

Patient Satisfaction Survey

To our Valued Patients and Parents,

You are very important to us and we are interested in knowing how you feel about our practice – the contact you have with us, the quality of care you receive and the manner in which you are treated by our staff.

Your candid comments are key to helping us continually improve our services. Please take a moment to complete this questionnaire. It is also available on our website, jespersonorthodontics.com.

How are we doing?

Check One

1= Strongly Pleased 4=Strongly Displeased

		1	2	3	4
1.	Do we answer the phone promptly and politely?				
2.	Are you kept on "hold" too long?				
3.	Are all of your questions answered satisfactorily?				
4.	Do we return your calls promptly?				
5.	Do we see you on time?				
6.	Is our reception area clean and comfortable?				
7.	Do we give you complete information regarding insurance coverage?				
8.	In an emergency, is it easy for you to get in touch with our office?				
9.	Are you greeted pleasantly upon arrival?				
10.	Does our staff seem genuinely interested in you?				
11.	Are you treated with compassion and respect?				
12.	Are the doctor and staff attentive to your needs and concerns?				
13.	Does our staff spend adequate time with you?				

What do you like best about our office? _____

What do you like least about our office? _____

Are you able to confidently refer your friends and colleagues to our office? ___Yes ___No

Are you pleased with the results you are seeing? ___Yes ___No

Please comment as you wish _____

Thank you for taking the time to complete this survey.

Please return to :

Jespersion Orthodontics, 531 S 7th Street, Bismarck ND 58504