

Victoria J. Mondloch, M.D.

Family Medicine

Obstetrics - Gynecology - Infertility

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- 1.) Was your phone call answered in a prompt, professional manner?
Yes No Explain _____
- 2.) Was the receptionist helpful and efficient in meeting your needs?
Yes No Explain _____
- 3.) Was the staff courteous and respectful?
Yes No Explain _____
- 4.) Were you able to get an appointment scheduled within a reasonable time?
Yes No Explain _____
- 5.) Were logistics, directions and any necessary office policy information relayed in a clear and thorough manner prior to your first appointment?
Yes No Explain _____
- 6.) Did you find the office easily?
Yes No Explain _____
- 7.) Were you greeted on arrival?
Yes No Explain _____
- 8.) Was your insurance and payment information handled in an efficient and professional manner?
Yes No Explain _____
- 9.) Was the staff courteous of your time?
Yes No Explain _____
- 10.) Were your medical/health concerns met with care and concern?
Yes No Explain _____
- 11.) Was your health condition explained to you thoroughly?
Yes No Explain _____
- 12.) Was the medical staff considerate of your comfort during procedures?
Yes No Explain _____
- 13.) Were all of your questions answered completely?
Yes No Explain _____

- 14.) Was your privacy handled with discretion and respect?
Yes No Explain _____
- 15.) Did you find the office environment to be clean, comfortable and professional?
Yes No Explain _____
- 16.) Were test results relayed to you in a clear, timely manner?
Yes No Explain _____
- 17.) Is there anything that could enhance our ability to serve you better?
Yes No Explain _____