

## **Patient Survey Questions and Answer Choices**

### **How Well Doctors Communicate with Patients**

Did the doctor explain things in a way that was easy to understand?

- Yes, definitely
- Yes, somewhat
- No

Did the doctor listen carefully to you?

- Yes, definitely
- Yes, somewhat
- No

Did the doctor give you easy to understand instructions about taking care of your health problems or concerns?

- Yes, definitely
- Yes, somewhat
- No

Did the doctor seem to know the important information about your medical history?

- Yes, definitely
- Yes, somewhat
- No

Did the doctor show respect for what you had to say?

- Yes, definitely
- Yes, somewhat
- No

### **Helpful, Courteous and Respectful Office Staff**

Were clerks and receptionists at the doctor's office as helpful as you thought they should be?

- Yes, definitely
- Yes, somewhat
- No

Did clerks and receptionists at the doctor's office treat you with courtesy and respect?

- Yes, definitely
- Yes, somewhat
- No

### **Getting Timely Appointments, Care and Information**

When you phoned this doctor's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you thought you needed?

- Never
- Sometimes
- Usually
- Always

When you made an appointment for a check-up or routine care with this doctor, how often did you get an appointment as soon as you thought you needed?

- Never
- Sometimes
- Usually
- Always

When you phoned this doctor's office during regular office hours, how often did you get an answer to your medical question that same day?

- Never
- Sometimes
- Usually
- Always

When you phoned this doctor's office after regular office hours, how often did you get an answer to your medical questions as soon as you needed?

- Never
- Sometimes
- Usually
- Always

How often did you see this doctor within 15 minutes of your appointment time? Wait time includes time spent in the waiting room and exam room.

- Never
- Sometimes
- Usually
- Always

### **Patients' Rating of the Doctor**

Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate the doctor?

- 0 Worst doctor possible
- 1
- 2

- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best doctor possible