

Dear Patient,

Your impression about our facility is important to us and we are committed to provide you with individual, compassionate medical care. In order to ensure that your next visit with us will be both pleasant and professional, we'd like to find out better ways to serve you. Please share any feedback that you think will improve our level of service. Thank you for your participation.

Jo Lucas
Administrator

If you would feel more comfortable mailing this questionnaire to us, please feel free to do so: Wake Forest Baptist Imaging, Attn: Jo Lucas, 265 Executive Park Blvd, Winston Salem NC 27103; 336.765.5722

Please answer the following questions. For the rating questions, please answer by circling your answer from 1 to 5, with **1 being the lowest** (worst experience) and **5 being the highest** (most satisfactory experience).

1.	Was our physical facility pleasant and comfortable? Did it meet your expectations?	1	2	3	4	5
2.	Was there adequate parking?	1	2	3	4	5
3.	Was the length of your registration and waiting times satisfactory?	1	2	3	4	5
4.	Did you have to wait for your exam?	Yes	No			
5.	If you answered "yes" to question 4, were you advised of your delay?	Yes	No			
6.	Please rate our front office staff.	1	2	3	4	5
7.	Please rate our technical staff.	1	2	3	4	5
8.	Was your test explained satisfactorily to you?	Yes	No			
9.	Did your medical treatment meet your expectations?	Yes	No			
10.	How did you schedule your appointment today? A. Your referring physician scheduled the exam for you. B. Wake Forest Baptist Imaging called you to schedule the exam. C. You called Wake Forest Baptist Imaging to schedule the exam.	A	B	C		
11.	If you answered B or C to question 10, how would you rate our scheduling staff?	1	2	3	4	5
12.	Overall how would you rate your experience?	1	2	3	4	5
13.	How can we improve our service in the future?					
14.	Was there a particular staff member that you would like to recognize?					

☐ I would like to discuss my visit with you. The best time to reach me is: _____

[Optional]

Name

Practice

Phone