



ACCESS HEALTH CARE VALUES YOUR OPINION!

In order to help improve our services, Access Health Care Physicians, LLC encourages and welcomes your feedback! We take customer service very seriously and your satisfaction is our priority! If you would like to be contacted regarding this survey, please leave your contact information when you submit this form at your practitioner's office, or you may contact our You Matter Team at yomatter@aurosmgmt.net or the You Matter Line at 877-379-4568. **Thank you!**

■ **Which Provider Did You See Today?** _____

■ **How likely is it that you will recommend our company to your friends or family members?**

- 9-10 Extremely Likely 7-8 Likely 5-6 Will recommend if no other choice
 3-4 Unlikely 0-2 Extremely Unlikely

■ **How satisfied were you with the way you were treated by the staff at this office?**

- Satisfied Somewhat Satisfied Somewhat Dissatisfied Dissatisfied

■ **How satisfied were you with the way you were treated by the provider?**

- Satisfied Somewhat Satisfied Somewhat Dissatisfied Dissatisfied

■ **How satisfied are you with the time frame of getting an appointment with this provider??**

- Satisfied Somewhat Satisfied Somewhat Dissatisfied Dissatisfied

■ **How many minutes did you spend in the waiting room and exam room past your appointment time?**

- 1-15 minutes 16-30 minutes 31-45 minutes 46+ minutes

■ **Did your personal provider listen carefully to you?**

- Always Usually Sometimes Never

■ **Is it easy to get referrals for specialists?**

- Always Usually Sometimes Never

■ **Overall, how would you rate your visit to this office today?**

- Satisfied Somewhat Satisfied Somewhat Dissatisfied Dissatisfied



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Please tell us what, if anything, we may offer our patients to enhance and/or improve our services. You Matter!

If you would like to be contacted regarding this survey, please provide your contact information below.

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email: _____ Home Phone: _____ Cell Phone: _____

I prefer to be contacted by: Email Mail Cell Phone Home Phone

Other _____

Best time to call: _____ am pm