

## How was your procedure?

Dr. Mordcai Blau and staff are always trying to improve patient satisfaction. This inquiry focuses on your satisfaction regarding your procedure. Please take a few minutes to fill out this survey. We greatly appreciate your feedback.

<p>1. In your pre-procedure consultation, do you feel all your questions were answered?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Other _____</p>
<p>2. When scheduling your procedure, did you feel the practice attempted to accommodate your schedule?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Other _____</p>
<p>3. After you checked in with the receptionist, how long did you wait to be taken into an exam/procedure room?</p> <p><input type="checkbox"/> Approximately at the same time as my <b><u>scheduled</u></b> appointment</p> <p><input type="checkbox"/> Approximately 15 minutes after my <b><u>scheduled</u></b> appointment</p> <p><input type="checkbox"/> Approximately 30 minutes after my <b><u>scheduled</u></b> appointment</p> <p><input type="checkbox"/> Approximately 45 minutes after my <b><u>scheduled</u></b> appointment</p> <p><input type="checkbox"/> An hour or more after my <b><u>scheduled</u></b> appointment</p>
<p>4. While waiting for the procedure to begin were you comfortable? Hot? Cold? Etc.</p> <p><input type="checkbox"/> I was comfortable</p> <p><input type="checkbox"/> I did not feel I had enough privacy</p> <p><input type="checkbox"/> The room was hot</p> <p><input type="checkbox"/> The room was cold</p> <p><input type="checkbox"/> Other _____</p>
<p>5. <b><u>During</u></b> the procedure were you comfortable or in pain? If you were in pain did the staff do a good job alleviating the pain?</p> <p><input type="checkbox"/> I was comfortable during the procedure</p> <p><input type="checkbox"/> I was in pain but the staff did a good job alleviating the pain</p> <p><input type="checkbox"/> I was in pain and the staff could not alleviate the pain</p>

<p>6. <b>After</b> the procedure were you comfortable or in pain? If you were in pain did the staff do a good job elevating the pain?</p> <p><input type="checkbox"/> I was comfortable after the procedure</p> <p><input type="checkbox"/> I was in pain but the staff did a good job alleviating the pain</p> <p><input type="checkbox"/> I was in pain and the staff could not alleviate the pain</p>
<p>7. Did you feel you were ready to be released from the organization when it was time to go home?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No. (Please provide explanation)_____</p>
<p>8. Do you feel that your post procedural instructions were clear?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No. (Please provide explanation)_____</p>
<p>9. Do you feel all your financial responsibilities regarding paying for the procedure were explained to you?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No. (Please provide explanation)_____</p>
<p>10. Do you feel the staff was respectful and pleasant during your procedure?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No. (Please provide explanation)_____</p> <hr/>
<p>11. Were you satisfied with the results, so far?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No. (Please provide explanation)_____</p> <p>_____</p>

**Thank you!** Please return this survey to the front desk or return in envelope provided.