

New Britain SURGERY CENTER

Patient satisfaction is of the utmost importance to **NEW BRITAIN SURGERY CENTER**. We would like your help to identify areas that need improvement. Please take a few minutes to answer the following questions.

This survey pertains to your experience at **NEW BRITAIN SURGERY CENTER** only.

Thank you for your time!

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
ADMISSIONS/REGISTRATION					
1. Billing and Insurance information were clearly explained	_____	_____	_____	_____	_____
2. Admission person was courteous, professional and helpful	_____	_____	_____	_____	_____
3. Waiting time before being taken to pre-op was reasonable, any delays were communicated	_____	_____	_____	_____	_____
PRE-OP					
4. Pre-op phone call was clear regarding instructions for day of surgery	_____	_____	_____	_____	_____
PHYSICIANS					
5. My surgeon spent adequate time with me answering any additional questions/concerns regarding my surgery	_____	_____	_____	_____	_____
6. The anesthesiologist and/ or CRNA (Certified Registered Nurse Anesthetist) explained my planned anesthesia care in a clear and understandable manner	_____	_____	_____	_____	_____
OPERATING ROOM/PROCEDURE ROOM					
7. The nursing staff explained the preparations for the surgical procedures	_____	_____	_____	_____	_____
RECOVERY ROOM					
8. Recovery room nurses responded efficiently to my medical and personal needs	_____	_____	_____	_____	_____
9. Prior to discharge, my instructions were clearly explained to me and my family/escort and we were provided with written instructions	_____	_____	_____	_____	_____
GENERAL					
10. Nursing staff demonstrated courtesy and shared concern for your privacy throughout all stages of care	_____	_____	_____	_____	_____
11. I would recommend this facility to others	_____	_____	_____	_____	_____

What might we do to improve our care? Please add any comments or questions:

Name: _____ Date of Visit: _____

Upon return of this survey your name will be entered into a monthly drawing for a gift card.