

Vistarr Laser & Vision Centers Patient Satisfaction Survey

Vistarr Laser and Vision Centers has developed this patient-satisfaction survey as part of our ongoing commitment to consistently deliver a high level of service to our patients. Please take a moment to answer the following questions. Thank you.

Vistarr location:

Provider you saw today:

1. When you call to schedule an appointment, do we see you in a timely manner?
☐ Always ☐ Usually ☐ Sometimes ☐ Never
2. Are our staff members professional, courteous and responsive to your needs?
☐ Always ☐ Usually ☐ Sometimes ☐ Never
3. Are you seen within a short time of your scheduled appointment?
☐ Always ☐ Usually ☐ Sometimes ☐ Never
4. Do we educate you on your condition and treatment options?
☐ Always ☐ Usually ☐ Sometimes ☐ Never
5. Do you feel that you receive treatment that meets your needs?
☐ Always ☐ Usually ☐ Sometimes ☐ Never
6. Was your care delivered in a personalized, compassionate manner?
☐ Always ☐ Usually ☐ Sometimes ☐ Never
7. Would you recommend Vistarr to your friends and relatives? ☐ Yes ☐ No

8. What would you tell them about us?

9. How can we improve our services to you?

10. Were any of our staff members particularly helpful?

Optional Information

Name

Would you like someone to contact you about your visit or comments? Yes

 No

If yes, please provide your phone number

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What are the best times to call?

Thank you for allowing us to serve your eye care needs and for providing this valuable feedback.



Setting the Standard for Advanced Eye Care