

West Caldwell Health Council, Inc.
Patient Feedback Survey

***Which clinic were you seen at today?**

- Happy Valley Medical Center
- Collettsville Medical Center
- Cobra Care Clinic

***Which provider did you see today?**

- | | |
|--|--|
| <input type="checkbox"/> Dr. Estepan | <input type="checkbox"/> Karen Clarke, FNP |
| <input type="checkbox"/> Dr. Thompson | <input type="checkbox"/> Traci White, FNP |
| <input type="checkbox"/> Sonya Suttle, FNP | <input type="checkbox"/> Sharon Frantzen, LCSW |
| <input type="checkbox"/> Heather (Teanne) Gragg, FNP | <input type="checkbox"/> Tom Hensley, LPC |

For the following questions, please provide us feedback on your most recent visit.

1. How often were you able to get an appointment as soon as you needed?
 Never Sometimes Usually Always

Please explain how we could have improved your ability to get an appointment.

2. How often were the front desk employees helpful, courteous, and respectful to you?
 Never Sometimes Usually Always

How could the front desk have treated you better?

3. Was the provider's assistant as helpful as you thought they should be?
 Never Sometimes Usually Always

How could the provider's assistant have been more helpful?

4. How often did you get an answer to your medical question the same day you asked?
 Never Sometimes Usually Always

Please explain how we could have done better to answer your medical question

5. At your last visit, did you feel the time you waited to be seen was reasonable?
 Never Sometimes Usually Always

Please explain why you felt the wait time was unreasonable.

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6. Using any number from 1 to 10, where 1 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

1 2 3 4 5 6 7 8 9 10

Please explain why you gave your provider this rating.

7. How likely are you to recommend us to a family member or friend?
(0 = highly unlikely, 10 = highly likely)

0 1 2 3 4 5 6 7 8 9 10

Is there any particular staff member who helped with your care today?

8. Please provide any additional comments on how we can improve your experience.

**Thank you for completing this survey!
Please turn this in to our front office staff.**

