## GEORGETOWN PEDIATRICS, PSC

Patient Satisfaction Survey

Georgetown Pediatrics would like to thank you in advance for completing our Patient Satisfaction Survey. All of our physicians and staff are committed to providing quality care on a timely basis. We sincerely want to know if we are meeting our commitment to your family. Please take a few minutes and let us know how we are doing. Enclosed is a stamped self-addressed envelope for you to return the survey.

FRONT OFFICE STAFF	Exceeds your Expectations	Meets your	Needs	
	Expectations	Expectations	Improvement	
Courtesy of the person who answers your calls.				
Ease of making your appointments.				
Appointment(s) available within a reasonable amount of time.				
Ease of scheduling an appointment with physician(s) you desire to				
see.				
Front office staff is willing to listen to the parent and direct your				
concerns to the appropriate person.				
The staff acknowledges your arrival to the office and addresses your				
needs promptly.				

Please share any information you think would be helpful to us regarding your interactions with our front office staff anytime you have called or visited the office.	

NURSING STAFF	Exceeds your	Meets your	Needs
	Expectations	Expectations	Improvement
Overall caring and compassion demonstrated by our nursing staff.			
Nursing staff effectively communicates with you (re: test results,			
advice and explanations, appointment delays, etc.)			
Phone Advice			
Parent is called back in a timely manner to discuss your concerns.			
Nursing staff answers your questions.			

Nurses demonstrate compassion and caring for your child's needs.			
Nurses are knowledgeable regarding your child's illness or			
concerns.			
NURSING STAFF (cont'd)	Exceeds your Expectations	Meets your Expectations	Needs Improvement
Relaying Test Results			
Promptness of obtaining test results.			
The results of ordered tests are explained thoroughly.			
It was explained when we should follow-up if problems persist.			
Please share any information you think would be helpful to us regard staff anytime you have called or visited the office.	ling your inter	actions with	our nursing
YOUR VISIT WITH YOUR DOCTOR	Exceeds your Expectations	Meets your Expectations	Needs Improvement
The doctor listens to you.			
The doctor listens to you. The doctor's interaction with your child(ren).			
The doctor listens to you. The doctor's interaction with your child(ren). The doctor takes time to answer your questions.			
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BUSINESS OFFICE	Exceeds your Expectations	Meets your Expectations	Needs Improvement
Your experiences with the business office regarding any billing			

questions or issues.			
The staff in the business office effectively communicates with you			
concerning your insurance coverage and financial responsibility.			
Assistance with referrals to other physician offices.			
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Please share any information you think would be helpful to us regard:	na vour inter	actions with	our
business office anytime you have called or visited the office.		20110110 111111	
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OUR FACILITY	Exceeds	Meets your	Needs
	your Expectations	Expectations	Improvement
Convenience of office hours.			
Convenience of office to your home or work.			
Comfort, cleanliness and child-friendly environment of our waiting			
rooms.			
Comfort, cleanliness and child-friendly environment of our patient			
exam rooms.			
Adequate parking.			
Ease of getting around in the building.			
Please feel free to share any other comments regarding Georgetown	Pediatrics in t	he space pro	ovided
below.			

Have you been to our website <u>www.georgetownpeds.com</u>?