



Waiting Room Observation Feedback Form

Advisor Name: _____

Date and Time of Observation: _____

Clinic: _____

Thank you for taking the time to complete this survey.

Please note – your identity will be kept confidential and your feedback will be shared only in aggregate to the clinic.

For the multiple-choice questions: Please mark the answer that most closely reflects your experience.

For the short answer questions: Please share one or two examples – these specific observations will help us fine-tune our improvement efforts.

Clinic Facilities

Were the clinic signs clear, appropriately located and easy to read?

- ☐ Yes, definitely
☐ Yes, somewhat
☐ No

- What improvements to clinic signage would you suggest, if any?

Was it easy to park and get into our facility?

- ☐ Yes, definitely
☐ Yes, somewhat
☐ No

- What improvements to the safety and convenience of accessing our facility would you suggest, if any?

Did the front desk and waiting area seem clean, tidy and welcoming?

- ☐ Yes, definitely
☐ Yes, somewhat
☐ No

- What did you observe that gave you the impression that these areas were clean, tidy and welcoming? What, if anything, did you observe that made these feel unclean, untidy or unwelcoming?
- Please share your overall impression with the front desk and waiting areas:

Checking In

When you witnessed patients checking in for their appointments, was the Patient Access Representative (PAR) (receptionist) as helpful and courteous as you thought he/she should be?

- ☐ Yes, definitely
☐ Yes, somewhat
☐ No

Did the Patient Access Representative have a professional appearance and demeanor?

- ☐ Yes, definitely
☐ Yes, somewhat
☐ No

- What did the PAR do or say, if anything, that showed you he/she was helpful? What would you have wanted them to do or say differently?
- Did the PAR smile when patients were greeted?
- Did you feel that patients were treated with respect and dignity?

While in the waiting room, could you hear personal conversations from the Patient Access Representatives?

- ☐ Yes, definitely
☐ Yes, somewhat
☐ No

Were the Patient Access Representatives wearing their name tags where they could be seen?

- ☐ Yes, definitely
☐ Yes, somewhat
☐ No

- Would you like to see name plates on the desks of the Patient Access Representatives?

When presented with an issue, request or interruption, did the receptionist act appropriately?

- ☐ Yes, definitely
☐ Yes, somewhat
☐ No
☐ Not Applicable

- Please share one or two examples, if you observed any, of how the receptionist handled a specific request, issue or interruption:

Was the private information of the patient kept private from all others waiting in the waiting room? Could private information be heard?

- ☐ Yes, definitely
☐ Yes, somewhat
☐ No
☐ Not Applicable

As far as you could tell, were patients seen within 15 minutes of their appointment time?

- ☐ Yes, definitely
☐ Yes, somewhat
☐ No

If the wait was longer than 15 minutes, did anyone explain the reason for the delay?

- ☐ Yes, definitely
☐ Yes, somewhat
☐ No
☐ Not Applicable

- If the wait was longer than 15 minutes past their appointment time, what did the clinic staff do or say that was helpful? What could they have done or said that would be more helpful?
- Did the Patient Access Representative offer the PFAC card and PRN token?

Clinical Staff

Was the clinical staff person who retrieved patients from the waiting area seen to be helpful and courteous? ☐ Yes, definitely
☐ Yes, somewhat
☐ No

- What did the clinical staff person do or say, if anything, that showed you they were helpful? What would you have wanted them to do differently?
- When patients were retrieved from the waiting room by the clinical staff, was every effort to keep their private information, full name, date of birth, insurance company, kept from others hearing it?

General Comments/Feedback/Suggestions:

Thank you for taking the time to complete this survey.