

**ALBUQUERQUE UROLOGY ASSOCIATES, P.A.**

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ABQ: 610 Broadway Blvd. Albuquerque, NM 87102  
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SF: 490-A West Zia Road, Santa Fe, NM 87505  
505-989-9500 fax:505-294-6315

Patient Satisfaction Survey

Providing state of the art urological care and attaining patient satisfaction is our goal. In order to further improve our services we ask that you complete the patient satisfaction survey. All responses are strictly confidential, and will be used to enhance the service you receive at Albuquerque Urology Associates.

<b>Scheduling Your Appointment</b>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Your phone calls are usually answered promptly.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Our receptionist is always friendly and helpful.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
You can schedule a convenient /timely appointment with your physician.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Our hours of operation are convenient for you.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Your physician answers your calls promptly.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

<b>Your Appointment</b>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
You usually wait less than 20 minutes to see your physician.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Your physician’s assistant is always helpful and courteous.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Your physician is always professional and courteous.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Your physician listens to all of your concerns.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Your physician answers all of your questions.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Your physician adequately explains any tests or treatment options.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
You are able to make a convenient / timely appointment for follow-up care.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
You usually receive your test results in a timely manner.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

<b>Facilities</b>		
Was the office clean?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Were the examining rooms clean?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Were the restrooms clean?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

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<b>Operations</b>		
Have you previously visited our website at <a href="http://SantaFe-Urology.com">.SantaFe-Urology.com</a> or <a href="http://AUANM.com">.AUANM.com</a> ?	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>
Are there additional services we can provide for you?	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>

If yes, please explain:

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<b>Would you refer a friend to your physician?</b>	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>

<b>Albuquerque Urology Associates, P.A. likes to be an active member in the community. Do you know of any upcoming community events where we can volunteer our services?</b>
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<b>Additional Comments:</b>
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<b>Your Name (Optional):</b>	
<b>Your Email (Optional):</b>	
<b>Telephone number if you would like a follow-up call to discuss your concerns.</b>	

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Thank you for participating in our survey. You can submit your survey my mail, fax, or email.

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