

Patient Satisfaction Survey

1. Other than the doctor or primary provider, did you feel the staff treated you with courtesy and respect? Yes

Explanation: When I show up to my doctor's appointment concerning my eye lid, the staff people behind the desk seem to always greet me with a smile and ask how they can help me. Once I tell them the reason for my visit, and we exchange all the information that is needed, they kindly say that I can wait in the waiting room until they call me back. The staff was very respectful and courteous.

2. Did you feel treated with courtesy and respect by the doctor or provider? Yes

Explanation: Doctor walked in after I got my vitals checked and he asked me what's going on. After explaining the reason, we will talk about my last visit. He asked if there were any problems or changes. He was respectful and concerned about what I had to say and heard me out.

3. Did the staff make you feel as comfortable as possible? Yes

Explanation: The staff were all very kind and respectful. They asked me if I was doing ok and if I needed anything that would make me feel as comfortable as possible. I didn't have any complaints about the staff.

4. Did the caregivers explain things in a way you could understand? Yes

Explanation: Majority of the time when we discuss my issues that I am having, and ask questions about my situations, the caregivers will show concern for me. We do discuss the situations, and they always are there to explain anything that needs to be explained in a very simple and clear way for me to understand before I leave.

5. Were post visit directives clearly stated and addressed by the physician or any other caregiver? Yes

Explanation: The physician will always explain to me what kind of medications, if needed, that I will need to take and how often to be taking them. If I have any questions, the physician will listen to me and answer anything I am concerned about and will remain there to see if I have any more questions.

6. Did you feel all your concerns were properly addressed? Yes

Explanation: I feel that when going to my doctor's visit, all my concerns were addressed properly because the physician stayed with me until all my questions

were answered. He did not leave the room until I was fully satisfied and comfortable with all the results.

7. Was the facility clean? Yes

Explanation: the facility was clean, and it is always nice every time I go to my doctor's office.

8. Would you recommend this treatment, physician, and/or facility to your friends and family? Yes

Explanation: I would like to because so far with the doctor is very kind and patient and he acknowledges the concerns I have and the workers, the girl workers that know me already over there are great. They always make me feel important and they always make eye contact with me and that is very important to me because it makes me feel like they are concerned for me.

Summary Analysis

Based off what was given from a patient's perspective and as many individuals have the same experiences. It reflects on the industry of medical facility on how healthcare workers can deliver their caring and thoughtfulness and communication skills towards the patient. It also represents the business for that medical facility that they are working for. It will give the patient a great visit and that patient will recommend that medical facility to friends and relatives and they will let them know how good they are. So, it is important to make sure patients are always treated with respect and showing concerns for them is very important as well. Sometimes we never know how or what the patient is going through and it's our job as medical professionals to show them that we are there for them. The outcomes of patient satisfaction surveys remain important because it just doesn't reflect on you it does on everyone. Teamwork in a medical facility is also important thing to have because the patients will see that, and it makes a huge difference when you have a great team to lean back onto and make it better.