

Mid-Del Vision Source Patient Satisfaction Ratings

November

	Total Responses	Excellent/Very Good	Good	Fair	Poor
1. Convenience of Office Hours	50	94%	6%	0%	0%
2. Ease of making an appointment	50	100%	0%	0%	0%
3. Promptness by which you were seen by the doctor	50	94%	6%	0%	0%
4. Thoroughness of care received	50	100%	0%	0%	0%
5. Clarity of doctor's explanations	50	98%	2%	0%	0%
6. Doctor's friendliness and courtesy	50	100%	0%	0%	0%
7. Staff friendliness and courtesy	49	100%	0%	0%	0%
8. Help with understanding your insurance coverage	38	98%	2%	0%	0%
9. Selection of eyeglass frames	30	97%	3%	4%	0%
10. Knowledge/Assistance of Optical staff	35	97%	3%	0%	0%
11. Knowledge/Assistance of Contact Lens staff	16	100%	0%	0%	0%
12. Comfort and cleanliness of office	48	100%	0%	0%	0%

	Total Responses	Yes	No
13. Based on your experience will you visit us again	50	100%	0%
14. Based on your experience will you recommend us	50	100%	0%

Compiled by Websystem 3