



1599 N. Hermitage Road, Hermitage, Pa 16148
 Phone: 724-962-7920 Fax: 724-962-6029

152 Waugh Avenue, New Wilmington, PA 16142
 Phone: 724-946-3313 Fax: 724-946-2770

Dear Patient:

Thank you for choosing our clinic. Your comments about the clinic are important to us. To assist us in efforts to improve our services, please take a few minutes to answer the following questions. Thank you for your assistance.

1. Was this your first visit to our clinic? Yes _____ No _____
 Please mark which clinic you were seen in: Hermitage _____ New Wilmington _____
2. Were you aware of our clinic prior to your visit? Yes _____ No _____
3. How did you hear of us?
 Physician/Physician's Office _____ Phone Book Ad _____
 Friend/Relative _____ Newspaper Ad _____
 Previous visit _____ TV Advertisement _____
4. Which features of our clinic influenced you to use our services?
 Location _____ Cost _____ Professional Staff _____ Convenient hours _____ Reputation _____
 Doctor preference _____
5. How long, on the average, did you have to wait in the reception area?
 Less than 5 minutes _____, 5-15 min _____, 15-30 min _____, 30+min _____
6. From your experience in our clinic, please rate the following:

	Excellent	Good	Average	Poor
a. Telephone	_____	_____	_____	_____
b. Parking	_____	_____	_____	_____
c. Waiting Area	_____	_____	_____	_____
d. Payment Procedures	_____	_____	_____	_____
7. Did the care you receive meet your expectations? Yes _____ No _____
8. Was the office staff courteous and pleasant? Yes _____ No _____
 Did the office staff handle payment and scheduling efficiently? Yes _____ No _____
 Comments: _____
9. Did the therapist/clinic staff introduce him/her? Yes _____ No _____
 Did the therapist/clinic staff seem to be knowledgeable, concerned, and courteous?
 Yes _____ No _____
 Comments: _____
10. On a scale of 1-5, how would you rate the overall services of this clinic?

-5-	-4-	-3-	-2-	-1-
Excellent	Above Average	Average	Below Average	Poor
11. Would you return to our clinic in the future? Yes _____ No _____
12. Would you recommend us to a friend or relative? Yes _____ No _____
 Comments: _____

THANK YOU for your participation.