



CUSTOMER SATISFACTION SURVEY

Doctor Seeing today:		PCP on ID Card:
Age:	Gender: <input type="checkbox"/> M <input type="checkbox"/> F	Today's Date:

We constantly strive to serve our member/customer population better. We are evaluating your satisfaction with the Primary Care Physician (PCP) you have chosen to manage your medical care, and your ability to receive the services you feel are appropriate for you. Please take a minute, while you are waiting in your doctor/PCP's office and answer a few questions. Thank you in advance for helping us improve our service to you.

1. In the last 12 months, how often did you get an appointment with your PCP as soon as you wanted? ___(always) ___(usually) ___(sometimes) ___(never)
2. In the last 12 months, when you called your PCP office during regular office hours, how often did you get the advice or help you needed?
___(always) ___(usually) ___(sometimes) ___(never)
3. In the last 12 months, how often did your PCP **listen** carefully to you?
___(always) ___(usually) ___(sometimes) ___(never)
4. In the last 12 months, how often did your PCP **explain** things in a way you could understand? ___(always) ___(usually) ___(sometimes) ___(never)
5. In the last 12 months, how often was the office staff at your PCP's office as helpful as you thought they should be? ___(always) ___(usually) ___(sometimes) ___(never)
6. In the last 12 months, when you needed care right away (during office hours) for an illness, injury or condition, how often did you get care as soon as you wanted?
___(always) ___(usually) ___(sometimes) ___(never)
7. In the last 12 months, when your PCP sent you for a blood test, x-ray, or other test, did someone from your PCP office follow-up to give you the test results?
___(Yes, always) ___(Yes, sometimes) ___(No, never)
8. In the last 12 months, if you were referred outside your PCP office, how often were you notified timely of the approval for the service?
___(always) ___(usually) ___(sometimes) ___(never)
9. When waiting in your PCP office, how long do you usually wait, from the time of your scheduled appointment to the time your doctor sees you?
___(5-10 min) ___(11-20min) ___(21-30min) ___(>30min) ___(>45min) ___(>60min)
10. Using any number from 0 to 10 (where 10 is the best and 0 is the worst) what number would you use to rate your PCP?
___(10) ___(9) ___(8) ___(7) ___(6) ___(5) ___(4) ___(3) ___(2) ___(1) ___(0)

***Please write any helpful comments you may have on the back of this form.**