



## PATIENT SATISFACTION SURVEY

**Please print off and mail to our office at your convenience. Thank you!**

Please take a few moments of your time and let us know how we are doing. We care about the level of service we offer to you. Our goal is to provide you with a positive patient experience and the best medical service available. Your comments will help us to ensure that we are truly responsive to your needs. The results of this survey are private and will be kept confidential and used only to improve our level of care to you.

If you would like to contact us with other comments or concerns please email through our website at [www.norterrafamilymedicine.com](http://www.norterrafamilymedicine.com)

Thank you.

### SCHEDULING YOUR APPOINTMENT

When I called the office regarding an appointment, I received the help I needed in a timely and courteous manner.

Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

I was able to schedule my appointment in a reasonable amount of time.

Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

### ABOUT YOUR VISIT

At my appointment, the front office staff met and greeted me promptly and courteously.

Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

When I checked in, the front office staff member collected my payment and verified my billing information.

Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

My appointment ran on time.

Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

Comments:

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The medical assistant greeted me promptly and courteously.

Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

At my appointment the provider listened to me and my problems, showing respect and concern for what I had to say.

Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

Comments:

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The provider explained things in a way I could understand.

- Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

The provider addressed my concerns and formulated a treatment plan.

- Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

When scheduled for lab work, the phlebotomist greeted me courteously and performed my blood draw to my satisfaction.

- Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

Comments:

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#### ADMINISTRATIVE SERVICES

If I received a referral to a specialist, it was handled in a timely manner and to my satisfaction.

- Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

Comments:

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Prescription requests were addressed in a timely manner. (Within the noted 24-hour timeframe)

- Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

Comments:

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When I had financial or billing issues, they were addressed in a timely and courteous manner.

- Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

Comments:

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When directed to the Norterra Family Medicine website, it was easy to navigate and provided the information that I needed.

- Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

Comments:

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**NORTERRA**  
FAMILY MEDICINE

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**OVERALL SERVICE**

I would recommend Norterra Family Medicine to my friends and family

- Strongly Agree     Agree     Disagree     Strongly Disagree     N/A

Comments:

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Was there a staff member that was particularly caring and helpful that you would like to thank or a staff member that needs to address any issues that were not dealt with to your satisfaction at your visit?

Comments:

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Thank you for your time and feedback.

*Norterra Family Medicine*

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