

KENNETH J. SOBEL M.D.
PATIENT SURVEY

SCHEDULING

Poor Fair Very Good Excellent

Amount of time for receptionist to answer call:

Friendliness and courtesy of phone receptionist:

OFFICE FLOW

Amount of time spent in waiting room:

Friendliness and courtesy of check in receptionist:

Amount of time spent in exam room waiting for provider:

Comfort, cleanliness and overall atmosphere:

Friendliness and courtesy of check-out receptionist:

PROVIDER SATISFACTION

Communication and Listening skills, ability to explain procedures, diagnoses and/or treatment:

FOLLOW UP CARE

Amount of time for a return call from phone nurse regarding results, prescriptions or answers to questions:

Friendliness and courtesy of phone nurse:

Technical skills (thoroughness, carefulness and competence) of phone nurse:

BILLING DEPARTMENT

Wait time to speak to someone regarding billing questions:

Ability of billing staff to answer questions or resolve issues:

Friendliness and courtesy of billing staff:

ELECTRONIC SERVICES. RATE YOUR SATISFACTION WITH OUR E-SERVICES

Refill request:

Appointment scheduling:

Web message reply from provider:

Web message reply from staff: