

# South Lyon Family Docs

Please circle how well you think we are doing in the following areas:

## Your Appointment:

Ease of making appointment by phone

Appointment available within reasonable

Getting after hours care when you needed it

The efficiency of the check-in process

Waiting time in the reception area

Waiting time in the exam room

EXCELLENT	GOOD	OK	FAIR	POOR
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

## Our Staff:

The courtesy of the person who took your call

The friendliness and courtesy of the receptionist

The caring concern from nurses/ medical assistants

The helpfulness of the person who assisted you with billing or insurance

EXCELLENT	GOOD	OK	FAIR	POOR
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

## Our Communication with you:

Your phone calls answered promptly

Getting advice or help when needed during office hours

Your test results reported in a reasonable amount of time

Our ability to return your calls in a timely manner

Your ability to contact us after hours/ on call

EXCELLENT	GOOD	OK	FAIR	POOR
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

## Your visit with the provider:

Willingness to listen carefully to you

Taking time to answer your questions

Explaining things in a way you can understand

Instructions regarding medication/ follow up care

Advice given to you on ways to stay healthy

EXCELLENT	GOOD	OK	FAIR	POOR
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

## Our facility:

Hours of operation

Overall comfort

Adequate parking

EXCELLENT	GOOD	OK	FAIR	POOR
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

## Referrals:

Ease of getting a referral when you need one

Have you seen a specialist in the last 6 months

If yes, what specialist did you see?

Were you satisfied with the specialist?

Were you able to get an appointment in a timely manner?

EXCELLENT	GOOD	OK	FAIR	POOR
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

## Your overall satisfaction with:

Our practice

Our staff

Quality of your medical care

EXCELLENT	GOOD	OK	FAIR	POOR
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

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Would you refer the provider to others?

If no, please tell us why?	
If there are any other ways we can improve our services to you, please let us know:	
Is there a staff member that you felt went above and beyond that you would like to recognize?	
Is there a staff member that did not meet your standards?	



Comments:

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