

SLEEP CENTER PATIENT SATISFACTION SURVEY

Name: _____ Date: _____

How did you find out about us? ___Your Physician ___Yellow Pages ___Sleep Lab ___Other _____

What specific test were you given? _____ Sleep Study _____ CPAP trial _____ Series of Naps

Please help us by taking time to rate our service. If you feel that the sleep lab's service needs improvement in any of the areas below, please use the comments section to explain. All information is strictly confidential.

1 = poor 2 = below average 3 = average 4 = good 5 = excellent

Circle your response to correlate with the above key.

I. Scheduling

- a. Ease of scheduling your appointment 1 2 3 4 5
- b. Directions and information packet mailed to me were helpful 1 2 3 4 5
- c. My questions regarding my insurance coverage / benefits were answered 1 2 3 4 5
- d. Helpfulness of reminder phone call for your scheduled appointment 1 2 3 4 5

II. Education

- a. The educational packet received prior to my sleep study explained the procedure and equipment to be used 1 2 3 4 5
- b. The Sleep Technician gave me the opportunity to ask questions regarding the procedure and equipment 1 2 3 4 5
- c. The educational packet was presented in a way that was easy to understand 1 2 3 4 5

III. Accommodations

- a. The Technician was courteous, present, and prepared 1 2 3 4 5
- b. The Sleep Lab was easy to find and accessible 1 2 3 4 5

Please rate the following related to your room and the sleep lab

- c. Cleanliness of the Sleep Lab 1 2 3 4 5
- d. Comfort of your bed 1 2 3 4 5
- e. Noise level 1 2 3 4 5
- f. Room temperature 1 2 3 4 5

IV. Overall assessment

- a. How would you rate the overall quality of the service you received? 1 2 3 4 5
- b. Likelihood of you recommending our service to other? 1 2 3 4 5

Do you have any grievances or complaints in regards to the services you received? ___ Yes ___No

If yes; please provide us with detail, or contact our office for private discussion of your concern.

Do you have a Staff Member you would like to recognize, tell us about them:

Thank you for taking our survey.

Location: _____