



**EVERGREEN**  
HEALTH PROMOTION

*Evergreen Health Promotion*

*1365 Westgate Center Dr. Suite G1*

*Winston-Salem, NC 27127*

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## Patient Experience Survey

We would like to know how you feel about the service we provide you, so we can ensure we are meeting your needs, as well as making an effort to improve on areas that may need it. All responses will be kept confidential and anonymous.

Thank you for your time.

Today's Date: \_\_\_\_\_

Patient Age: \_\_\_\_\_

Patient Gender:  Female

Male

Non-Binary

Other

Patient Race:  Black/ African American

White (Caucasian)

Asian

Hispanic or Latino

Other

Unknown

Are you:  The Patient

Primary Care Giver

Secondary Care Giver

Patient's Spouse

Patient's Sibling

Patient's Child

Other

Patient Insurance:  Commercial

Medicare / Medicare Advantage

Medicaid

Medicare & Medicaid

Self Pay

Residence:  Family / Permanent Residence

Long Term Care

No Permanent Residence

Living Situation:  Living with Others

Living Alone

Do You Consider This Clinic Your Regular Source of Care? Yes  No

Please Circle how well you think we are doing in the following areas	Great 5	Good 4	OK 3	Fair 2	Poor 1
<b>Ease of Getting care:</b>					
Ability to get an appointment when you need it	5	4	3	2	1
Hours of Operation	5	4	3	2	1
Prompt Return on Calls	5	4	3	2	1
Prompt Return on Portal Messages	5	4	3	2	1
Accommodation of Same Day Appointment Requests	4	3	2	1	5
<b>Waiting Time:</b>					
Time in Waiting/Exam Room	5	4	3	2	1
Waiting for Referrals to Specialist Appointments	5	4	3	2	1
Waiting for Tests to Be Performed	5	4	3	2	1
Waiting for Test Results	5	4	3	2	1
<b>Staff:</b>					
<b>Provider (Physician)</b>					
Listens To You	5	4	3	2	1
Takes Enough Time with You	5	4	3	2	1
Explains What You Need to Know	5	4	3	2	1
Gives You Good Advice and Treatment	5	4	3	2	1
Takes Your Preferences into Account	5	4	3	2	1
<b>Nurses &amp; Medical Assistants</b>					
Friendly and Helpful	5	4	3	2	1
Answer Your Questions	5	4	3	2	1
Knowledgeable	5	4	3	2	1
Skillful	5	4	3	2	1
<b>Charges &amp; Payment</b>					
Rate of Charges (Compared with Other Practices You Are Familiar With)	5	4	3	2	1
Explanation of Charges by Administrator	5	4	3	2	1
Availability of User-Friendly Payment Methods	5	4	3	2	1
Support of Financial Hardship, Availability of Payment Plans	5	4	3	2	1
Responsiveness & Support by Administrator	5	4	3	2	1
<b>Facility</b>					
Neat & Clean Building	5	4	3	2	1
Ease of Finding Where to Go	5	4	3	2	1
Comfort While Waiting	5	4	3	2	1
Privacy	5	4	3	2	1
Adequate and Clean Bathroom	5	4	3	2	1
<b>Confidentiality</b>					
Keeping Your Personal Information Private	5	4	3	2	1
<b>Likelihood of Referring Your Friends and Family to Us</b>	5	4	3	2	1

What do you like best about our office?

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What do you like least about our office?

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Suggestions for improvement?

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Thank you for completing our survey!