

Appendix A

100% Satisfaction guarantee

(Thanks to you, I'm getting my life and kids back. ♥ -Rae)

Healing Hands Behavioral Health Clinic
Roger A. Mason MD,PA
Patient Satisfaction Survey

Please circle how well you think we are doing in the following areas. Excellent Good Ok Fair Poor

	Excellent	Good	Ok	Fair	Poor
FACILITY and CONVENIENCE					
Hours of Operation	5	4	3	2	1
Convenience of the facility location	5	4	3	2	1
Waiting time in the reception area	5	4	3	2	1
Comfort while waiting	5	4	3	2	1
STAFF					
Explanation of the program	5	4	3	2	1
Questions answered	5	4	3	2	1
Friendly and helpful to you	5	4	3	2	1
Knowledgeable and professional	5	4	3	2	1
Modesty respected	5	4	3	2	1
Confidentiality respected (HIPAA)	5	4	3	2	1
OVERALL SATISFACTION					
Overall impression of visit	5	4	3	2	1
Willingness to return	5	4	3	2	1
Likelihood of referring to others	5	4	3	2	1

- What did you like BEST about our facility? My doctor + his assistant were Absolutely beautiful. They listened, smiled, & treated me with love. I'm absolutely amazed. They're Amazing.
- What did you like LEAST about our facility? That I had to leave them. Lol
NOTHING They're Amazing.
- Suggestions for improvement? How can you improve perfection? You cant. I've blown away with these amazing people (staff)

*your answers MAY be used on our Facebook page. YOUR IDENTITY will remain ANONYMOUS

* "Thank you. I've Never been treated so kindly. my mom + Dad don't even treat me this well, God Bless"