

Each question begins as a yes or no answer; use the section marked explanation to elaborate the interviewees' response. Provide enough detail to assist you in making a thorough analysis. These questions are common in all patient satisfaction surveys.

- 1 Other than the doctor or primary provider, did you feel the staff treated you with courtesy and respect? **Yes** No

Explanation: All staff had a smile, greeted me happily, and were respectful.

- 2 Did you feel treated with courtesy and respect by the doctor or provider? **Yes** No

Explanation: My provider was courteous to not only me but to my children as well.

- 3 Did the staff make you feel as comfortable as possible? **Yes** No

Explanation: The staff saw me struggling with my children, and they came over and offered stickers .

- 4 Did the caregivers explain things in a way you could understand? **Yes** No

Explanation: My provider always breaks things down so I am sure to understand everything I need to know.

- 5 Were post visit directives clearly stated and addressed by the physician or any other caregiver? **Yes** No

Explanation: The doctor gave me post directives in clinic as well as calling after.

- 6 Did you feel all your concerns were properly addressed? **Yes** No

Explanation: I was made comfortable enough that if I was unclear of something, I had no problem to ask.

- 7 Was the facility clean? **Yes** No

Explanation: There was no trash or mess that I seen during my visit.

- 8 Would you recommend this treatment, physician, and/or facility to your friends and family? **Yes** No

Explanation: I would (recommend) because I want those I care about to be able to understand and have ease during their doctor appointments.

For this assignment, I surveyed a family friend about her recent visit to a medical clinic/hospital with her six-year-old son after he fell and possibly broke his arm. (It was later confirmed by X-ray that it was broken). Throughout the entire encounter, she expressed a very positive experience with both the staff and the provider. Her responses reflected that she felt respected, comfortable, and well cared for from the moment she entered the facility until the follow-up communication after the visit.

According to the patient's mother, the staff greeted her with smiles, spoke respectfully, and maintained a friendly attitude. These actions helped her feel welcome and valued as a patient. She specifically mentioned that the provider was courteous, not only towards her but also toward her children, which strengthened her confidence in the care they received. This shows that respectful communication and kindness play a major role in patient satisfaction, especially for families experiencing stressful or scary situations.

The patient also emphasized how attentive the staff were during the visit. When they noticed her struggling with her children, staff members stepped in to help by offering stickers to the kids to help keep them calm. This act of compassion helped create a comfortable and welcoming environment and helped reduce her anxiety. She stated that the provider explained everything in a clear and simple way, breaking down the information that could be easily understood. I believe this communication allowed her to feel informed and included in the decision-making for her child, which is important in healthcare.

After the appointment, the doctor followed up by calling to discuss post-visit directives and ensure the child was recovering well. The mother said this made her feel like the provider genuinely cared about her child. The post-visit phone call also gave her the opportunity to ask any questions she had possibly forgotten to ask while in the office. She also mentioned that the clinic was clean and organized, which added to her positive impression of the facility and the staff. The cleanliness of the facility emphasizes patient safety and professionalism.

She felt as though all of her concerns were addressed, and she felt comfortable asking questions if she was unsure about anything. This is important in building trust between the patient, family, and staff. Because of

her experience, she said she would recommend both facilities to her friends and family, as she wants others to have the same ease and understanding during their own medical visits. She also commented that everything was done in a timely manner.

Overall, the patient's experience demonstrates the importance of courtesy, clear communication, and compassion in maintaining high-quality patient care. The staff's respect and willingness to help not only met her expectations but exceeded them, leaving her confident in both the provider and the facility. I believe her positive feedback reflects the quality of care and the overall positive experience that was received.