



Patient Satisfaction Survey

It is our goal to provide the best customer experience possible. Please take the time to tell us what we are good at and what you feel we need to improve on. Thank you for taking the time to complete this survey. Your opinion is greatly appreciated.

Date _____

Dr. /Therapist Name _____

Patient's Name (Optional) _____

1. I was satisfied with the customer service I received in the office.

N/A	1	2	3	4
	Strongly Disagree	Disagree	Agree	Strongly Agree

7. The amount of time spent waiting for my provider was reasonable.

N/A	1	2	3	4
	Strongly Disagree	Disagree	Agree	Strongly Agree

2. The check in and check out staff was courteous and helpful.

N/A	1	2	3	4
	Strongly Disagree	Disagree	Agree	Strongly Agree

8. My provider was respectful/ attentive to my needs and addressed my questions regarding my medications/treatment.

N/A	1	2	3	4
	Strongly Disagree	Disagree	Agree	Strongly Agree

3. The receptionist handled my telephone message in a professional and timely manner.

N/A	1	2	3	4
	Strongly Disagree	Disagree	Agree	Strongly Agree

9. I am satisfied with the cleanliness and presentation of the office.

N/A	1	2	3	4
	Strongly Disagree	Disagree	Agree	Strongly Agree

4. My refill request was handled in a professional and timely manner.

N/A	1	2	3	4
	Strongly Disagree	Disagree	Agree	Strongly Agree

10. I would recommend this office to my family and friends.

N/A	1	2	3	4
	Strongly Disagree	Disagree	Agree	Strongly Agree

5. I am satisfied with the office's billing services and staff.

N/A	1	2	3	4
	Strongly Disagree	Disagree	Agree	Strongly Agree

Please let us know how we can improve the quality of our services.

Comments or Explanation

6. The telephone scheduling staff was polite and courteous.

N/A	1	2	3	4
	Strongly Disagree	Disagree	Agree	Strongly Agree

Please place this survey to any Advent Medical Group office or mail to 255 Spencer Road, Suite 201, St. Peters, MO 63376. You may also fax it to (636) 939-2551. Thank you.



Advent Medical Group prides itself in the customer service and care provided to our patients. The Patient Satisfaction Surveys from 2012 reflected that a high percentage of patients are either satisfied or very satisfied with the office as a whole. The following are areas of concern expressed in the 2012 survey and the action taken.

1) 97.4% of patients felt the staff was courteous and helpful.

Improvement: Providing ongoing education and customer service training to the staff.

2) 95.2% of patients feel the time they spent waiting for their provider was reasonable.

Improvement: Trained staff to inform patients of any wait time that is not customary. Developed a system to improve provider timeliness.

3) 97.5% of patients were satisfied with their provider's appointment availability.

Improvement: We welcomed a new crisis counselor to our staff to provide patients with urgent appointment access.

4) 96.9% of patients were satisfied with the office's billing services and staff.

Improvement: The office has implemented a new billing system to help maintain compliance and increase accuracy and efficiency

5) 98.1% of patients were satisfied with the availability of the office staff and/or the customer service provided.

Improvement: An AccentHealth television has been added to the waiting room to enhance the wait experience.

Other actions taken:

Medical Records Department: Departmental response time was reviewed and all requests submitted with the HIPAA requirements, were met within the appropriate or assigned time frame. An outgoing message was placed on the Medical Records voice mail outlining the requirements. We now have HealthPort that helps to ensure timely delivery of medical record requests.

Implemented an electronic prescription system to provide our patients with a seamless and efficient process in obtaining medications.

Please be patient with us as we implement electronic medical records over the course of next 18 months.