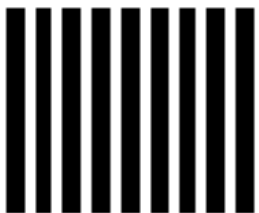


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**AUBURN MEMORIAL MEDICAL SERVICES
17 LANSING STREET STE 1
AUBURN NY 13021-9990**



Thank you for completing the survey!

Please submit as follows:

1. Tear or cut off survey at perforation.
2. Fold and seal with tape.
3. Mail.

Auburn Memorial Medical Services, P.C.
17 Lansing Street
Auburn, New York 13021



Welcome to

Please let us know how satisfied you are with your experience today.

You are very important to us, and we value your opinions and comments regarding our medical office.

A moment of your time is requested to answer the following questions about your visit today and return it in the box in the reception area or mail it back to us. Your comments will assist us in continuing to provide the highest quality of medical care available.

<p>Auburn ENT Services 77 Nelson Street, Auburn, NY 13021 315.255.3300</p> <p>Auburn Obstetrics & Gynecology 143 North Street, Auburn, NY 13021 315.252.5028</p> <p>Auburn Orthopaedic Specialists 77 Nelson Street, Auburn, NY 13021 315.252.7559 Or 4425 Old Ridge Road, Suite 100 Williamson, NY 14589 315.589.2800</p> <p>Auburn Pulmonary & Sleep Medicine 77 Nelson Street, Auburn, NY 13021 315.252.8838</p> <p>Neurology Services of Auburn 17 E. Genesee Street, Auburn, NY 13021 315.252.7434</p> <p>Surgical Services of Auburn 77 Nelson Street, Auburn, NY 13021 315.253.1832</p> <p>Auburn Primary Care 17 E. Genesee Street, Auburn, NY 13021 315.253.1850</p> <p>Auburn Gastroenterology 17 E Genesee Street, Auburn, NY 13021 315.253.5151</p>
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Please check the box indicating the office where you were seen:

- Auburn ENT Services
- Auburn Obstetrics & Gynecology
- Auburn Orthopaedic Specialists
- Auburn Office
- Williamson Office
- Auburn Pulmonary & Sleep Medicine
- Neurology Services of Auburn
- Surgical Services of Auburn
- Auburn Primary Care
- Auburn Gastroenterology

A scale of 1 to 5 (1 being most satisfied) has been provided to rate your experience. For those items that are not applicable, please choose 5. If you wish to make additional comments, please do so in the area at the end of the questions.

Very Satisfied
Satisfied
Unsatisfied
Very Unsatisfied
Not Applicable

- When I telephoned to make an appointment, I was greeted with courtesy and respect.
- I was assisted in finding a suitable appointment time.
- When I telephoned I did not have to remain on hold for longer than three minutes before I spoke to a staff member.
- My phone call was returned promptly.
- I received adequate instructions on how to find the office.
- I was greeted when I arrived and the staff explained office policies and procedures in clear, easy-to-understand terms.
- Confidential conversations were not audible from the reception area.
- Staff members were able to answer my questions.
- The staff member who escorted me to the treatment area was

cordial and professional in manner.

- My doctor explained what he was doing while he was examining me.
- The procedure for receiving a laboratory test or diagnostic procedure was explained to me and easy to understand.
- The office's procedures for billing were clearly explained to me.
- I was given the opportunity to schedule my next visit before I left.
- I would tell someone else about the positive experience I had today.
- I would refer a friend or relative to this practice.

Other comments: _____

Special Recognition

We would like to recognize staff members who provide patients with exceptional service. Please let us know the name of any staff member you believe deserves special recognition.

Staff member: _____

Why: _____

If you would like us to contact you, please provide the following information (optional):

Name: _____

Address: _____

Telephone: _____

Best time to call: _____