

White shirt w/ check



MIDWEST
SURGERY CENTER, LLC
Caring Staff, Healing Hands

SONJAY JOSEPH FONN, DO

Patient Satisfaction Survey

In order that we may better serve our patients, would you please take a few moments to rate our service?

- | | Yes | No | N/A |
|--|-------------------------------------|--------------------------|--------------------------|
| 1. The surgical procedure was discussed to my satisfaction prior to the event. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The date and times of the procedure were clearly reviewed. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. The events of the surgical schedule proceeded on time. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. The environment was comfortable and organized. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. The staff was available to answer questions and explain procedures. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Information regarding post-operative care was clearly reviewed. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Post-operative nourishment was adequate. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Prescriptions were given and discussed. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. The facility's hours were convenient. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. The staff was courteous and professional. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Pre-operative teaching was helpful. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

add fine frame CT scan can be done in after dye inject.

12. What did you find most informative about the facility?
The people

13. What did you like most about the facility?
The people - Charlie & Amber were smiling + know their job.

14. What did you like least about the facility?
I woke up + my throat was sore she let me know a lounge would help - didn't have to take a bunch more pain medicine.

15. How did you learn about the facility?
Word of Mouth - + VA Referral

16. Were there any problems you did not anticipate?
NO - might want to say have dye for CT in same day as CT scan

17. Please give two suggestions on how we might improve our service.
They are excellent - can't think of anything to improve.

18. Are you satisfied with your overall surgical experience? Yes No

19. May we place your comments on our website? Yes No
If yes, may we use your name? Yes No If no,
If No, may we use your initials? Yes No
May we post a picture of you beside your comments? Yes No

20. I would like to share my Midwest Surgery Center Story? Yes No

(Optional) Patient Name: David Williams Date: 06-25-14

It was a privilege to be a patient of Dr. Fonn, and a facility with personnel so nice.