

Your Physician's Name: _____

Date: _____

Please take a few minutes to fill out this survey on the quality of service you received before and during your visit. Your answers will be kept confidential.

Description	Very Poor 1	Poor 2	Fair 3	Good 4	Very Good 5	Does not apply NA
<ul style="list-style-type: none"> • Front desk reception and check-out staff were courteous, compassionate, and helpful 						
<ul style="list-style-type: none"> • Nursing staff were courteous, compassionate, and helpful 						
<ul style="list-style-type: none"> • Promptness of phone call-back from doctor OR nurse during office hours 						
<ul style="list-style-type: none"> • Promptness of phone call-back from on-call doctor after hours 						
<ul style="list-style-type: none"> • The ease of your call being answered by a staff person when you called for an appointment or other service 						
<ul style="list-style-type: none"> • Satisfaction with the length of time between the day the appointment was made and the day of the visit 						
<ul style="list-style-type: none"> • Overall satisfaction with your wait time from time of arrival until seen by a doctor 						
<ul style="list-style-type: none"> • Overall satisfaction with the amount of time the doctor spent with you 						
<ul style="list-style-type: none"> • Satisfaction with your doctor's care and communication with you regarding your medical condition 						
<ul style="list-style-type: none"> • Overall confidence in your ability to manage your health or condition 						
<ul style="list-style-type: none"> • Confidence in your doctor to refer you to a specialist if necessary 						
<ul style="list-style-type: none"> • Likelihood of recommending this practice to others 						
<ul style="list-style-type: none"> • Overall satisfaction with your most recent visit 						
<ul style="list-style-type: none"> • Convenience of office hours 						
<ul style="list-style-type: none"> • Overall satisfaction with your child's specialty visit 						
<ul style="list-style-type: none"> • If your child was seen by a specialist, please list the provider name and clinic: _____ 						
<ul style="list-style-type: none"> • Overall satisfaction with your use of community resources provided by the practice (i.e. breastfeeding, asthma education, parenting, internet safety, parent decision making aids, weight management obtaining discount prescription medications). 						

Comments/Suggestions: _____

STONEOAK

Question:

Responders Agree:

Front desk reception and check-out staff were courteous, compassionate, and helpful	98%
Nursing staff were courteous, compassionate, and helpful	98%
Promptness of phone call-back from doctor OR nurse during office hours	96%
Promptness of phone call-back from on-call doctor after hours	98%
The ease of your call being answered by a staff person when you called for an appointment or other service	88%
Satisfaction with the length of time between the day the appointment was made and the day of the visit	96%
Overall satisfaction with your wait time from time of arrival until seen by a doctor	96%
Overall satisfaction with the amount of time the doctor spent with you	99%
Satisfaction with your doctor's care and communication with you regarding your medical condition	98%
Overall confidence in your ability to manage your health or condition	99%
Confidence in your doctor to refer you to a specialist if necessary	99%
Likelihood of recommending this practice to others	98%
Overall satisfaction with your most recent visit	99%
Convenience of office hours	97%
Overall satisfaction with your child's specialty visit	99%
Overall satisfaction with your use of community resources provided by the practice (i.e. breastfeeding, asthma education, parenting, internet safety, parent decision making aids, weight management obtaining discount prescription medications).	98%

Specific Comments:

Love it here!

We love Dr. Fischer

Need to have more people answer phone calls it takes a lot of wait time before someone answers the phone

Recommended formula and no advice about breastfeeding

Ya'll are great

Excellent staff & Dr. Gonzalez is far beyond what we could of asked for

Great team, constantly recommend. Thanks for all you do

Thank you for everything

Love all the Dr's here. The nurses always make us feel like a priority

I have been to other practices with my oldest son and this one has been the best

Thank you for all the time and care the staff invest into the practice

Excellent doctors!! We recommend to everyone we know

Dr. Schlosberg and his staff are AMAZING! Wouldn't change a thing

We have always been happy with the care our little one gets.

We love it here!!

