CERTIFIED

Certified Prosthetics & Orthotics, LLC
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PATIENT SATISFACTION SURVEY

Today's Date:______________ Patient Name (optional):____

Sex:__________________ Age:_________________ Office Location: ☐ Fort Collins ☐ Greeley ☐ Denver

What type of service did you receive? (Select all that apply)

☐ Above Knee Prosthesis ☐ AFO ☐ Below Knee Prosthesis ☐ Compression Stocking
☐ Upper Extremity Prosthesis ☐ UCBL ☐ Fracture Brace/Boot ☐ Hip Brace
☐ KAFO ☐ Knee/Elbow Immobilizer ☐ Shoe Insert ☐ Shoes
☐ SMO ☐ Soft Back Brace (corset) ☐ Soft Wrist/Hand Brace ☐ TLSO/LSO
☐ Wound Care ☐ Burn Care ☐ Custom Seating ☐ Pediatric Orthosis

1. How long after calling for an appointment were you scheduled to be seen?
☐ Immediately ☐ Less than one week
☐ More than one week ☐ More than 2 weeks

2. When calling the ofice how long were you placed on hold?
☐ 0-30 seconds ☐ 30 seconds -1min
☐ 1-2min ☐ more than 2min

3. At the time of delivery, was the fit and function of the finished device:
☐ Excellent ☐ Satisfactory ☐ Unsatisfactory

4. How well were the financial aspects of your care explained to you?
☐ Very well ☐ Somewhat well ☐ Not well

5. How would you rate the value of the service(s) delivered to you?
☐ Very valuable ☐Somewhat valuable ☐Not valuable

☐ Yes ☐ No 6. Were you seen within 15 minutes of your scheduled time?

☐ Yes ☐ No 7. In your opinion, was the staff friendly and polite at all times

☐ Yes ☐ No 8. Was the prescribed device received in the time communicated to you?

☐ Yes ☐ No 9. Did the device need to be remade?

☐ Yes ☐ No 10. In your opinion, did the practitioner possess the necessary skills to provide you with the required device?

☐ Yes ☐ No 11. Did you receive specific instructions from the practitioner?

☐ Yes ☐ No 12. Were you scheduled for a follow-up appointment at time of delivery?

☐ Yes ☐ No 13. Were patient waiting and treatment areas well-maintained?

☐ Yes ☐ No 14. Would you use these services again?

☐ Yes ☐ No 15. Are the office hours convenient?

☐ Yes ☐ No 16. Would you recommend these services to others?

Any additional comments/observations? Please provide comments below:

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