



# Kass Center for Cosmetic Facial & Eye Plastic Surgery

## Patient Survey and Permission Form

We welcome receiving your comments about our practice. The primary purpose of this survey is to improve, and make things better for you and for future patients.

**Comments and Testimonial:** Please include any comments below. We invite you to write a brief testimonial. You might include the reason for your visit, your satisfaction with the service you received and the results you achieved, and whether it helped fulfill the initial need that brought you to our practice.

I can't say enough good things about Dr. Kass & his staff - Dr. KASS is a highly skilled surgeon & I'd recommend anyone considering any cosmetic procedure to him. He & his staff are <sup>not only</sup> very personable & compassionate, but professional as well.

Would you consent to allow us to use these comments and photos in future marketing efforts (Your name will absolutely *not* be used in these marketing efforts (i.e. "Ms. G, St Petersburg, Florida"))?

Yes  No

Physician Survey	★	★★	★★★	★★★★	★★★★★
✓ Overall, what is your opinion of this physician?					✓
✓ Tell us how this physician rates on...					✓
Would you recommend your physician to a friend/relative?					✓
Was it easy to get an appointment?					✓
Was your wait time during a visit reasonable?					✓
How did the office environment appear to you regarding cleanliness, comfort, lighting, temperature, location?					✓
Were you pleased with the accuracy regarding diagnosing a problem?					✓
Did your physician portray a caring attitude?					✓
Did the physician listen to you and answer your questions?					✓
Did the physician help you understand your medical condition(s)?					✓
Did the physician spend enough time with you?					✓
Do you trust your physician to make decisions/ recommendations that are in your best interests?					✓
Did the physician follow up as needed after your visit?					✓
How long was your wait at the office?					

could use a bit updating regarding decor, though!

10-15 in minutes

\* Rating Scale: One star = poor, five stars = excellent