

Patient Satisfaction Survey

At GHA Surgical Centre, we strive to provide our patients with the finest outpatient endoscopy care available. As part of our commitment to quality care, we have implemented a Patient Satisfaction Survey. The information is reviewed by our Medical Director and our Quality Improvement Committee on a regular basis. With your input and constructive criticism, we can continue to work to maintain and exceed the highest standards for outpatient care. Thank you for taking the time to complete this brief survey.

Please return the questionnaire to the reception desk, by fax or by mail, using the self-addressed postage paid envelope.

THANK YOU FOR YOUR TIME

GHA Surgical Centre
726 Upper James St
Hamilton Ontario
L9C 2Z9

Fax: 905-575-5890

Reason for Visit:

- Upper Endoscopy
- Colonoscopy
- Both
- Other

Date of Service: 4/3/17 Physician: Dr. Amin

We are considering offering additional services at GHA. Please let us know if you would value these services, which would require a fee to access:

- Nutritional Consultation:
- Naturopathic Consultation
- Exercise Consultation
- Testing for Food Allergies/Intolerances (such as celiac, lactose intolerance, small bowel bacterial overgrowth)

How satisfied were you with the following aspects of our care? (Please place check mark in appropriate box)

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
Quality of the oral prep prior to your procedure					✓
Overall appearance and Cleanliness of our facility					✓
Overall treatment you received in the business office/reception area					✓
Care you received in the pre-procedure area					✓
Care you received in the procedure room					✓
Care you received in the recovery room					✓
Care you received from your anesthesiologist					✓
Care you received from your doctor					✓
Quality of written and oral instructions Given prior to your discharge					✓
Responsiveness to your questions and concerns					✓
Efforts to maintain your privacy					✓
Overall impression of the facility					✓

COMMENTS: VERY IMPRESSED WITH THE CARE & COMFORT FROM ALL STAFF. PROCEDURE WAS PAINLESS AND ALL STAFF KEPT ME INFORMED AT ALL TIMES AND MADE ME FEEL TOTALLY AT EASE.

THANKS SO MUCH.

Patient Satisfaction Survey

At GHA Surgical Centre, we strive to provide our patients with the finest outpatient endoscopy care available. As part of our commitment to quality care, we have implemented a Patient Satisfaction Survey. The information is reviewed by our Medical Director and our Quality Improvement Committee on a regular basis. With your input and constructive criticism, we can continue to work to maintain and exceed the highest standards for outpatient care. Thank you for taking the time to complete this brief survey.

Please return the questionnaire to the reception desk, by fax or by mail, using the self-addressed postage paid envelope.

THANK YOU FOR YOUR TIME

GHA Surgical Centre
726 Upper James St
Hamilton Ontario
L9C 2Z9

Fax: 905-575-5890

Reason for Visit:

- Upper Endoscopy
- Colonoscopy
- Both
- Other

Date of Service: ⁷ OCTOBER 2016 Physician: DR ALLEN GREENSPOOD ORDERED BY

We are considering offering additional services at GHA. Please let us know if you would value these services, which would require a fee to access:

- Nutritional Consultation:
- Naturopathic Consultation
- Exercise Consultation
- Testing for Food Allergies/Intolerances (such as celiac, lactose intolerance, small bowel bacterial overgrowth)

How satisfied were you with the following aspects of our care? (Please place check mark in appropriate box)

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
Quality of the oral prep prior to your procedure				✓	
Overall appearance and Cleanliness of our facility					✓
Overall treatment you received in the business office/reception area					✓
Care you received in the pre-procedure area					✓
Care you received in the procedure room					✓
Care you received in the recovery room					✓
Care you received from your anesthesiologist					✓
Care you received from your doctor					✓
Quality of written and oral instructions Given prior to your discharge				✓	
Responsiveness to your questions and concerns					✓
Efforts to maintain your privacy					✓
Overall impression of the facility					✓

COMMENTS: Glad it's over, This procedure is intimidating to say the least, yet your office was very efficient and calm.

Thanks
Dawn