

# Patient Survey

*Your opinion counts!!!*

**Please fill out this questionnaire and drop it off in the box.**  
**Your comments will be kept confidential!!!**

Name: (optional) \_\_\_\_\_

When was the approximate date of your last visit to Dr. Meyer's office: \_\_\_\_\_

How did you hear about our office?

\_\_\_\_\_ Drive by                      \_\_\_\_\_ Internet                      \_\_\_\_\_ Insurance  
\_\_\_\_\_ Referral by another patient/ friend                      \_\_\_\_\_ Doctor Referral

Comments: \_\_\_\_\_

1. Are our office hours convenient for you?                      \_\_\_\_\_ Yes                      \_\_\_\_\_ No

Comments: \_\_\_\_\_

2. When you call the office, how are your calls handled, are you placed on hold too often? \_\_\_\_\_

3. How is the wait time to get in to see the doctor? \_\_\_\_\_

4. After arriving for your appointment, how would you rate the time you have to wait? \_\_\_\_\_

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5. In general, how do rate the friendliness and courtesy of the staff?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
6. Is the receptionist prompt in greeting you?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
7. Are the receptionist friendly?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
8. Are the receptionists neat, well groomed and professional?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
9. Are the dental assistants friendly?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
10. Are the dental assistants neat, well groomed and professional?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
11. Do the dental assistants explain procedures thoroughly ?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>

12. Are the dental assistants gentle?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
13. Are the hygienist neat, well groomed and professional?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
14. Are the dental assistants friendly?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
15. How would you rate the quality of your hygienist?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
16. Is the finance manager friendly?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
17. Is the finance manager efficient?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
18. Are your billing statements understandable and complete?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
19. If you have insurance, was your claim submitted correctly and promptly?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
20. Do you feel your financial arrangements are reasonable?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
21. Did Dr. Meyer appear to be concerned and interested in you and your problem and professional in his manner?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
22. How would you rate the quality of Dr. Meyer?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
23. How would you rate your comfort level during treatment?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>
24. Would you feel confident in referring your friends and family to your office?	<b>Poor</b>	<b>Average</b>	<b>Excellent</b>

Please note any other suggestions or comments you feel will assist our office in rendering better care to you and others?

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**We sincerely thank you for taking your time to fill out this questionnaire. Please be assured your answers will be held in the utmost confidence. It is not necessary to sign this questionnaire; however you may do so if you would like a personal response.**

**Thank you!!!**

**Dr. Meyer & Staff**