



**EYE CENTER**  
OF NORTHERN COLORADO, P.C.

Providing quality patient care is our highest priority. Your feedback helps us recognize if we have met your expectations. We would greatly appreciate your taking a few moments to complete this survey.

Please read the following statements and indicate on a scale of 1-5 the degree to which we met your expectations for each statement. Skip any that do not apply to your visit.

**1 = Failed to Meet Expectations      3 = Met Expectations      5 = Exceeded Expectations**

**1. Calling for your appointment**

The person who took my call was friendly	1	2	3	4	5
The availability of appointment times was convenient	1	2	3	4	5
The time on hold was acceptable (skip, if no hold time)	1	2	3	4	5

**2. Upon arriving for your appointment**

The front desk staff made me feel welcome	1	2	3	4	5
I was called back to see the doctor in a timely manner	1	2	3	4	5

*\*If wait time was unacceptable please explain further in question 9*

**3. When called to the exam room for your appointment**

The technician was friendly	1	2	3	4	5
The technician was knowledgeable	1	2	3	4	5
The technician explained the exam process	1	2	3	4	5

**4. During your exam with the doctor**

The doctor was friendly	1	2	3	4	5
The doctor answered all my questions	1	2	3	4	5
The doctor spent an appropriate amount of time with me	1	2	3	4	5
If surgery was recommended, the procedure was discussed in sufficient detail	1	2	3	4	5

**5. Calling the Eye Center's insurance/ billing, or medical records department/s( circle department/s called)**

The person taking my call was courteous	1	2	3	4	5
The person taking my call was knowledgeable	1	2	3	4	5
My questions were answered	1	2	3	4	5

**6. Your contact lens exam, order and pick up**

The service provider was knowledgeable	1	2	3	4	5
The service provider answered all my questions	1	2	3	4	5
Contact lens ordering was convenient	1	2	3	4	5
Picking up my contacts was convenient	1	2	3	4	5

<b>7. Overall my visit to the Eye Center was a positive experience</b>	1	2	3	4	5
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*You're almost finished. Please take a moment to also complete the reverse side.*

**8. If your visit to the Eye Center required an eyeglass prescription, was it helpful to you that the Eye Center had an optical department? (skip if visit was for other reasons)**

- Yes  No  Was not aware that the Eye Center has an optical department

**9. How might we improve our services?** \_\_\_\_\_

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**10. Which doctor did you see at your most recent visit?**

- |                                   |                                    |                                   |
|-----------------------------------|------------------------------------|-----------------------------------|
| <input type="checkbox"/> Arnold   | <input type="checkbox"/> Bashford  | <input type="checkbox"/> Chaney   |
| <input type="checkbox"/> Crews    | <input type="checkbox"/> Foster    | <input type="checkbox"/> Korotkin |
| <input type="checkbox"/> Marske   | <input type="checkbox"/> Olsen     | <input type="checkbox"/> Reistad  |
| <input type="checkbox"/> Robinson | <input type="checkbox"/> Shachtman | <input type="checkbox"/> Smith    |
| <input type="checkbox"/> Stevens  | <input type="checkbox"/> not sure  |                                   |

**11. At which Eye Center location was your most recent appointment ?**

- Fort Collins  Windsor  Loveland

**12. I am:**  Female  Male

**13. I am between the ages of :**  21-30  31-40  41-50  51-60  61 and over

**14. The staff and medical providers at the Eye Center strive to uphold the values stated in their mission statement.**

**Mission Statement ....** *“The Eye Center of Northern Colorado strives to offer compassionate and comprehensive medical, surgical and optical care in order to achieve the best vision for each patient.”*

**The care I received was consistent with the Eye Center’s mission statement.**

Strongly disagree    1    2    3    4    5    Strongly agree

**15. I would recommend the Eye Center to my friends and family.**

Strongly disagree    1    2    3    4    5    Strongly agree

**Thank you for your feedback!**