



2018 Customer Satisfaction Survey:

- 1. What was the reason for your recent visit?**
- 2. Please rate the overall experience (1-10, 10 being perfect)**
- 3. Please rate the booking experience (1-10)**
 - a. Were all requirements, recommendations and/or applicable pricing discussed in clarity? (Y/N)
 - b. Was the call answered promptly? (Y/N)
- 4. Please rate the time in the hospital (1-10)**
 - a. Were all medications explained? (Y/N/NA)
 - b. Did you wait long? (Y/N)
 - c. Were any parting instructions conveyed completely and clearly? (post-anesthesia, etc.) (Y/N/NA)
- 5. Please rate your check-out experience (1-10)**
 - a. Did you wait long? (Y/N)
 - b. Were all charges conveyed clearly and itemized? (Y/N)
 - c. Were there any pricing surprises? (Y/N)
- 6. Any other comments or suggestions?**

We strive for perfection! Please feel free to **leave or update a review on Facebook, Google and/or Yelp!** Your opinions are greatly appreciated! Our online customer survey can be found at meadowscathospital.com/survey and e-mailed (along with any questions, comments or concerns) to doctor.george@meadowscathospital.com.)