

Kurt Vernon, M.D., P.A.
Patient Satisfaction Survey



Your assistance in completing this survey will help us improve our care for patients. Please complete and return this form to the office of Kurt Vernon MD PA. A self-addressed, stamped envelope is provided. Thank you!

Date of Appointment: _____ Patient Sex: M / F

(Please circle) Provider: Kurt Vernon MD / Brett Rosman PA

	<i>Good - 4</i>	<i>Satisfactory - 3</i>	<i>Average - 2</i>	<i>Poor - 1</i>
Question				
1 Was your first contact with us positive and helpful?	4	3	2	1
2 Were the telephone communications with the office staff friendly, helpful and eager to answer all questions?	4	3	2	1
3 Was the office location easy to find and was there adequate parking?	4	3	2	1
4 Was the office staff courteous and helpful upon your arrival?	4	3	2	1
5 Was the financial transaction and billing for services conducted in a satisfactory manner?	4	3	2	1
6 Was check in /checkout efficient and friendly?	4	3	2	1
7 How long was your wait time prior to being taken to a room? Approximately how long did you wait? Please Circle one: less than 30 min. / more than 45 min.	4	3	2	1
8 Were the nurses, and assistants professional, patient, and caring during your appointment?	4	3	2	1
9 Was the Doctor or PA professional, patient, and willing to answer questions?	4	3	2	1
10 Was your diagnosis, treatment plan and procedures or test adequately explained to you?	4	3	2	1
11 If you had any additional questions were they answered and effectively addressed?	4	3	2	1
12 Were the continuation of care instructions easy to understand?	4	3	2	1
13 Did your experience provide you with a better understanding of your health issues or education on preventative care?	4	3	2	1
14 Would you recommend or refer friends and family to us?	4	3	2	1

Please tell us two (2) ways we can improve our care and / or facility.

Name (optional) _____
 (Please add your name so we can contact you for further information, if needed.)

Thank You!
 Please Mail To:
 Kurt Vernon, MD PA
 1004 Procure St.
 Fuquay-Varina, NC 27526