



## Patient Satisfaction Survey

Thank you for choosing Pediatric Urgent Care for your medical care. Our mission is to provide the best PEDIATRIC ONLY urgent care in the Portland metro area, partnering with community primary care providers for continuity of care during the hours most offices are closed. Your evaluation of our services will help us to exceed this goal. Please rate each of the following items based on your experience. The survey can be returned to any member of our staff. Your feedback is appreciated and will be kept confidential.

**How did you learn about Pediatric Urgent Care?**

- Yellow Pages      Employer/Co-Worker      Friend / Family Member      Driving By the Facility  
 Website      Physician Referral      Print Ad      Refrigerator Magnet  
 Insurance Provider      Other \_\_\_\_\_

Date of Service: _____	Very Satisfied	Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
<b>Registration / Front Desk</b>					
Registration staff courteous and helpful	1	2	3	4	
Registration staff protected your privacy	1	2	3	4	
Registration process was handled efficiently	1	2	3	4	
<b>Clinical Staff</b>					
Clinical Staff was compassionate and helpful	1	2	3	4	
Medical procedures handled professionally	1	2	3	4	
Staff kept you informed of delays	1	2	3	4	
Received lab results in a timely manner (post visit)	1	2	3	4	
<b>Physicians and Physician Assistants</b>					
Professional and Knowledgeable	1	2	3	4	
Compassionate	1	2	3	4	
Addressed my primary medical problem	1	2	3	4	
<b>Discharge</b>					
Discharge instructions easy to understand	1	2	3	4	
Checkout done in a timely manner	1	2	3	4	
<b>Cleanliness of facility</b>	1	2	3	4	
<b>Overall satisfaction with visit</b>	1	2	3	4	
<b>Would you recommend us to a friend? If no, please tell us why.</b>	YES	NO			
<b>Were there one or more persons that provided excellent customer service to you?</b>					
<b>Comments/Suggestions for improvement</b>					
<b>Name (optional)</b>			<b>Phone Number (optional)</b>		

**Thank you for your help in making our clinic a better place for kids!**