

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

## Your Appointment:

	EXCELLENT	GOOD	OK	FAIR	POOR
Ease of making appopintment by phone	5	4	3	2	1
Appointment available within reasonable	5	4	3	2	1
Getting after hours care when you needed it	5	4	3	2	1
The efficiency of the check-in process	5	4	3	2	1
Waiting time in the reception area	5	4	3	2	1
Waiting time in the exam room	5	4	3	2	1

## Our Staff:

	EXCELLENT	GOOD	OK	FAIR	POOR
The courtesy of the person who took your call	5	4	3	2	1
The friendliness and courtesy of the receptionist	5	4	3	2	1
The caring concern from nurses/ medical assistants	5	4	3	2	1
The helpfulness of the person who assisted you with billing or insurance	5	4	3	2	1

## Our Communication with you:

	EXCELLENT	GOOD	OK	FAIR	POOR
Your phone calls answered promptly	5	4	3	2	1
Getting advice or help when needed during office hours	5	4	3	2	1
Your test results reported in a reaonable amount of time	5	4	3	2	1
Our ability to return your calls in a timely manner	5	4	3	2	1
Your ability to contact us after hours/ on call	5	4	3	2	1

## Your visit with the provider:

	EXCELLENT	GOOD	OK	FAIR	POOR
Willingness to listen carefully to you	5	4	3	2	1
Taking time to answer your questions	5	4	3	2	1
Explaining things in a way you can understand	5	4	3	2	1
Instructions regarding medication/ follow up care	5	4	3	2	1
Advice given to you on ways to stay healthy	5	4	3	2	1

## Our facility:

	EXCELLENT	GOOD	OK	FAIR	POOR
Hours of operation	5	4	3	2	1
Overall comfort	5	4	3	2	1
Adequete parking	5	4	3	2	1

## Referrals:

	EXCELLENT	GOOD	OK	FAIR	POOR
Ease of getting a referral when you need one	5	4	3	2	1
Have you seen a specialist in the last 6 months	5	4	3	2	1
If yes, what specialist did you see?					
Were you satisfied with the specialist?	5	4	3	2	1
Were you able to get an appointment in a timely manner?	5	4	3	2	1

## Your overall satisfaction with:

	EXCELLENT	GOOD	OK	FAIR	POOR
Our practice	5	4	3	2	1
Our staff	5	4	3	2	1
Qualifty of your medical care	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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