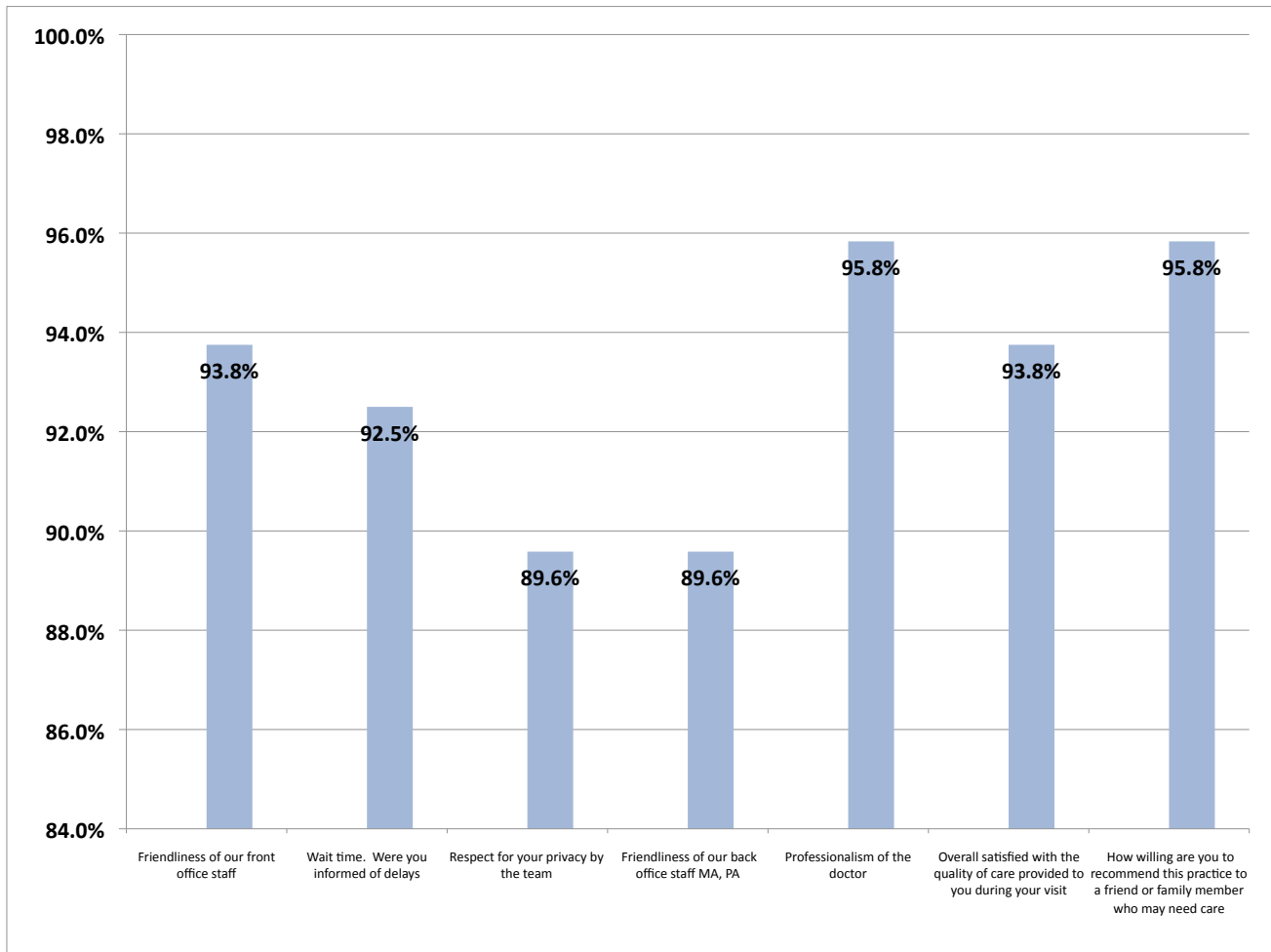


BRAIN & SPINE INSTITUTE

Dr. Stechison

	None or N/A or Unsure	Completely Dissatisfied NO					Completely Satisfied YES	Average Score 100 pt scale
		0	0.25	0.5	0.75	1		
Friendliness of our front office staff					3	9	93.8%	
Wait time. Were you informed of delays					3	7	92.5%	
Respect for your privacy by the team				1	3	8	89.6%	
Friendliness of our back office staff MA, PA				1	3	8	89.6%	
Professionalism of the doctor					2	10	95.8%	
Overall satisfied with the quality of care provided to you during your visit					3	9	93.8%	
How willing are you to recommend this practice to a friend or family member who may need care					2	10	95.8%	
Overall Facility Average							92.98%	



Comments:

What things about your visit exceeded your expectations or impressed you the most? What did we do best?

1. Once when she had to have an MRI doppler study, etc, your office staff helped us by scheduling those tests by calling those departments and got the appointments the same day.
2. Friendly, courteous, intelligent
3. Saved my life
4. Very caring staff, love Monique and Molly, and Courtney is also very attentive and caring
5. Everything has been A+++ since the minute you walk in the door. I highly recommend.
6. The staff continues to impress. Got me breathing again.
7. Excellent care and kept me informed of my situation.
8. Being kind and considerate and listening

What can we do to improve our services?

1. Coffee, doughnuts, tv, spellchecker
2. Nothing
3. Not a thing. Thank you for all of the great care you have given me!
4. I don't think you can improve perfection!
5. Not a thing

Please feel free to share additional comments.

1. Still have occasional pain from hip to knee
2. We don't like that we have to be here, but very grateful to Dr. Stech and this staff.
3. Great staff and absolutely no negative comments.