

**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.

<b>FRONT OFFICE STAFF</b>	<b>Exceeds your Expectations</b>	<b>Meets your Expectations</b>	<b>Needs Improvement</b>
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.


<b>NURSING STAFF</b>	<b>Exceeds your Expectations</b>	<b>Meets your Expectations</b>	<b>Needs Improvement</b>
Overall caring and compassion demonstrated by our nursing staff.			
Nursing staff effectively communicates with you (re: test results, advice and explanations, appointment delays, etc.)			
<b>Phone Advice</b>			
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.			
<b>NURSING STAFF (cont'd)</b>	<b>Exceeds your Expectations</b>	<b>Meets your Expectations</b>	<b>Needs Improvement</b>
<b>Relaying Test Results</b>			
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 regarding your interactions with our nursing staff anytime you have called or visited the office.


<b>YOUR VISIT WITH YOUR DOCTOR</b>	<b>Exceeds your Expectations</b>	<b>Meets your Expectations</b>	<b>Needs Improvement</b>
The doctor listens to you.			
The doctor's interaction with your child(ren).			
The doctor takes time to answer your questions.			
The doctor adequately explains treatment options.			
The doctor's instructions regarding medication and follow-up care were thorough and understandable.			
Waiting time to see the doctor.			

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


<b>BUSINESS OFFICE</b>	<b>Exceeds your Expectations</b>	<b>Meets your Expectations</b>	<b>Needs Improvement</b>
Your experiences with the business office regarding any billing			




*Have you been to our website [www.georgetownpeds.com](http://www.georgetownpeds.com)?*