

PATIENT SATISFACTION SURVEY: REFERRAL PROCESS – COORDINATION OF CARE

Regarding your referral to: _____

We thank you in advance for completing this survey. We are striving to improve your experience when you are referred to a specialist, and your feedback and comments will help. Please fill out this survey and return it in the enclosed envelope **after** you have seen the specialist.

Instructions: Please rate the service you received by checking the box that best describes your experience.

	Very Poor	Poor	Fair	Good	Very Good
Ability to get an appointment when you wanted (day of the week, time of day, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time until you were notified of your appointment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time until you saw the specialist (appointment date).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instructions provided by our staff (directions, appointment time, special preparations, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall rating of care received from specialist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other comments: <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>					
Your name (optional):	Phone number (optional):				



FPM Toolbox To find more practice resources, visit <https://www.aafp.org/fpm/toolbox>.

Developed by Spectrum Health. Copyright © 2011 American Academy of Family Physicians. Physicians may duplicate or adapt for use in their own practices; all other rights reserved. Related article: <https://www.aafp.org/fpm/2011/1100/p9.html>.