1. Was the phone answered courteously by someone whom you felt really wanted to help you?

2. Were you able to get an appointment that worked with your schedule requirements?

3. Did you receive a new patient packet prior to your arrival here?

4. Did the packet contain information regarding our practice and did it give you a map of how to find our office?

5. When you arrived, were you greeted in a friendly manner?

6. Were you given adequate instruction as to what to expect during your visit?

7. Did you have a wait that was longer than you had anticipated?

8. When the technician called you from the front reception area, did she identify herself, identify you and the physician that would be seeing you?

9. Was she friendly and courteous?

10. Were you able to converse with the technician regarding the first part of your exam about your vision needs in a manner that you were happy with? That is, did you feel as though she was genuinely interested in getting your refraction to a point of giving you the very best vision that was possible?

11. Were your eyes dilated prior to seeing the doctor?

12. Were you told what to expect in the dilation process?

13. Did the physician give you a thorough examination?

14. Did you feel that he was genuinely interested in you as a person?

15. Did it appear that he had a goal of wanting to help you?

16. Did he, in fact, help your condition?

17. Were you given the opportunity to ask him questions?

18. Were your questions answered to your satisfaction?

19. After the examination were you given drops to reverse the dilation process?

20. How would you describe your conversation with the “check out” person?
21. Were you sent to the optical store to check on eyeglasses during your visit? Or at the end of your visit?

22. Were you greeted cheerfully by the receptionist in the optical store?

23. Were you waited on by an optician in a timely fashion?

24. Did you feel as though you were being helped or “sold” by the optician?

25. Did you get value for the money spent?

26. Were your eyeglasses ready when promised?

27. Were you told about our unconditional 2 year warranty?

28. Overall, were your experiences with our organization such that you would see us again?

29. Would you feel comfortable recommending us to others?

30. Did your glasses fit properly?

31. Could you see well with them?

Please make any additional comments here. Please be advised that these comments will not be shared in such a way as to identify you personally.

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Thanks for your time.