



PATIENT SATISFACTION SURVEY

Location

Kankakee Joliet Orland Park Watseka Evergreen Park Other

Appointment Scheduling and Patient Information

Were you able to schedule a convenient appointment time and location? Yes No
 Were you treated in a friendly and courteous manner by our staff? Yes No
 Did staff inform you of your financial liability for denial of claim? Yes No
 Did staff inform you of your co-pay obligation? Yes No
 Was the waiting area clean and comfortable? Yes No
 Did you see your practitioner within a reasonable waiting time? Yes No

Device Fit, Function and Wear

Is your device comfortable? Yes No
 Are you satisfied with the performance of your device? (function) Yes No
 Were your questions about your device answered to your satisfaction? Yes No
 Were your questions about your care answered to your satisfaction? Yes No
 Were you provided with information for proper wear and care of the device? Yes No
 Were you instructed about whom to contact if a problem develops? Yes No

Patient Services and Practitioner Care

Great Average Poor

What is your opinion of the overall services provided by the office staff?	5	4	3	2	1
What is your opinion of the overall services provided by your practitioner?	5	4	3	2	1
How would you rate the quality of the facility? (physical space)	5	4	3	2	1
How would you rate the knowledge of the practitioner?	5	4	3	2	1
How useful were the instructions regarding the use and care of your device?	5	4	3	2	1
What is your overall opinion of Optech Orthotics & Prosthetics?	5	4	3	2	1

Additional comments or suggestions:

Patient Name

Date

Kankakee 119 E Court Street Kankakee, IL 60901 (815) 932-8564	Joliet 121 Springfield Ave Joliet, IL 60435 (815) 741-9700	Witseka 200 N. Laird Lane Witseka, IL 60970 (815) 432-7783	Orland Park 18016 S Wolf Rd Orland Park, IL 60467 (708) 364-9700	Evergreen Park 3900 W. 95th Street Evergreen Park, IL 60805 (866) 996-7832
---	--	--	--	--

www.optechop.com