



11661 College Blvd
 Suite 100
 Overland Park, KS 66210

A new patient 1
 Established Patient 2
 Male 1
 Female 2

Dear Patient: According to our records, you recently visited with (Check One)

Dr. Khalifa

Dr. Arakelova

Please tell us your opinion about the service you received **from this provider**. Your responses will be kept strictly confidential.

PLEASE RATE THE FOLLOWING:

	Excellent	Very Good	Good	Fair	Poor	Does Not Apply
A. YOUR APPOINTMENT:						
1. Ease of making appointments by phone	5	4	3	2	1	N/A
2. Appointment available within a reasonable amount of time	5	4	3	2	1	N/A
3. Waiting time in the exam room	5	4	3	2	1	N/A
4. Ease of getting a referral when you needed one	5	4	3	2	1	N/A
B. OUR STAFF:						
1. The friendliness and courtesy of the receptionist	5	4	3	2	1	N/A
2. The caring concern of our nurses/medical assistants	5	4	3	2	1	N/A
3. The helpfulness of the people who assisted you with billing or insurance	5	4	3	2	1	N/A
C. OUR COMMUNICATION WITH YOU:						
1. Your phone calls answered promptly	5	4	3	2	1	N/A
2. Your test results reported in a reasonable amount of time	5	4	3	2	1	N/A
3. Our ability to return your calls in a timely manner	5	4	3	2	1	N/A
D. YOUR VISIT WITH THE PROVIDER:						
1. Taking time to answer your questions	5	4	3	2	1	N/A
2. Explaining things in a way you could understand	5	4	3	2	1	N/A
3. Instructions regarding medication/follow-up care	5	4	3	2	1	N/A
E. OUR FACILITY:						
1. Hours of operation convenient for you	5	4	3	2	1	N/A
2. Overall comfort	5	4	3	2	1	N/A
3. Signage and directions easy to follow	5	4	3	2	1	N/A
F. YOUR OVERALL SATISFACTION WITH:						
1. Our practice	5	4	3	2	1	N/A
2. The quality of your medical care	5	4	3	2	1	N/A
3. Overall rating of care from your provider or nurse	5	4	3	2	1	N/A

WOULD YOU RECOMMEND THE PROVIDER TO OTHERS? Yes No

IF NO, PLEASE TELL US WHY: _____

IF THERE IS ANY WAY WE CAN IMPROVE OUR SERVICES TO YOU, PLEASE TELL US ABOUT IT: _____

Thanks very much for your help!