


Below is the original survey that your patient submitted.

 An alert was generated for this option

RESPONDENT INFORMATION

Patient Name:	L.S.	Invite Sent:	Oct 22, 2010 10:06 AM
		Response Received:	Oct 25, 2010 6:20 AM

SURVEY RESULTS

1. How would you rate your visit?

- Excellent
- Very good
- Average
- Not so good

2. How many other Plastic Surgeons have you been to? How are we different?

Three. I appreciated how much time the doctor spent with me giving me options and thoroughly explaining each of them. I was not treated abruptly here as I had experienced at another doctor's office.

3. When your appointment was over did you have a good understanding of your situation?

- Yes
- Not really
- I wish I knew more

Please Explain...

The explanation in the office was complete.

4. When do you expect to have your procedure?

- Less than 1 month
- 1-3 months
- 3-6 months
- 6 months to 1 year
- Over 1 year
- Depends on financing

Please Explain...

 Will evaluate everything and look at my schedule

5. Who helped you today? (can be multiple)

- Sylvia
- Candace
- Patty
- Jennifer
- Dr Jeneby
- Monica

Tell us about your interaction-Did you receive 5 Star service? (1-5)

The personal attention was excellent.

6. Were your financial options explained?

- Yes
- No
- I need some assistance from the financial person
- I already understand my financial options

Please Explain...

7. Did you have to wait past your appointment time to be seated? If yes, how long?

- No
- 15 to 30 Minutes
- 30 to 45 Minutes
- Over 45 Minutes

8. Did our team greet you properly when you arrived?

- Yes
- Not really
- I don't recall

Please Explain if needed

9. Would you refer your friends or family to us?

- Yes
- No
- I'm not sure

10. Please comment on your visit, things we could change, new services you would like to see.



I already have recommended Dr. Jeneby to a close friend. I am impressed with this office and will use Dr. Jeneby for my procedures.