



### Patient Satisfaction Survey

1. How satisfied have you been with the time it takes to get an appointment?
  - a. Satisfied
  - b. Dissatisfied
  - c. Don't Know

If dissatisfied, how can we improve? \_\_\_\_\_

2. How satisfied have you been with the visits?
  - a. Satisfied
  - b. Dissatisfied
  - c. Don't Know

If dissatisfied, how can we improve? \_\_\_\_\_

3. Overall, I was treated with respect and courtesy.
  - a. Agree
  - b. Disagree
  - c. Don't Know

If you disagree, how can we improve? \_\_\_\_\_

4. I was listened to and able to get answers to all my questions.
  - a. Agree
  - b. Disagree
  - c. Don't Know

If you disagree, how can we improve? \_\_\_\_\_

5. How satisfied are you with the process we use to refer you to other doctors/medical facilities/dentists?
  - a. Satisfied
  - b. Dissatisfied
  - c. Don't Know

If dissatisfied, how can we improve? \_\_\_\_\_

6. I am satisfied with the educational material Clover Fork Clinic makes available for health education and disease management.
  - a. Agree
  - b. Disagree
  - c. Don't Know

If you disagree, how can we improve? \_\_\_\_\_

7. I was informed on any referral to specialists, changes in my medication and any lab or imaging result.

- a. Agree
- b. Disagree
- c. Don't Know

If you disagree, how can we improve? \_\_\_\_\_

8. I am getting my medicine in a timely manner.

- a. Agree
- b. Disagree
- c. Don't Know

If you disagree, how can we improve? \_\_\_\_\_

9. I will recommend this Clinic to friends and family.

- a. Agree
- b. Disagree
- c. Don't Know

If you disagree, how can we improve? \_\_\_\_\_

10. I am satisfied with the hours of operation of the clinic

- a. Agree
- b. Disagree
- c. Don't Know

If you disagree, how can we improve? \_\_\_\_\_

11. How satisfied are you with the instructions and explanations regarding your medicine(s)?

- a. Satisfied
- b. Dissatisfied
- c. Don't Know

If dissatisfied, how can we improve? \_\_\_\_\_

12. I was informed of the clinic's Sliding Fee Discount Program, feel the nominal fee charged is reasonable and do not feel the nominal fee is a barrier to care (does not keep people from seeing a healthcare provider).

- a. Agree
- b. Disagree
- c. Don't Know

If you disagree, how can we improve? \_\_\_\_\_

13. What do you think we can do to improve the services we offer and what additional services should the Clover Fork Clinic provide?