Keep doing what you are doing! Love the doctor & staff

less time between doctor & receiving vaccinations please

Very impressed w/staff, facility & Dr. Thank You

The staff here is absolutely awesome! My son wants to stay past 18!

We love this place; been with practice for 17+ years staff always great: always refer people here

Ya'll always do a great job with my kids. Thank you

Great place, Happy to have the Dr. we do (Kuri)

We love Dr. Wilke

Sandra is always so nice and patient

SCHERTZ

<u>Question:</u>	<u>Responders Agree:</u>
Front desk reception and check-out staff were courteous, compassionate, and helpful	98%
Nursing staff were courteous, compassionate, and helpful	98%
Promptness of phone call-back from doctor OR nurse during office hours	97%
Promptness of phone call-back from on-call doctor after hours	99%
The ease of your call being answered by a staff person when you called for an appointment or other service	85%
Satisfaction with the length of time between the day the appointment was made and the day of the visit	96%
Overall satisfaction with your wait time from time of arrival until seen by a doctor	96%
Overall satisfaction with the amount of time the doctor spent with you	98%
Satisfaction with your doctor's care and communication with you regarding your medical condition	98%
Overall confidence in your ability to manage your health or condition	98%
Confidence in your doctor to refer you to a specialist if necessary	98%
Likelihood of recommending this practice to others	98%
Overall satisfaction with your most recent visit	97%
Convenience of office hours	97%
Overall satisfaction with your child's specialty visit	99%
Overall satisfaction with your use of community resources provided by the practice (i.e. breastfeeding, asthma education, parenting, internet safety, parent decision making aids, weight management obtaining discount prescription medications).	99%

Specific Comments:

Dr. Hood is Amazing, we love her. ABCD will always be our office, you all are just so awesome, keep up the great work!

Dr. Hood is very patient and explains things very well

We love this office staff & doctors

I was very appreciative that someone was able to see my son so quickly from the time I called and scheduled the appointment

Love ABCD Pediatrics - my girls love everyone they have seen here. Very Good customer service

Give survey after visit not before

Awesome place very satisfied

Love Dr. Hood & Dr. Rinard. Did not care for Dr. Rinard's replacement. He was rude and not helpful. Will never go to him ever again

Love this office! Thank You for all you do! Dr Simone is AWESOME!!

Love her!! Nurses are great!! (Wheeler)

Dr. Hood is awesome

Dr. Diaz Deleon is so great! He gives us attention, never seems to be in a hurry & always explains things thoroughly

Thank you for getting us in same day

Thank you for your kindness. We will miss you. We appreciate it all

Great visit. Loved that she listened to all our concerns we did not feel rushed at any point. Will definitely be recommending

Big huge THANKS to staff for helping to entertain my kids and help me out ya'll are awesome

Always good here!

Very happy w/quick appt. & getting her in for a sick visit

Love this place especially Dr.Simone she now sees both my daughters and they love her

We love ABCD Pediatrics! Our children have been patients for 9 yrs and have always received excellent care. We always recommend ABCD to other families

Love this office & staff (miss Dr. Hyslop!!) but regardless all providers & care staff are great

Love Dr. Donna & Staff

Everything was wonderful! You all rock!

Awesome staff & Doctor & Nurse

I would like to see more people that speak Spanish (per translate.com)

NEW BRAUNFELS

Question:	Responders Agree:
Front desk reception and check-out staff were courteous, compassionate, and helpful	100%
Nursing staff were courteous, compassionate, and helpful	100%
Promptness of phone call-back from doctor OR nurse during office hours	100%
Promptness of phone call-back from on-call doctor after hours	100%
The ease of your call being answered by a staff person when you called for an appointment or other service	83%
Satisfaction with the length of time between the day the appointment was made and the day of the visit	97%
Overall satisfaction with your wait time from time of arrival until seen by a doctor	98%
Overall satisfaction with the amount of time the doctor spent with you	100%
Satisfaction with your doctor's care and communication with you regarding your medical condition	100%
Overall confidence in your ability to manage your health or condition	100%
Confidence in your doctor to refer you to a specialist if necessary	100%
Likelihood of recommending this practice to others	100%
Overall satisfaction with your most recent visit	100%
Convenience of office hours	96%
Overall satisfaction with your child's specialty visit	100%
Overall satisfaction with your use of community resources provided by the practice (i.e. breastfeeding, asthma education, parenting, internet safety, parent decision making aids, weight management obtaining discount prescription medications).	100%

