

GAVIN ORTHOPAEDICS

Patient Satisfaction Survey

Quality care is a cornerstone at Gavin Orthopaedics and we are constantly searching for ways to provide our patients with better service...

Please take a moment to candidly fill out this anonymous questionnaire so that we can proactively assess the quality of our care and service from our patients' perspective.

Please rate the following:

	Excellent	Very Good	Good	Fair	Poor
YOUR APPOINTMENT					
1. Ease of making appointment by phone	5	4	3	2	1
2. Appointments available within a reasonable amount of time	5	4	3	2	1
3. Efficiency of the check-in /check-out process	5	4	3	2	1
4. Waiting time in the reception area/exam room	5	4	3	2	1
5. Keeping you informed if appointment was delayed	5	4	3	2	1
OUR STAFF & COMMUNICATION					
1. Friendliness/Efficiency/Courtesy of our staff	5	4	3	2	1
2. Caring & concern of our staff, including X-ray Tech	5	4	3	2	1
3. Helpfulness of staff assisting you with billing/insurance	5	4	3	2	1
4. Calls being answered and/or returned promptly	5	4	3	2	1
5. Getting advice or help when needed during office hours	5	4	3	2	1
6. Ability to get prescriptions refilled by phone	5	4	3	2	1
YOUR VISIT WITH DR. GAVIN					
1. Willingness to listen carefully to you	5	4	3	2	1
2. Taking time to answer your questions professionally	5	4	3	2	1
3. Amount of time spent with you __minutes	5	4	3	2	1
4. Explaining things in a way you could understand	5	4	3	2	1
5. Thoroughness of exam	5	4	3	2	1
6. Surgery - Please rate satisfaction	5	4	3	2	1
7. Please rate your experience with Hilton Head Hospital	5	4	3	2	1
YOUR OVERALL EXPERIENCE WITH GAVIN ORTHOPAEDICS	5	4	3	2	1

Would you recommend Dr. Gavin and his staff to your friends and family? If no, please tell us why? Yes No

Is there a way we can improve our services for you? Please tell us about it: _____

Gender: Male/Female Status: New Patient/Returning Patient Age: Minor 18-30 31-45 46-60 60+

Insurance provider: _____

Thank you for your help.