



How would you rate the **Aventino Medical Group** on:

	Excellent	Very good	Good	Fair	Poor
1. Location					
2. Parking					
3. Appearance					
4. Cleanliness and order					
5. Waiting time in office					
6. Waiting room comfort (chairs, surroundings, etc.)					
7. Visiting hours					
8. Noise level					
9. Privacy					
10. Prices					
11. Web-site					
12. Waiting time to get an appointment					
13. Overall					

How satisfied are you with our **staff's**:

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
1. Knowledge and professionalism				
2. Helpfulness				
3. Ability to solve your problems				
4. Time required to resolve your problems				
5. Communication and follow-up on problem resolution				
6. Communication with doctors about you				
7. Respect for your privacy				
8. Courtesy				
9. Friendliness and empathy				
10. Patience				
11. Overall quality of telephone support				
12. Overall quality of on-site support				

How satisfied are you with your Aventino Medical Group **physicians'**:

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
1. Keeping up with current practices				
2. Up-to-date equipment				
3. Explanations				
4. Thoroughness and carefulness				
5. Time spent with you				
6. Personal manner (courtesy, respect, etc.)				
7. Telephone, mail, e-mail communication				
8. Listening				
9. Professionalism				
10. Knowledgeability				
11. Sensitivity				
12. Overall				

What could the AMG do to improve the care and services it provides to better meet the needs of patients?
 Any other comments ? _____

Thank you for taking the time to fill out this survey. Your responses are greatly appreciated!