Specific Comments:

It would be beneficial to have office hours on Saturday morning 1-2x a month: Also for a previous situation that was sensitive, we placed a call into the doctor for counsel, but the nurse said she couldn't have the doctor call us unless we explained it to the nurse first

Thank you Dr. Amy Garcia you're so efficient

We love ya'll

I refer people here all the time. The only issue I have sometimes is we seem to wait a long-time after our scheduled visit to see the Dr.

Dr. Amy Garcia spends plenty of time with us & answers all questions. We are very happy with our care
Add detailed directions to this office on the website. Because the development is new the address may not show up on GPS

Bad experience with call center

Called in to ask a medical question was on hold for 10+ minutes and was then told to leave a message. Called back again & was on hold about 8 minutes and finally was able to make a quick appointment

Would like to speak to "local" staff when making appointment. Too much confusion when making appointment. But overall, extremely satisfied with Dr. Melissa Garcia and front office staff!!

Ya'll are awesome

Over 15 min waiting before phone answered. Unacceptable: Next time will take child to urgent care and switch providers. I am very satisfied with both doctors at this location along with office staff. Access to care is crucial-hopeful this issue will be resolved*My suggestion- have calls answered at New Braunfels clinic - thank you

BULVERDE

Question:	Responders Agree:
Front desk reception and check-out staff were courteous, compassionate, and helpful	100%
Nursing staff were courteous, compassionate, and helpful	100%
Promptness of phone call-back from doctor OR nurse during office hours	93%
Promptness of phone call-back from on-call doctor after hours	98%
The ease of your call being answered by a staff person when you called for an appointment or other service	90%
Satisfaction with the length of time between the day the appointment was made and the day of the visit	97%
Overall satisfaction with your wait time from time of arrival until seen by a doctor	100%
Overall satisfaction with the amount of time the doctor spent with you	98%
Satisfaction with your doctor's care and communication with you regarding your medical condition	100%
Overall confidence in your ability to manage your health or condition	100%
Confidence in your doctor to refer you to a specialist if necessary	100%
Likelihood of recommending this practice to others	98%
Overall satisfaction with your most recent visit	100%
Convenience of office hours	98%
Overall satisfaction with your child's specialty visit	100%
Overall satisfaction with your use of community resources provided by the practice (i.e. breastfeeding, asthma education, parenting, internet safety, parent decision making aids, weight management obtaining discount prescription medications).	100%

SPECIFIC COMMENTS:

Great Job Thanks!

We love ABCD Pediatrics so happy we finally found ya'll. Just with is wasn't so hard to get through when we call. Bulverde Docs, nurses, & staff ROCK! We'll come back even after we move!

Ya'll are the best came here as a child now all my kids come here

Love ABCD

I love ABCD Bulverde

A ggreat place, great staff

It's always great to be able to call and see the doctor anytime the kids are sick

I absolutely love the staff and is well worth my drive. Always beyond helpful-wonderful attitudes quick to be seen.

Love this place!

Great Experience!

Dr. Hyslop was great!

We love this doctor's office!

Thank you!

Waited 9 minutes on phone before I was able to schedule, but super grateful we were able to get in the office within 15 minutes. The ease of getting in far outweighs time on hold. Thanks so much!

Love that now you take time to interview patients over one on one. *Loved the confidence/self-esteem talk with the teen age girls!!

Love it here! Everyone has always been so helpful & sweet

Appreciate the time Dr. Hyslop spends with us, explaining any concerns or questions

Love the staff! Easy to get in; same day for sick visits

Love the physician & staff here. Will be coming here vs. Stone Oak from now on.

Friendly staff, great office!