

# ENDO-SURGI CENTER



# PATIENT SATISFACTION SURVEY

VERY POOR POOR FAIR GOOD VERY GOOD

## PRE PROCEDURE

Preparation instructions easily understood	1	2	3	4	5
Written/verbal instructions about procedure explained clearly	1	2	3	4	5
Procedure was scheduled to accommodate you	1	2	3	4	5

## REGISTRATION

Courtesy of registration person	1	2	3	4	5
Convenience of registration process	1	2	3	4	5

## NURSING CARE

Friendliness of nurses	1	2	3	4	5
Nurses concern for your comfort	1	2	3	4	5
Nurses courtesy toward family /friends	1	2	3	4	5
Information nurses gave you	1	2	3	4	5
Technical competency of nurses (starting I.V. etc)	1	2	3	4	5
Discharge instructions given by nurse	1	2	3	4	5
Post procedure telephone call	1	2	3	4	5
Encouraged to express any safety concerns	1	2	3	4	5

## PHYSICIANS

Amount of time your physician spent with you	1	2	3	4	5
Friendliness of physician	1	2	3	4	5
Explanations prior to procedure	1	2	3	4	5
Explanations of what was done	1	2	3	4	5

## PAIN MANAGEMENT

Pain Scale upon initial visit	1-2	3-4	5-6	7-8	9-10
Pain Scale after treatment	1-2	3-4	5-6	7-8	9-10
Did you complete all recommended treatment	<input type="checkbox"/> yes	<input type="checkbox"/> no			

Overall comments (good or bad): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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## DURING PROCEDURE

Opportunity to ask questions before sedation	1	2	3	4	5
Physician/Nurses concern for your comfort	1	2	3	4	5
Procedure started on time	1	2	3	4	5

## PRIVACY

Physician respected your privacy during your procedure	1	2	3	4	5
Staff provided privacy during procedure and interview	1	2	3	4	5
Personal questions addressed with discretion	1	2	3	4	5

## FINANCIAL

How were billing and insurance questions handled?	1	2	3	4	5
Staff were helpful in understanding billing information and insurance coverage	1	2	3	4	5

## ENDO-SURGI CENTER RATING

Comfort of waiting area	1	2	3	4	5
Adequate parking	1	2	3	4	5
Likelihood of recommending Endo-SurgiCenter	1	2	3	4	5
Follow-up instructions regarding emergencies	1	2	3	4	5

Comparison of Endo-SurgiCenter to your last hospital visit 1 2 3 4 5

Please rate your overall opinion of the Endo-SurgiCenter 1 2 3 4 5

Has the illness you were treated for at the Endo-SurgiCenter affected your daily activities?  yes  no

If you work, has your work been affected by the illness you were treated for at the Endo-SurgiCenter?  yes  no

If yes, have you been absent from work fewer days since your treatment at the Endo-SurgiCenter?  yes  no

Dear Patient:

Please take a few moments to evaluate your experience at the Endo-Surgi Center. Your response will assist the physician and staff in evaluating the quality of care and services we offer to our patients. Our goal is to render excellent care in a pleasant environment by qualified caring staff. Thank you for your time, and the privilege of caring for you.

We look forward to caring for you and your family in the future if the need arises.

For Physicians and staff of the Endo-SurgiCenter



Sharon DeMato, RN, BSN, CNA  
Administrator



**ENDO-SURGICENTER**

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*Patient Satisfaction Survey*