



Client Survey Form

Which North Florida Pediatrics office do you primarily visit?			Parent Guardian Name(Optional):	
<input type="checkbox"/> Lake City	<input type="checkbox"/> Jasper	<input type="checkbox"/> Live Oak	Date:	

Overall Satisfaction with: <u>Scheduling and Front Desk</u> (Ease of scheduling appointment, wait time in lobby, and efficiency of front desk staff was satisfactory. Check-in process, paperwork, insurance, and payment issues were explained clearly. Questions answered, etc.)				
<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Neither Satisfied or Dissatisfied	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Satisfied
Comments:				

Overall Satisfaction with: <u>Nursing</u> : (Work up process was efficient and thorough, questions were answered, patient was made to feel comfortable, wait time in exam room was reasonable, etc.)				
<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Neither Satisfied or Dissatisfied	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Satisfied
Comments:				

Overall Satisfaction with: <u>Clinicians</u> (Patient was made to feel comfortable, questions were answered satisfactorily; diagnosis treatment, and care were discussed; test and lab results were clearly explained, referrals were given as necessary, etc.)				
<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Neither Satisfied or Dissatisfied	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Satisfied
Comments:				

Overall Satisfaction with: <u>Facilities</u> (Facilities were easy to find, clean and orderly, comfortable, welcoming, etc.)				
<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Neither Satisfied or Dissatisfied	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Satisfied
Comments:				

Overall Satisfaction with: <u>Staff and Customer Service</u> (Staff was friendly, welcoming, and compassionate. Staff was eager to meet needs and answer questions; staff appears to be competent and efficient, etc.)				
<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Neither Satisfied or Dissatisfied	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Satisfied
Comments:				

