Lewes Surgery Center

17015 Old Orchard Road, Unit 4

Lewes, Delaware 19958

Phone: (302) 644-3466 / Fax (302) 644-4001

PATIENT SATISFACTION SURVEY

The care of our patients is our chief concern and we are continuously striving to improve the service at Lewes Surgery Center.

You can help us by answering the following confidential questionnaire.

Please circle the number that best reflects your satisfaction with the Lewes Surgery Center.

Thank you for your help in assuring the high quality of care for our patients.

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PREPARATION FOR PROCEDURE	Poor	Fair	Good	Very Good	Excellent	Don't Recal
Information received before procedure provide clear and detailed instructions	1	2	3	4	5	6
Information answered all questions regarding your preparation for procedure	1	2	3	4	5	6
Understood who to contact with questions prior to arrival for procedure	1	2	3	4	5	6
FACILITY IMPRESSIONS	Poor	Fair	Good	Very Good	Excellent	Don't Recal
Admission process was simple and efficient	1	2	3	4	5	6
Waiting time in reception was satisfactory	1	2	3	4	5	6
The facility was clean and environment pleasant	1	2	3	4	5	6
CARE BY RECEPTION STAFF	Poor	Fair	Good	Very Good	Excellent	Don't Recal
Handled your admission with efficiency	1	2	3	4	5	6
Clearly answered your questions to your satisfaction	1	2	3	4	5	6
Treated you with courtesy and respect	1	2	3	4	5	6
Reception staff were sensitive to your needs	1	2	3	4	5	6
CARE BY PHYSICIAN(S)	Poor	Fair	Good	Very Good	Excellent	Don't Recal
Available to talk with you as needed	1	2	3	4	5	6
Clearly answered your questions to your satisfaction	1	2	3	4	5	6
Explained your procedure(s) in terms you understood	1	2	3	4	5	6
Treated you with courtesy and respect	1	2	3	4	5	6
CARE BY ANESTHESIA	Poor	Fair	Good	Very Good	Excellent	Don't Recal
The anesthesia process was explained in clear understandable terms	1	2	3	4	5	6
The effects and potential side effects of anesthesia were explained in clear understandable terms	1	2	3	4	5	6
Clearly answered your questions to your satisfaction	1	2	3	4	5	6
Treated you with courtesy and respect	1	2	3	4	5	6
CARE BY PRE-OP NURSES	Poor	Fair	Good	Very Good	Excellent	Don't Recal
Nurses were sensitive to your needs	1	2	3	4	5	6
Clearly answered your questions to your satisfaction	1	2	3	4	5	6
Treated you with courtesy and respect		2	3		5	

Nurses were sensitive to your needs 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 CRARE BY RECOVERY ROOM NURSES Poor Fair Good Very Good Survey Recovery ROOM NURSES Nurses were sensitive to your needs 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your questions to your satisfaction 1 2 3 4 5 6 Clearly answered your generation for pian control, including pain medication prescriptions and how to contact your physician after surgery 1 2 3 4 5 6 Clearly answered your generative symptoms you could anticipate following surgery 1 2 3 4 5 6 Clearly answered your generative symptoms you could anticipate following surgery 1 2 3 4 5 6 Clearly answered your generative symptoms you could anticipate following surgery 1 2 3 4 5 6 Clearly answered your generative symptoms you could anticipate following surgery 1 2 3 4 5 6 Clearly answered your generative symptoms you could anticipate following surgery 1 2 3 4 5 6 Clearly answered your generative symptoms you generate following surgery 1 2 3 4 5 6 Clearly answered your generative symptoms you generate following surgery 1 2 3 4 5 6 Clearly answe	CARE BY OPERATING ROOM NURSES	Poor	Fair	Good	Good	Excellent	Recal
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