

Bjorn B. Krane, MD
Seattle Neurology, PS
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*Your
Comments
Are
Welcome*

TO OUR PATIENTS

To assist us in our effort to provide you with the best possible health care, please take the time to answer these questions. They are designed to bring areas of concern to our attention, as well as let us know what we are doing right.

Your reply to this questionnaire is entirely voluntary and anonymous. Additional comments are certainly welcome. You may send your response by fax or US mail.

Thank you.

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YOUR DOCTOR

1. Do you usually wait more than 30 minutes to see your doctor?

Always Sometimes Never

2. Does your doctor spend enough time with you?

Always Sometimes Never

3. Does your doctor explain why he/she does or does not order certain medications or tests?

Always Sometimes Never

4. Are you notified promptly of test results?

Always Sometimes Never

5. When your doctor meets you in the office, does he/she appear familiar with your chart and medical history?

Always Sometimes Never

6. Does your doctor answer your questions and explain things clearly?

Always Sometimes Never

7. Can you call your doctor at any time and not feel guilty about it?

Always Sometimes Never

8. Are you treated courteously and respectfully by your doctor and his/her staff?

Always Sometimes Never

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THE OFFICE

1. Is the office clean, comfortable and professional in appearance?

Always Sometimes Never

2. Does the office provide adequate parking?

Always Sometimes Never

3. Is the telephone answered in 3-4 rings?

Always Sometimes Never

4. Are you able to get an appointment in what you consider a reasonable amount of time?

Always Sometimes Never

5. Does the office staff assist you in filling out insurance and other forms?

Always Sometimes Never

6. Does the office staff discuss financial arrangements and other personal matters with you in a private area?

Always Sometimes Never

7. Do you think fees for services provided by your doctor are higher than normal?

Always Sometimes Never

COMMENTS

Do you have any comments or suggestions which might help this office improve its service to you?
