



Medical Associates of The Palm Beaches  
10151 Enterprise Center Blvd. Suite 204  
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Office 561-737-9996  
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## How Are We Doing?

Please take a few minutes to fill out this survey on the timeliness and quality of the service you received today. Medical Associates of The Palm Beaches welcomes your feedback and your answers will be kept confidential. Thank you for your participation.

### General Patient Information

In general, what is the quality of your health?

- Outstanding       Good       Some chronic issues       Poor

How would you rate our concern for your privacy?

- Outstanding       Good       Adequate  
 Needs improvement       Poor       N/A

How often have you visited Medical Associates of The Palm Beaches within the past year?

- First Visit       2-5 Visits       More than 6

### Scheduling Your Appointment

Did you schedule an appointment by phone or did you drop in?

- Scheduled by phone       Dropped in

How easy was it to make an appointment by telephone?

- Outstanding                                      Very difficult

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

- 0 to 2 minutes       3 to 5 minutes       5 to 7 minutes       Longer

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Was the person who scheduled your appointment courteous and helpful?

Very courteous        Rude

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If you scheduled an appointment, was your appointment date later than you expected?

Yes |  No

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If you were seeking a referral to a specialist, was your request handled in a timely manner?

Yes |  No

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### Day of Your Appointment

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

Very courteous        Rude

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

0 to 5 minutes  5 to 20 minutes  20 to 40 minutes  Other

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

0 to 5 minutes  5 to 20 minutes  20 to 40 minutes  Other

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Which department(s) did you visit during your appointment?

General Practitioner  Walk-in/Urgent Care  Pediatrics  
 Women's Health  Counseling & Therapy  Lab

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### The Nursing Staff

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How would you rate the competence of the nurse who helped you?

Outstanding  Good  Adequate  
 Needs improvement  Poor  N/A

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How would characterize the concern that the nurse showed for your problem?

Outstanding  Good  Adequate  
 Needs improvement  Poor  N/A

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Did the nurse respond to your requests within a reasonable period?

Yes |  No

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## The Doctor

Were you able to see the doctor of your choice?

Yes |  No |  N/A

Did you feel that your doctor spent an adequate amount of time with you?

Yes |  No |  N/A

Mark the boxes that characterize the demeanor of your doctor:

Attentive                       Concerned                       Friendly  
 Distracted                       Rushed                       Inconsiderate

How would you rate the competence of your doctor?

Outstanding                       Good                       Adequate  
 Needs improvement                       Poor                       N/A

Did you feel that your doctor's examination was thorough?

Yes |  No |  N/A

Please rate the clarity of the doctor's explanation of your condition and treatment options:

Outstanding                       Good                       Adequate  
 Needs improvement                       Poor                       N/A

How well did your doctor include you in healthcare decisions?

Outstanding                       Good                       Adequate  
 Needs improvement                       Poor                       N/A

Were your questions answered to your satisfaction?

Yes |  No |  N/A

Would you recommend this facility and its staff to your family and friends?

Yes |  No |  N/A

## The Lab Staff

How would you rate the professionalism and competence of the person who took your blood and worked on your lab exam?

Outstanding                       Good                       Adequate  
 Needs improvement                       Poor                       N/A



