

MyMD Personal Medicine 2010 Patient Survey

Name: _____

Date: _____

Thank you for taking the time to meet with me. At MyMD Personal Medicine our goal is to provide the highest level of service for our patients and we appreciate any feedback you can offer to help us meet this goal. There are four short parts to this survey and it should only take about 10 minutes. Shall we begin?

Assessment

We'd like to know how we're doing in the following areas:

On a one-to-five scale where one is not satisfied and five is very satisfied, how are we doing in:

Customer Service, Overall:	1	2	3	4	5	
Timeliness of Returned Phone Calls:	1	2	3	4	5	
Ability to Schedule Timely Appointments:	1	2	3	4	5	
Staff Friendliness & Competency:	1	2	3	4	5	
Physician Friendliness & Competency:	1	2	3	4	5	
Physician Communication:	1	2	3	4	5	
Amount of Time Spent with the Physician:	1	2	3	4	5	
MyMD's Facilitation for Seeing a Specialist:	1	2	3	4	5	N/A
Overall Value of MyMD's Services:	1	2	3	4	5	

Personal Information

In order to better target our marketing, we'd like to know a little more about you.

How did you first find out about Dr. Mac Donell and MyMD Personal Medicine?

Are you a member or any clubs or service organizations in town? If so, which ones?

Which publications do you regularly read? I.E. Bend Bulletin, Cascade A&E, Cascade Discovery

Improvements

At MyMD, we are always striving to improve our business and offer better customer service. Why do you renew your membership every year to continue as a patient at MyMD?

Is there anything you feel we could improve upon?

Referrals

Do you feel comfortable giving us a referral?

If anyone does come to mind as a good candidate for MyMD: It typically works best if you're able to initiate a meeting or take the opportunity to make a personal introduction. Can I assist you in any way with this?

Gift

Polo shirt size 1 per member free; second shirt or gift member discount 20%