

Tri-City Surgery Patient Survey

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We want to thank you for giving us the opportunity to care for you. It is important to us to understand how our care impacted you and your guests. Please take a few minutes to fill out the following survey tell us the reason you are not satisfied. This will help us to improve our service at the center.

Circle the type of procedure:

Orthopedics

General Surgery

EGD and/or Colonoscopy

Pain Management

Dental

Registration:

Was the center easy to locate? Yes or No
Is the current signage helpful? Yes or No
If not why? _____

Was the registration process easy and friendly? Yes or No
Were your guests and /or family kept informed of your progress? Yes or No

Before Surgery:

Was the preoperative communication with the Surgery Center helpful? Yes or No
Were all of your questions answered satisfactorily? Yes or No

Pre-Op:

Was the pre-op area comfortable? Yes or No
Was the pre-op staff courteous, helpful and friendly? Yes or No
Was the wait time excessively long before your surgery? Yes or No

Operating Room:

Did the OR staff make you feel comfortable and at ease with your procedure? Yes or No
Was the OR staff courteous, helpful and friendly? Yes or No

Recovery/Discharge:

Were your questions answered to your satisfaction? Yes or No
Were the instructions about your procedure and follow-up care helpful? Yes or No
Was the staff in this area courteous, helpful and friendly? Yes or No
Was the follow-up call helpful and reassuring? Yes or No

Facility:

Overall, was your experience with the Surgery Center positive? Yes or No
Did you find the center to be nice and clean? Yes or No
Would you use Tri-City again or recommend our facility to others? Yes or No

What aspect of your experience were you most satisfied with (circle your choice)

A. Staff at the center B. The quality of care you received C. Professionalism of the Doctors

Please use the back of this sheet to explain why you were dissatisfied so we can improve our service.

