

Valley Eye Center, P.A.

1205 Ed Carey Drive
Harlingen, TX 78550

147 E Price Rd., Ste. A.
Brownsville, TX 78520

2518 W Trenton Rd.
Edinburg, TX 78539

In an effort to assure quality patient care in our facility, we would appreciate you completing the following questionnaire. Your responses will be thoroughly reviewed and kept strictly confidential.

1. When you telephoned our office, did the receptionist answer your call courteously? Yes No
2. Have you ever telephoned our office and received no responses? Yes No
3. Did you receive an appointment within a reasonable length of time? Yes No
4. Upon arrival, did the receptionist greet you courteously? Yes No
5. Were our assistants courteous, pleasant, helpful and efficient in conducting you to an examining room? Yes No
6. Were our assistants neat in appearance and dress? Yes No
7. From your appointment time, how long did you wait before being seen? _____
If it was a long time, were you given a reason for the delay? Yes No
8. Were you satisfied with the level of care and attention you received? Yes No
9. How would you rate the doctor on patience, warmth and interest in your problem?
 Outstanding Good Average Poor
10. How would you rate the doctor on professional thoroughness in the examination?
 Meticulous Better than average Average Poor
11. Did you understand the doctor's explanation of the results of your office visit? Yes No
12. How did you hear about our practice? Friend/ Relative Radio Newspaper
 Yellow Pages Other _____

Any suggestions or other comments you may have about the service in our office will be appreciated. Please feel free to comment on any topic.

Who was your doctor: Dr. Berkowitz Dr. Meadows Dr. Head
 Dr. Bohart Dr. Gallemore Dr. Guerrero