



UT Medical Group, Inc.

Center for High Risk Pregnancies
OB-GYN - Maternal-Fetal Medicine
6215 Humphreys Boulevard, Suite 201
Memphis, Tennessee 38120-2382
901-866-8085 • Fax: 901-302-2085

Date of your visit: _____

How Did We Do Today?

Colon & Rectal Surgery wants to meet your needs. Please answer the following questions to help us improve service. Your answers will be kept confidential.

Please circle how well we are doing in the following areas:
5 = Great 4 = Good 3 = OK 2 = Fair 1 = Poor X = Does not apply

Ease of Getting Care:							
Ability to get a timely appointment	5	4	3	2	1	X	
Hours our office is open	5	4	3	2	1	X	
Convenience of our office location	5	4	3	2	1	X	
Prompt return on calls	5	4	3	2	1	X	
Front Desk, Check-Out Desk, and Payment:							
Friendly and helpful to you	5	4	3	2	1	X	
Answers your questions	5	4	3	2	1	X	
What you pay	5	4	3	2	1	X	
Way we collect your payment	5	4	3	2	1	X	
Waiting:							
Time in waiting room	5	4	3	2	1	X	
Time in exam room	5	4	3	2	1	X	
Waiting for tests to be performed	5	4	3	2	1	X	
Waiting for test results	5	4	3	2	1	X	
Physician:							
Listens to you	5	4	3	2	1	X	
Takes enough time with you	5	4	3	2	1	X	
Explains what you want to know	5	4	3	2	1	X	
Gives you good advice and treatment	5	4	3	2	1	X	
Nurses:							
Friendly and helpful to you	5	4	3	2	1	X	
Answers your questions	5	4	3	2	1	X	

How Did We Do Today? (page 2)

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Please circle how well we are doing in the following areas:

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Building and Office:

Neat and clean offices	5	4	3	2	1	X
Ease of finding where to go	5	4	3	2	1	X
Safety while walking	5	4	3	2	1	X
Parking	5	4	3	2	1	X
Comfort of the office reception area	5	4	3	2	1	X

Confidentiality:

Keeping my personal information private	5	4	3	2	1	X
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Likelihood of referring your

friends and relatives to us:	5	4	3	2	1	X
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What do you like best about our office? _____

What do you like least about our office? _____

How did you hear about us? _____

Suggestions for Improvement: _____

Thank you for completing this survey.

You may also receive another survey mailed to your home containing slightly different questions. Thank you for also answering that one. This survey is confidential, but if you'd like a call-back, please print your name and leave your phone number:

Name _____

Phone _____