

***CHILDREN FIRST PEDIATRICS, P.C.***  
***PATIENT OPINION QUESTIONNAIRE***

Please complete this form by printing it to your own printer, then mail it or bring it in to us upon completion!

We pride ourselves on the appearance, function and service of our staff and our physicians. We recognize that not everyone will be satisfied with our services at all times, however, we are aware that there is always room for improvement in everything we do. We strive to provide the best care possible for all of our patients. Because of this, we are counting on you, our patient, to let us know of any concerns you have and any suggestions on how we can do better.

Please take the time to review this survey and respond to all questions openly and honestly. Please be assured that your answers will be kept confidential. Please feel free to add any additional comments not covered in this survey.

Thank you for taking the time to help us better serve you!!!!

**Section I: Telephone**

1. Calls get through to the office on a prompt basis.  
Strongly Agree \_\_\_\_\_ Agree \_\_\_\_\_ Disagree \_\_\_\_\_  
\_\_\_\_ Strongly Disagree \_\_\_\_\_
  
2. Which best describes the handling of your calls by our receptionist?  
Excellent \_\_\_\_\_ Good \_\_\_\_\_ Fair \_\_\_\_\_ Poor \_\_\_\_\_
  
3. Which best describes the handling of your calls by the doctor?  
Excellent \_\_\_\_\_ Good \_\_\_\_\_ Fair \_\_\_\_\_ Poor \_\_\_\_\_
  
4. Which best describes the handling of your calls by our nursing staff?  
Excellent \_\_\_\_\_ Good \_\_\_\_\_ Fair \_\_\_\_\_ Poor \_\_\_\_\_
  
5. If unavailable at the office, the doctor returns your call in a reasonable amount of time.

Strongly Agree \_\_\_\_\_ Agree \_\_\_\_\_ Disagree \_\_\_\_\_  
\_\_\_\_ Strongly Disagree \_\_\_\_\_

6. The answering service is courteous and helpful.

Strongly Agree \_\_\_\_\_ Agree \_\_\_\_\_ Disagree \_\_\_\_\_  
\_\_\_\_ Strongly Disagree \_\_\_\_\_

7. Which best describes your degree of satisfaction with the telephone calls to this office in general?

Very Satisfied \_\_\_\_\_ Usually Satisfied \_\_\_\_\_ Fairly Satisfied \_\_\_\_\_  
\_\_\_\_ Poorly Satisfied \_\_\_\_\_

## Section II: Appointments

8. When you request an appointment to be seen, do you find that the time between your request and the appointment is:

Always too long \_\_\_\_\_ Sometimes too long \_\_\_\_\_ About right \_\_\_\_\_  
\_\_\_\_ Excellent \_\_\_\_\_

9. In the case of an emergency, the doctor can be seen immediately.

Strongly Agree \_\_\_\_\_ Agree \_\_\_\_\_ Disagree \_\_\_\_\_ Strongly  
Disagree \_\_\_\_\_

10. After arrival at the office for an appointment, is our waiting time:

Always too long \_\_\_\_\_ Sometimes too long \_\_\_\_\_ About right \_\_\_\_\_  
\_\_\_\_ Excellent \_\_\_\_\_

11. On the average, the waiting time is:

Less than 15 minutes \_\_\_\_\_ 15-30min \_\_\_\_\_ Less than one hour \_\_\_\_\_  
More than one hour \_\_\_\_\_ More than 2 hours \_\_\_\_\_

12. The amount of time spent with you by the doctor is:

Completely adequate \_\_\_\_\_ Adequate \_\_\_\_\_ Not Enough \_\_\_\_\_  
\_\_\_\_ Inadequate \_\_\_\_\_

13. Would you describe the waiting room facilities as:

Excellent \_\_\_\_\_ Good \_\_\_\_\_ Fair \_\_\_\_\_ Poor \_\_\_\_\_

## Section III: Patient/Doctor/Staff Communication

14. When I ask the nurse questions, I would describe the response as:

- Excellent\_\_\_\_Good\_\_\_\_Fair\_\_\_\_Poor\_\_\_\_
15. When I ask the doctor questions, I would describe the response as:  
Excellent\_\_\_\_Good\_\_\_\_Fair\_\_\_\_Poor\_\_\_\_
16. When I am sent for tests, I understood what they were for and why  
the were needed.  
Strongly Agree\_\_\_\_Agree\_\_\_\_Disagree\_\_\_\_Strongly  
Disagree\_\_\_\_

#### **Section IV: Overall**

17. The staff identified themselves by name when greeting me on the  
phone or when escorting me back into a room.  
Yes\_\_\_\_No\_\_\_\_
- If yes, who was it that greeted you?\_\_\_\_\_
18. I am overall satisfied with my visit or phone call to the office.  
Strongly Agree\_\_\_\_Agree\_\_\_\_Disagree\_\_\_\_Strongly  
Disagree\_\_\_\_