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Is Northwest Orthopaedic conveniently located? Yes \_\_\_\_ No \_\_\_\_

Is our signage easily visible? Yes \_\_\_\_ No \_\_\_\_ Was there plenty of parking? Yes \_\_\_\_ No \_\_\_\_

How far away from Northwest Orthopaedic do you live? \_\_\_\_\_ Miles

When you arrived, were you greeted in a prompt and courteous manner? Yes \_\_\_\_ No \_\_\_\_

Was the appearance of our personnel neat and professional? Yes \_\_\_\_ No \_\_\_\_

How long did you have to wait before being seen by the physician? \_\_\_\_\_ minutes

Was there a delay? Yes \_\_\_\_ No \_\_\_\_ If so, were you informed about the cause of the delay? Yes \_\_\_\_ No \_\_\_\_

When scheduling your appointment were you able to get in when you wanted? Yes \_\_\_\_ No \_\_\_\_

Did you perceive that you had roadblocks to get in for your appointment? If YES, please explain. Yes \_\_\_\_ No \_\_\_\_

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Was your call handled in a professional manner? Yes \_\_\_\_ No \_\_\_\_ Was staff sensitive to your needs? Yes \_\_\_\_ No \_\_\_\_

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Were you treated with respect and dignity by our physicians? Yes \_\_\_\_ No \_\_\_\_

Were all of your questions answered satisfactorily? Yes \_\_\_\_ No \_\_\_\_

Were you provided choices/options for your treatment? (if applicable) Yes \_\_\_\_ No \_\_\_\_

What overall rating would you give Northwest Orthopaedics (on a scale of 1-10), with 1 being "poor" and 10 being "excellent" \_\_\_\_\_

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What do you like BEST about Northwest Orthopaedics?

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Have you visited our website [www.nwortho.com](http://www.nwortho.com)? Yes \_\_\_\_ No \_\_\_\_

If yes, was it easy to find the information you were looking for? Yes \_\_\_\_ No \_\_\_\_

Did you download your paperwork to save time when you came in the office? Yes \_\_\_\_ No \_\_\_\_

Please add any information to help us serve you better.

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We welcome both signed and unsigned surveys.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_



## Patient Survey

Thank you for taking the time to complete this survey. Your comments will help us to better serve you in the future. We welcome both signed and unsigned surveys. Thank you!

Date: \_\_\_\_\_ Which physician are you seeing today? \_\_\_\_\_

How did you hear about our practice (i.e. advertisement (TV, NWO Magazine), friend, physician referral, etc.)?

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Is Northwest Orthopaedic conveniently located? Yes \_\_\_\_ No \_\_\_\_

Is our signage easily visible? Yes \_\_\_\_ No \_\_\_\_ Was there plenty of parking? Yes \_\_\_\_ No \_\_\_\_

How far away from Northwest Orthopaedic do you live? \_\_\_\_\_ Miles

When you arrived, were you greeted in a prompt and courteous manner? Yes \_\_\_\_ No \_\_\_\_

Was the appearance of our personnel neat and professional? Yes \_\_\_\_ No \_\_\_\_

How long did you have to wait before being seen by the physician? \_\_\_\_\_ minutes

Was there a delay? Yes \_\_\_\_ No \_\_\_\_ If so, were you informed about the cause of the delay? Yes \_\_\_\_ No \_\_\_\_

When scheduling your appointment were you able to get in when you wanted? Yes \_\_\_\_ No \_\_\_\_

Did you perceive that you had roadblocks to get in for your appointment? If YES, please explain. Yes \_\_\_\_ No \_\_\_\_

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Was your call handled in a professional manner? Yes \_\_\_\_ No \_\_\_\_ Was staff sensitive to your needs? Yes \_\_\_\_ No \_\_\_\_

Were you advised to go to our website ([www.nwortho.com](http://www.nwortho.com)) to download your paperwork in order to save time when you came in for your first appointment? Yes \_\_\_\_ No \_\_\_\_

Did you receive a reminder call? Yes \_\_\_\_ No \_\_\_\_

Were you treated with respect and dignity by our physicians? Yes \_\_\_\_ No \_\_\_\_

Were all of your questions answered satisfactorily? Yes \_\_\_\_ No \_\_\_\_

Were you provided choices/options for your treatment? (if applicable) Yes \_\_\_\_ No \_\_\_\_

What overall rating would you give Northwest Orthopaedics (on a scale of 1-10), with 1 being "poor" and 10 being "excellent" \_\_\_\_\_

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What do you like BEST about Northwest Orthopaedics?

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What do you like LEAST about Northwest Orthopaedics?

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Have you visited our website [www.nwortho.com](http://www.nwortho.com)? Yes \_\_\_\_ No \_\_\_\_

If yes, was it easy to find the information you were looking for? Yes \_\_\_\_ No \_\_\_\_

Did you download your paperwork to save time when you came in the office? Yes \_\_\_\_ No \_\_\_\_

Please add any information to help us serve you better.

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We welcome both signed and unsigned surveys.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_