



## How Are We Doing?

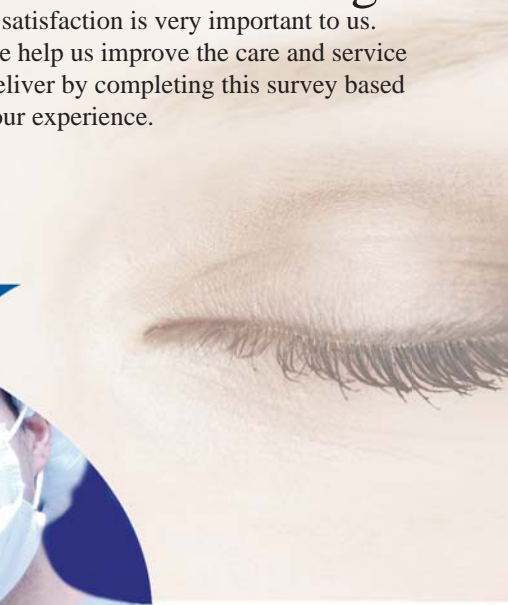
Your satisfaction is very important to us. Please help us improve the care and service we deliver by completing this survey based on your experience.

**PLASTIC** SURGERY



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[www.med.umich.edu/surgery/plastic](http://www.med.umich.edu/surgery/plastic)

Thank  
You



## Your comments...

Please take a minute to fill out this survey and turn it in to the collection box when you check out.



Please share any positive comments:

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Please share any concerns or suggestions:

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Date \_\_\_\_\_

### Scheduling Your Appointment

Did you have to wait longer than expected to get scheduled?

Yes       No

How easy was it to make an appointment by telephone?

Very easy                         Very difficult

Was the person who scheduled your appointment courteous and helpful?

Very courteous                         Rude

How long did you wait to speak to a scheduling staff member?

0 to 1 min       2 to 3 min       4 to 5 min       5 to 7 min       Longer

### Day of Your Appointment

How would you rate the courtesy of the staff at the reception desk?

Very courteous                         Rude

How long did you wait in reception area beyond your appointment time?

0 to 5 min       5 to 20 min       20 to 40 min             Other \_\_\_\_\_

How long did you wait in the exam room before the physician appeared?

0 to 5 min       5 to 10 min       10 to 20 min       20 to 30 min       Other \_\_\_\_\_

Thank you for your participation.