <input type="checkbox"/> Physician referral | <input type="checkbox"/> 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 ....

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) \_\_\_\_\_