



Pain Management & Treatment Center, S.C.

Please take a few minutes to answer these questions. Circle as any responses as apply to your experience. We want your honest opinion and suggestions. Thank You.

When I telephoned the office:

- There was a busy signal
- I had to try several times before I got an answer
- The phone was answered promptly
- There was a long wait before answering
- I was put on hold
- Not applicable (I did not telephone office)

The person who answered the phone:

- Was professional, yet pleasant and helpful
- Seemed rushed
- Was rude
- Acted bored
- Didn't know what to do

Appointment Scheduling

- I was able to make an appointment easily
- I was able to make an appointment at a convenient time
- I had to wait too long to get an appointment
- I was forced to accept an inconvenient time
- I was able to make an appointment quickly when I had an emergency need
- Not applicable (I did not personally make an appointment)

When I came to the office

- It was easy to find
- Parking was a problem
- I was greeted promptly and pleasantly
- I felt that no one was interested in me
- I had to wait too long for my appointment

The reception room was

- Pleasant
- Comfortable
- Crowded
- Clean and well kept
- Noisy

About the reading material

- It was interesting
- It was out of date
- It was not of interest to me
- It was worn and tattered
- There was not enough available

About the waiting time (before you were escorted to the treatment area)

- I was seen on time
- I had to wait a "reasonable" length of time
- I had to wait too long
- I was kept informed as to how long I'd have to wait
- I was late arriving for my appointment

Please tell us (approximately) how many minutes you actually had to wait. _____Minutes

Please tell us how many minutes you consider a "reasonable" length of time to be asked to wait in a medical office. _____Minutes

About the treatment room

- It was neat and clean when I entered
- It was dirty and messy
- It was well equipped
- The equipment seemed worn and outdated
- The temperature was comfortable

The Doctor

- Was professional, yet pleasant and helpful
- Was gentle, thorough and concerned
- Was brusque
- Appeared bored
- Seemed rushed

About the Doctor

- Seemed interested in me as a person
- Took time to listen and answer my questions
- I wanted to ask questions, but there never seemed to be the time
- Explained the treatment plan in terms I could understand
- Doesn't seem to have learned anything new since medical school.

Continued on page 2

