

Dr. Sam Rizk Patient's Satisfaction Survey

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

- | | |
|---|----------------------------------|
| <input type="checkbox"/> Recommended by a friend or relative | <input type="checkbox"/> TV |
| <input checked="" type="checkbox"/> Recommended by another doctor | <input type="checkbox"/> Website |
| <input type="checkbox"/> The doctor was conveniently located | <input type="checkbox"/> Other |

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? SEPTOPLASTY / RHINOPLASTY

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.

*SEE ATTACHED SHEET

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

Dear Dr. Rizk and Staff:

I know you supply a form to get my feedback however I wanted to take the time to let you know how I feel about my experience with your office. As you know, I recently decided to get corrective surgery on my nose which was a decision I had put off for some time. Being a NYC Police Officer and private investigator, it was in my nature to conduct extensive research into physicians to ensure I was in good hands. In the midst of my research, I was referred to you by a colleague who highly recommended you. Notwithstanding a slight intimidation factor I felt going to a consult with a well known Park Ave surgeon, which was only intensified when I walked into his marble and mahogany filled office, the nature of the surgery made the choice a clear one. Immediately upon checking in at the front desk, the warm and friendly nature of your administrative staff made me feel comfortable and erased whatever feelings of intimidation I had. I experienced the same professionalism with your medical staff as I was brought back to the examination room and they were well informed about the reason for my visit. Overall, the first impression I had was outstanding.

Upon meeting you, Dr. Rizk, I had a preconceived notion that, being a successful, well known, Park Ave plastic surgeon, that you would spend very little time with me and would defer whatever questions or concerns I would have to your nurses, as I have experienced with less qualified physicians. Once again, my expectations couldn't be further from the truth. Not only did you take the time to explain the procedure and the steps involved, you also took the time to ask about my background and occupation which impressed me. You came across like a gentleman who was extremely down to earth making the initial meeting more like a conversation between friends as opposed to a medical consult, which made me feel even more comfortable than I already was.

Last but certainly not least in my book, I met the Anesthesiologist Robert Skolnick, on the day of my surgery. His professionalism and demeanor fell right in line with what I had experienced with the entire staff up to that point which helped to put my last minute nerves at ease. The confidence that your team exudes is incredible.

In regards to the recovery process, it was just how you explained it would be. The surgical tape was removed within a week, and thanks your technique which doesn't require packing, the overall recovery was easy and painless. Aside from a small amount of soreness, it was more than tolerable. My family was astounded at how quickly I recovered and how quickly the swelling went down. As far as receiving the result I wanted, you went above and beyond to produce a very natural look. I cannot tell you how many years I was dealing with obstructed breathing and a nose that made me feel self-conscious. This drastically improved my quality of life by giving me more confidence and allowing me to breathe better. Thanks to everyone at your office for making my experience a great one. I will see you all soon.