SONORAN HEART
CARDIOVASCULAR SPECIALISTS

Sonoran Heart would like to thank you for choosing our physicians. Please take a minute to complete our survey. Thank you for allowing us to serve you. Please circle each answer and give to the receptionist.

1 =yes 2=no 3= n/a

1. Were you greeted promptly? 1 2 3
2. When you called to make an appointment 1 2 3
   was the staff courteous and helpful? 1 2 3
3. When you called were you on hold
   longer than 5 minutes? 1 2 3
4. If your visit was for an INR, was your
   visit 15 minutes or less? 1 2 3
5. Did you get a reminder call for your visit? 1 2 3
6. Was your test scheduled in a timely fashion? 1 2 3
7. Was the back office staff courteous? 1 2 3
8. When your visit was finished, were all of
   your questions answered? 1 2 3
9. Prescriptions are refilled in a timely fashion? 1 2 3
10. If you had testing: (Stress test, Vascular study
    or Echocardiogram…was the test explained ?) 1 2 3

Comments:_____