

It is our goal to provide patients and families with the highest quality of care possible. This questionnaire has been designed to help us evaluate our services. You will be helping us greatly by taking a few minutes to complete this form. This survey is confidential and your candor is greatly appreciated.

		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
1.	The office is conveniently located.	5	4	3	2	1
2.	The waiting room is comfortable and attractive.	5	4	3	2	1
3.	The office is always clean.	5	4	3	2	1
4.	The staff is well groomed.	5	4	3	2	1
5.	The doctor and staff are always courteous.	5	4	3	2	1
6.	I am always greeted by someone when I enter the office.	5	4	3	2	1
7.	Incoming phone calls are answered promptly.	5	4	3	2	1
8.	The doctors and staff answer all my questions satisfactorily.	5	4	3	2	1
9.	Dr. Twohig and staff show genuine interest in the patients.	5	4	3	2	1
10.	The receptionist is cheerful and cooperative in making appointments.	5	4	3	2	1
11.	Dr. Twohig and staff appear to get along well with each other.	5	4	3	2	1
12.	Dr. Twohig and staff are skillful in performing their tasks.	5	4	3	2	1
13.	I believe (I am/my child is) receiving excellent care.	5	4	3	2	1
14.	The practice appears organized.	5	4	3	2	1
15.	I am normally seen on time.	5	4	3	2	1

16. What do you like best about this office?

17. What do you like least about this office?

18. Use this space for any additional comments or to expand on any of your answers.

Please complete this survey and return it via E-mail to dena@twohigorthodontics.com

You may also print this page and send it directly to: Twohig Orthodontics, 52 S. Marr Street, Fond du Lac, WI 54935, ATTN: Dena