



Noel R. Williams, M.D.

Patient Satisfaction Survey

Poor

Fair

Good

Very Good

1. Ease of Getting An Appointment
2. If you spoke with the office by telephone, how helpful was the person you spoke with?
3. Length of time you waited to be seen?
4. Courtesy and concern of office staff?
5. Courtesy and concern of nurses?
6. Courtesy and concern of doctor?
7. Courtesy of ultrasound technician?
8. Helpfulness of information and follow-up instructions given by office staff?
9. Helpfulness of information and follow-up instructions given by scheduling staff for outpatient tests and procedures.
- 10 Helpfulness of information and follow-up instructions given by doctor?
11. Appearance of office?
12. Availability of parking?
13. Overall satisfaction with this visit?
14. Convenience of office hours and days open?
15. Availability of doctor?
16. How would you rate the physician seen today?
17. Level of satisfaction in receiving referrals to specialists?
18. Do you feel you received the medical care that you expected and/or needed?
19. Have you visited our web site?
If so, did you find it easy to use?
Information content?