

**THE HEALTH & WELLNESS CENTER  
PATIENT SATISFACTION SURVEY**

We would like your help in further improving the services at our clinics. To help us identify our strengths and weaknesses, please give us your honest and frank opinions to the following statements. Thank you in advance for choosing The Health and Wellness Center for your healthcare needs and for taking the time to complete our survey.

| Circle the number that best describes your opinion.   | Strongly Disagree | Agree | Strongly Agree |
|---|-------------------|-------|----------------|
| 1. The receptionist treats me with courtesy and respect.  | 1 2               | 3 4   | 5 6            |
| 2. The time I spend waiting to see the provider is about right.                                 | 1 2               | 3 4   | 5 6            |
| 3. The clinic fees are reasonable.  | 1 2               | 3 4   | 5 6            |
| 4. The provider takes the time to explain my illness and treatment.                             | 1 2               | 3 4   | 5 6            |
| 5. The clinic exam/counseling rooms, restrooms, and waiting area are clean.                     | 1 2               | 3 4   | 5 6            |
| 6. The nurses are helpful and friendly to me. (if applicable)                                   | 1 2               | 3 4   | 5 6            |
| 7. Being able to contact the provider after regular clinical hours is important to me.          | 1 2               | 3 4   | 5 6            |
| 8. If I want an appointment with the provider, I do not have to call a week or more in advance. | 1 2               | 3 4   | 5 6            |
| 9. The phone is answered in a pleasant manner.  | 1 2               | 3 4   | 5 6            |
| 10. Why did you choose The Health & Wellness Center for your healthcare needs?                  |                   |       |                |
|   |                   |       |                |
| 11. If you could change something in the clinic, what would it be?                              |                   |       |                |
|   |                   |       |                |