

QUALITY CARE SURVEY

Please circle your answers, using a scale of 1 to 5:

①	②	③	④	⑤
Fell far short of my expectations	Partially met my expectations	Met my expectations	Exceeded my expectations	Greatly exceeded my expectations

1. When you called for an appointment, were you satisfied with the response from the person who answered the telephone?

1	2	3	4	5
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2. When you arrived at the office, did you find the receptionist to be:

Friendly and courteous?	1	2	3	4	5
Helpful?	1	2	3	4	5

3. How acceptable was the amount of time spent in the reception area and examining room, before seeing the doctor?

1	2	3	4	5
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4. When you were called to the examining room, did you find our ophthalmic assistant to be:

Friendly and courteous?	1	2	3	4	5
Competent and professional?	1	2	3	4	5
Sympathetic and caring?	1	2	3	4	5

5. During your examination, did you find the doctor to be:

Friendly and courteous?	1	2	3	4	5
Competent and professional?	1	2	3	4	5
Sympathetic and caring?	1	2	3	4	5

6. Did the doctor spend an appropriate amount of time with you, answer your questions and explain medical procedures to your satisfaction?

1	2	3	4	5
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PLEASE ANSWER QUESTIONS ON REVERSE SIDE

Mitchel Ashkanazy, M.D.

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7. How satisfied were you with the doctor's diagnosis and treatment recommendations?

1 2 3 4 5

8. If surgery was recommended, did the doctor/nurse discuss with you in detail, the need for surgery and the recommended procedure(s)?

1 2 3 4 5

9. If you had surgery, were you satisfied with your post-operative care?

1 2 3 4 5

10. If you used Julia Optical, did you find the optician to be:

Friendly and courteous? 1 2 3 4 5

Helpful? 1 2 3 4 5

11. Rate your overall experience with the practice:

1 2 3 4 5

12. Would you recommend our practice to your friends and family?

No Maybe Yes

Please tell us how we can improve your experience or include any additional comments:

Thank you!

OPTIONAL

Name: _____

Mitchel Ashkanazy, M.D. Phone: _____