

Advanced Dermatology and Cosmetic Care Customer Satisfaction Survey 2007

| CUSTOMER SERVICE | very poor | | | | | excellent | | average |
|------------------|-----------|---|---|---|----|-----------|----|---------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| phone handlers | 1 | | 1 | 4 | 10 | 23 | 39 | 6.2 |
| front desk | | | | | 3 | 25 | 50 | 6.6 |
| nursing staff | | | | 2 | 3 | 27 | 46 | 6.5 |
| providers | | | 1 | 2 | 3 | 21 | 51 | 6.5 |
| checkout | | | | | 5 | 27 | 46 | 6.5 |

Customer Service Average = 6.5

Comments:

- “I am a new patient and I’m very pleased with my experience here-very professional office.”
- “Very good staff, I feel comfortable coming here. Easy and trustworthy.”
- “Long hold times to make an appointment.”
- “Very nice people, courteous and professional.”
- “Wonderful, helpful, terrific office and staff.”
- “Erin and Senorina are assets to your facility-wonderful, kind and outstanding service always.”
- “I love cosmetic counter area and lady who works there.”
- “Rather abrupt on phone when I called for initial appointment.”
- “Very efficient and friendly office-a welcome change too many other places.”
- “Everyone is always so nice, with a smile.”
- “Everyone is very attentive and helpful.”
- “Office staff has always been friendly and efficient.”
- “The attitude of the staff is excellent.”

| PROFESSIONALISM | 1 | 2 | 3 | 4 | 5 | 6 | 7 | average |
|------------------|---|---|---|---|----|----|----|---------|
| phone handlers | 1 | | | 1 | 10 | 18 | 48 | 6.4 |
| front desk staff | | | | | 6 | 18 | 54 | 6.6 |
| nursing staff | | | | 1 | 4 | 20 | 53 | 6.6 |
| providers | | | | | 4 | 19 | 55 | 6.7 |
| checkout staff | | | | | 4 | 27 | 47 | 6.6 |

Professionalism Average = 6.6

Comments:

- “Very pleased.”
- “Staff is very professional.”
- “If you are going to document that a patient is “late”, you need to document when the doctor or nurses run late as well.”

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| KNOWLEDGE | 1 | 2 | 3 | 4 | 5 | 6 | 7 | average |
|------------------|----------|----------|----------|----------|----------|----------|----------|----------------|
| phone handlers | 1 | | | | 7 | 26 | 44 | 6.4 |
| front desk staff | | | | | 5 | 26 | 47 | 6.5 |
| nursing staff | | | | 1 | 4 | 22 | 51 | 6.6 |
| providers | | | 1 | | 2 | 20 | 55 | 6.8 |
| checkout staff | | | | | 4 | 26 | 48 | 6.6 |

Knowledge Average = 6.6

Comments:

"My needs have been handled very well."

"Eva Hernandez is great!"

"All my questions were answered."

"Feel doctors should be more available, always see PA, never the same."

| FRIENDLINESS | 1 | 2 | 3 | 4 | 5 | 6 | 7 | average |
|---------------------|----------|----------|----------|----------|----------|----------|----------|----------------|
| phone handlers | | | | 1 | 5 | 23 | 49 | 6.5 |
| front desk staff | | | | | 4 | 17 | 57 | 6.7 |
| nursing staff | | | | | 3 | 22 | 53 | 6.6 |
| providers | | | | | 3 | 20 | 55 | 6.7 |
| checkout staff | | | | 1 | 3 | 23 | 51 | 6.6 |

Friendless Average = 6.6

Comments:

"Always friendly and personable."

"Always feel welcome."

"Nurses very nice."

"Best staff."

| COMFORT | 1 | 2 | 3 | 4 | 5 | 6 | 7 | average |
|-----------------|----------|----------|----------|----------|----------|----------|----------|----------------|
| waiting room | | 1 | | 3 | 9 | 29 | 36 | 6.2 |
| procedure rooms | | | | 5 | 10 | 28 | 35 | 6.2 |
| restrooms | | 1 | | 4 | 6 | 36 | 31 | 6.2 |

Comfort Average = 6.2

Comments:

"I could do without the commercials in the lobby and music in the exam rooms."

"Need more reading materials in waiting room."

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| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | average |
|-------------------|---|---|---|---|---|----|----|---------|
| AFTER CARE | | | | 4 | 9 | 26 | 39 | 6.3 |

After Care Average = 6.3

Comments:

“Staff called to check on me and my daughter after each of us had minor procedures.”

“I needed two follow up sessions and both were good.”

“Sometimes biopsy results take too long, up to two weeks.”

“Post op visits were quick.”

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | average |
|----------------------|---|---|---|---|---|----|----|---------|
| OVERALL VALUE | | | | 3 | 6 | 30 | 39 | 6.3 |

Overall Value Average = 6.3

Comments:

“I was disappointed that my Blue Cross covered so little of my MOHS expense.”

“Very fine doctors office.”

Three words that best describe Advanced Dermatology:

Very good results.

Knowledgeable, professional, results-oriented.

Convenient, friendly, competent.

They are great!

Professional, courteous, friendly.

Safe friendly environment.

Clean, friendly, quick.

Caring, thorough, patient.

Go to them!

Nothing super great.

Well resourced, technological, progressive.

Convenient location, friendliness, results.

Efficient, prompt, friendly.

Respectful, accommodating, trustworthy.

Excellent dermatology care.