

Our team is committed to providing the best medical care possible to our patients. We would appreciate your taking a few minutes to complete this survey. Your responses will be kept confidential and used solely for the purpose of improving services. Thanks for your help.

Please circle the Provider you are seeing: Dr. DeKeyser Sharon Banicki, ANP

PLEASE RATE THE FOLLOWING: 1=poor 2=fair 3=good 4=excellent

Your Appointment		NA	1	2	3	4
1	Ease of making appointment					
2	Appointment available within a reasonable amount of time					
3	The efficiency of the check-in process					
4	Waiting time in the exam room					
5	Keeping you informed if your appointment time was delayed					

Our Staff and Communication		NA	1	2	3	4
6	The courtesy of the person who took your call					
7	The friendliness and courtesy of the receptionist					
8	The caring concern of our nursing staff					
9	The helpfulness of the people who assisted you with billing or insurance					
10	Professionalism of Staff					
11	Your phone calls answered promptly					
12	Explanation of your office visit/procedure					
13	Our staff returning your calls in a timely manner					

Our Facility		NA	1	2	3	4
14	Convenient hours of operation					
15	Overall comfort					
16	Signage and directions easy to follow					
17	Cleanliness of facility					

Overall Satisfaction		NA	1	2	3	4
18	Our Practice overall					
19	The quality of your medical care					
20	Overall customer service					

Comments and recommendations for improvement:

Thank You for your feedback and taking time to complete this survey.
Please mail a copy to our office at 1200 Airport Heights Dr. #280, Anchorage, AK 99508
Or you may bring a copy with you to your next appointment.