

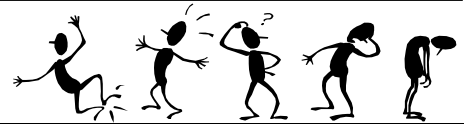
# Dermatology Associates of West Michigan

Richard J. Ashack, M.D.   Daniel C. Dapprich, M.D.   Brian J. Gerondale, M.D.   Robert J. Lamberts, M.D.   John E. Miner, M.D.  
 Karen J. Garbowitz, PA-C   Kristen A. Snell, PA-C

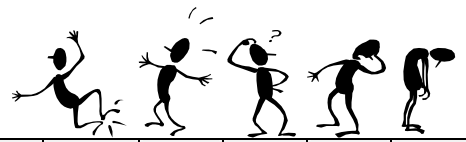
## Patient Satisfaction Survey

**We would like to know how you feel about the services we provide so we can make sure we are meeting your needs. Your responses are directly responsible for improving these services. All responses will be kept confidential and anonymous. When you have completed the survey, you may drop it in the survey box in the main lobby or fold it, seal it and send it back to us postage paid. Thank you for your time!**

Patient Age \_\_\_\_\_ Male \_\_\_\_\_ Female \_\_\_\_\_



Please circle how well you think we are doing in the following areas:	GREAT 5	GOOD 4	OK 3	FAIR 2	POOR 1
<b>Ease of getting care:</b>					
Availability of appointments	5	4	3	2	1
Hours we are open	5	4	3	2	1
Convenience of location	5	4	3	2	1
Prompt return on calls	5	4	3	2	1
<b>Waiting:</b>					
Time in waiting room	5	4	3	2	1
Time in exam room	5	4	3	2	1
Time waiting for test results	5	4	3	2	1
<b>Staff:</b>					
<b>Provider: (Physician or Physician Assistant)</b>					
Listens to you	5	4	3	2	1
Takes enough time with you	5	4	3	2	1
Explains what you want to know	5	4	3	2	1
Gives you good advice and treatment	5	4	3	2	1
<b>Nurses and Medical Assistants:</b>					
Friendly and helpful to you	5	4	3	2	1
Answers your questions	5	4	3	2	1
<b>Front Office Staff:</b>					
Friendly and helpful to you	5	4	3	2	1
Answers your questions	5	4	3	2	1



Please circle how well you think we are doing in the following areas:	GREAT	GOOD	OK	FAIR	POOR
	5	4	3	2	1
<b>Payment :</b>					
Explanation of charges	5	4	3	2	1
Methods of collecting payment/money	5	4	3	2	1
<b>Facility:</b>					
Neat and clean building	5	4	3	2	1
Comfort and safety	5	4	3	2	1
<b>Confidentiality:</b>					
Keeping your personal information private	5	4	3	2	1
<b>The likelihood of referring your friends and relatives to us:</b>	5	4	3	2	1
<b>Is this office your regular source of Dermatologic care?</b>	Yes _____ No _____				

How did you first hear about our office? (please circle one)      Radio    GR Press    Women's Lifestyle  
 Yellow Pages    Advance Newspaper    Internet  
 Welcome Wagon    Friend/Family  
 Word of Mouth    MVP Sportsplex  
 Promotional Mailer    Primary/Other Doctor

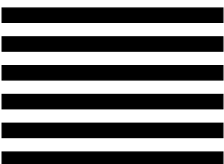
Comments or suggestions? \_\_\_\_\_

**Thank you for helping us improve!**



DEMATOLOGY ASSOCIATES OF WEST MI  
 655 KENMOOR AVE SE STE 200  
 GRAND RAPIDS MI 49502-2869

POSTAGE WILL BE PAID BY ADDRESSEE



NO POSTAGE  
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 IF MAILED  
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