

ROANE COUNTY FAMILY HEALTH CARE, INC.
PATIENT SATISFACTION SURVEY

Please circle the best answer:

	Excellent	Good	Fair	Poor
<u>Ease of Getting Care</u>				
Ability to get appointment	1	2	3	4
Convenient hours of operation	1	2	3	4
Convenient location	1	2	3	4
Phone calls get through easily	1	2	3	4
Calls returned promptly	1	2	3	4
<u>Payment</u>				
What you pay is reasonable	1	2	3	4
Explanation of charges easily interpreted	1	2	3	4
<u>Facility</u>				
Building neat and clean	1	2	3	4
Easy to find	1	2	3	4
Handicap accessibility	1	2	3	4
Comfort and safety while waiting	1	2	3	4
<u>Front Desk</u>				
Friendly and helpful to you	1	2	3	4
<u>Nurses</u>				
Friendly and helpful to you	1	2	3	4
Answer your questions	1	2	3	4
<u>Medical Provider</u>				
Listens to you	1	2	3	4
Spends enough time with you	1	2	3	4
Answers your questions	1	2	3	4
Friendly and helpful to you	1	2	3	4
Gives you good advice and treatment	1	2	3	4
<u>All Other Staff</u>				
Friendly and helpful to you	1	2	3	4
Answers your questions	1	2	3	4
<u>Waiting</u>				
How many minutes spent in waiting room	0-15	15-30	30-45	> 45
<u>General</u>				
Would you send your friends and relatives to us?		Yes	No	
Is this center your main source of care:		Yes	No	

Comments: _____

Patient: _____ Date: _____
 (Identification is optional)

Mail to: Roane County Family Health Care, Inc.
 146 Williams Drive
 Spencer, WV 25276-1826