

Dr. Sam Rizk Patient's Satisfaction Survey

1. What was the main reason you selected our office?

- Recommended by a friend or relative
- Recommended by another doctor
- The doctor was conveniently located

- TV
- Website

Other

one of Dr. Rizk's nurses, Frances McGibbon

2. Thinking about your visit to this office, how would you rate it overall? (Circle choice that seems best)

Poor Fair Excellent Not applicable

Regarding the quality of service you received during your visit, please rate each of the following (1 is very poor, 6 is excellent):

- | | | | | | | |
|--|---|---|---|---|---|----------|
| 3. The cleanliness and convenience of our facility? | 1 | 2 | 3 | 4 | 5 | <u>6</u> |
| 4. The thoroughness of your examination? | 1 | 2 | 3 | 4 | 5 | <u>6</u> |
| 5. Your doctor's explanation of treatment options? | 1 | 2 | 3 | 4 | 5 | <u>6</u> |
| 6. Your doctor's explanation of procedures? | 1 | 2 | 3 | 4 | 5 | <u>6</u> |
| 7. Explanation of prescribed medicine by nurses? | 1 | 2 | 3 | 4 | 5 | <u>6</u> |
| 8. Your ability to contact the doctor during office hours? | 1 | 2 | 3 | 4 | 5 | <u>6</u> |
| 9. Your ability to reach the doctor after office hours? | 1 | 2 | 3 | 4 | 5 | <u>6</u> |
| 10. Your overall experience with our Anesthesiologist | 1 | 2 | 3 | 4 | 5 | <u>6</u> |
| 11. Your overall experience with our Nurses? | 1 | 2 | 3 | 4 | 5 | <u>6</u> |

12. Would you recommend our office to a friend?

Yes No

13. Were you contacted by our staff as a reminder prior to your appointment?

Yes No

14. Were you contacted by our anesthesiologist the day prior to your appointment?

Yes No

15. Did you receive the Professional Practitioners Information sheets in your pre-op package?

Yes No

16. If yes, please rate your overall impression of this service:

Excellent Good Neutral Disliked the service

17. What procedure did you have with Dr. Rizk?

rhinoplasty, chin implant, upper lip lift, neck lift, fat injection (cheek bones), laser of face

18. Please provide any additional comments you may have about the services you have received at our office in the space provided or attach an additional sheet. If you would like to be contacted regarding a particular situation, please provide your full name, address and phone number and a brief explanation of the nature of the problem. This information will be maintained confidentially.

Please see comments on following page.

Thank you for your time and for sharing your comments with us

Dr. Rizk is an artist and, without overdramatizing, I must say he has changed my life. Also, to give credit where credit is due, while Dr. Rizk has the surgical skills, every person on his staff contributed to making my experience enormously positive. I thank them all.

It probably goes without saying that anyone who consults a cosmetic surgeon has genuine problems and/or self-image issues. I spent 66 years stoically and with cheerfulness being complimented on my 'personality' while it was generally acknowledged that I was 'a bit odd-looking'. Certainly not your Classic Beauty!

During my initial consultation with Dr. Rizk, he made me feel I could be totally straightforward with him without being judged as narcissistic. And as our conversation extended, I felt confident about asking him [as an expert] what he felt would accomplish my stated goal. Truly, all I wanted was "to look like everyone else".

He gave me his opinion and we proceeded. Amazingly, despite multiple procedures undertaken on one day --- yes, I was very nervous! --- there was no pain, no distress. I'm not comfortable with

anesthesia but my anesthesiologist called me the night before surgery and completely set me at ease.

My aftercare was thorough, caring and professional; I used nurses who work with Dr. Rizk. My recovery was much quicker than I'd anticipated and, again, pain-free.

I've waited until a full three months after surgery to write about my experience because I know that many patients like how they look with some post-surgical swelling. I wanted to see what I looked like 'when everything calmed down'. And I can report that I'm completely delighted with my results. More than just looking average/attractive, my friends are reporting to me that people I hardly know are telling them I look "amazing" and "beautiful".

So now I can greet each day forgetting about my looks, confident that I'm just fine, and then focus on other people and the business of the moment. Thank you, Dr. Rizk and your very kind staff!

D.B.