**Client Survey Form**

<table>
<thead>
<tr>
<th>Which North Florida Pediatrics office do you primarily visit?</th>
<th>Parent Guardian Name(Optional):</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Lake City</td>
<td>☐ Jasper</td>
<td>☐ Live Oak</td>
</tr>
</tbody>
</table>

**Overall Satisfaction with: Scheduling and Front Desk** (Ease of scheduling appointment, wait time in lobby, and efficiency of front desk staff was satisfactory. Check-in process, paperwork, insurance, and payment issues were explained clearly. Questions answered, etc.)

- ☐ Very Dissatisfied
- ☐ Dissatisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Satisfied
- ☐ Very Satisfied

Comments:

**Overall Satisfaction with: Nursing** (Work up process was efficient and thorough, questions were answered, patient was made to feel comfortable, wait time in exam room was reasonable, etc.)

- ☐ Very Dissatisfied
- ☐ Dissatisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Satisfied
- ☐ Very Satisfied

Comments:

**Overall Satisfaction with: Clinicians** (Patient was made to feel comfortable, questions were answered satisfactorily; diagnosis treatment, and care were discussed; test and lab results were clearly explained, referrals were given as necessary, etc.)

- ☐ Very Dissatisfied
- ☐ Dissatisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Satisfied
- ☐ Very Satisfied

Comments:

**Overall Satisfaction with: Facilities** (Facilities were easy to find, clean and orderly, comfortable, welcoming, etc.)

- ☐ Very Dissatisfied
- ☐ Dissatisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Satisfied
- ☐ Very Satisfied

Comments:

**Overall Satisfaction with: Staff and Customer Service** (Staff was friendly, welcoming, and compassionate. Staff was eager to meet needs and answer questions; staff appears to be competent and efficient, etc.)

- ☐ Very Dissatisfied
- ☐ Dissatisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Satisfied
- ☐ Very Satisfied

Comments: