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Patient Satisfaction Survey

Prosthetic and Orthotic Care, Inc. is fully committed to providing the highest level of customer service possible. As part of our on-going dedication to continuous improvement, we have created this *confidential* Patient Satisfaction Survey.

We invite you to complete this short survey that will provide us with insights into how **P&O Care** can deliver the highest level of service you deserve. Please take a minute to answer the questions below and feel free to add your own comments. It is appreciated.

Date: _____

Office Location: ___ Missouri ___ Illinois

Patient's Name (Optional): _____

Practitioner's Name: _____

- 1) Did the practitioner who measured/fit your prosthesis/orthosis treat you courteously and professionally? ___Yes ___No
- 2) Did the practitioner give you complete instructions on the proper use, care, and maintenance of your prosthesis/orthosis including any information pamphlets that may be available? ___Yes ___No
- 3) Do you understand how to put on your prosthesis/orthosis? ___Yes ___No
- 4) Considering its limitations, does your prosthesis/orthosis fit well? ___Yes ___No
- 5) Considering its limitations, is the function of your prosthesis/orthosis adequate for your needs? ___Yes ___No
- 6) Did your practitioner tell you to contact anyone immediately if you think there is a problem with the fit or function of your device (i.e. skin problems, looseness or play in any mechanical joints in the device, or any wear in straps, material or any part of your devices)? ___Yes ___No
 If yes, who? (name) _____
- 7) If your prosthesis/orthosis is not a standard design were special instructions given? ___Yes ___No
- 8) Was the billing and insurance information presented clearly? ___Yes ___No
- 9) Was our office clean and comfortable feeling? ___Yes ___No
- 10) Was setting an appointment easy and did the practitioner see you on time? ___Yes ___No
- 11) Your additional comments are welcome: _____

Thank You. Please return this survey to your **P&O Care care Center.**

www.PandOCare.com