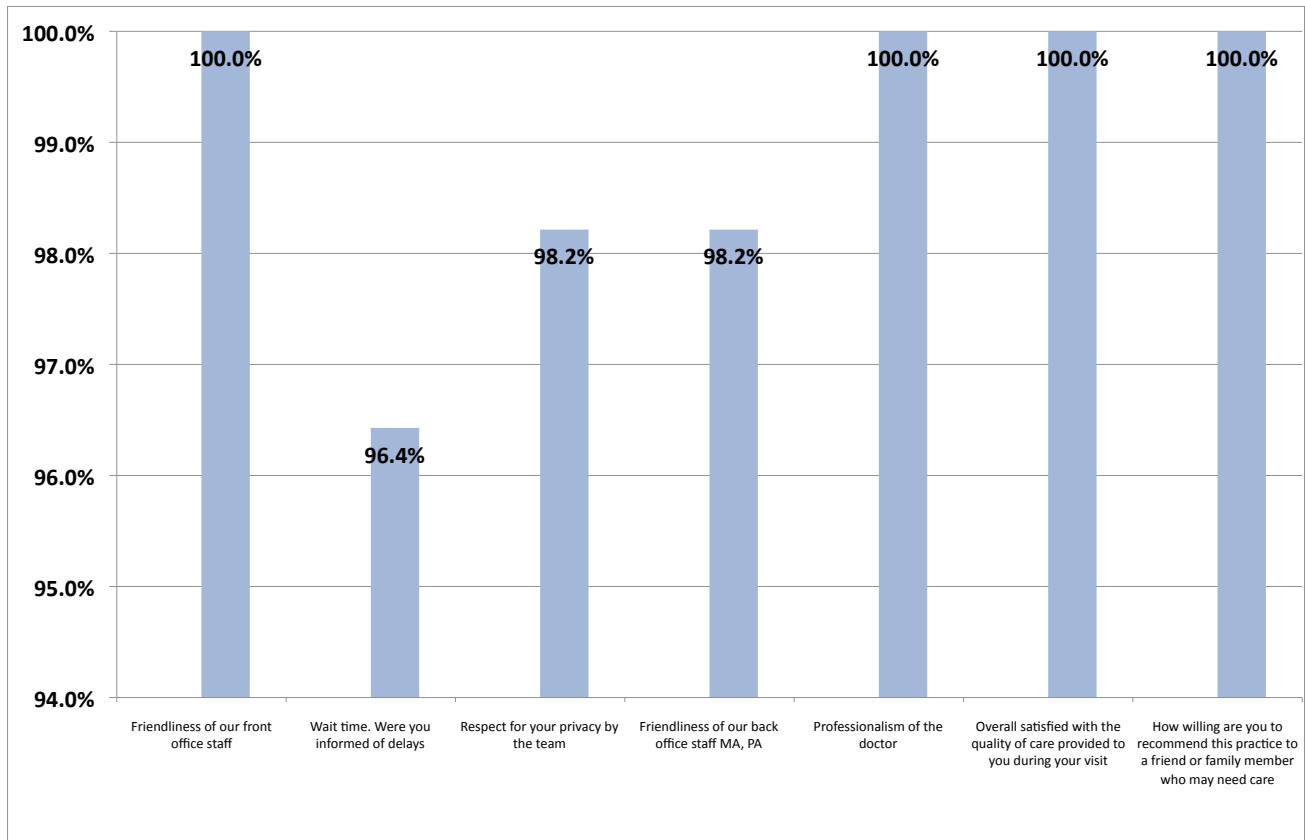


## BRAIN & SPINE INSTITUTE

Dr. Amaral

	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						14	100.0%	
Wait time. Were you informed of delays					2	12	96.4%	
Respect for your privacy by the team					1	13	98.2%	
Friendliness of our back office staff MA, PA					1	13	98.2%	
Professionalism of the doctor						14	100.0%	
Overall satisfied with the quality of care provided to you during your visit						14	100.0%	
How willing are you to recommend this practice to a friend or family member who may need care						14	100.0%	
<b>Overall Facility Average</b>							<b>98.98%</b>	



**Comments:**

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

1. Timely/friendly
2. Knowledge of doctor/his patience with the patients
3. Nurses/front end staff were very accommodating, helpful and caring. They went above and beyond to make sure that I was comfortable.
4. Friendliness, openness to questions - They listen
5. Always listen to the patient. Very nice.
6. Staff is great.
7. Everyone was personable. I was impressed in how quickly and effortless delays were handled.
8. The friendliness of all staff members, and the ability to reach the doctor when needed
9. Friendliness of everybody
10. The punctuality of the appointments and the care of the patient

**What can we do to improve our services?**

1. Coffee?
2. Keep up the good work.
3. Just call to let me know when a prescription has been refilled
4. Just wish you were closer to South Carolina.
5. Improve wait times - I was not seen for an hour after my appointment time, which I arrived 10 minutes early for.
6. Stop my pain! Dizzy spells.
7. Am satisfied with the quality of attention

**Please feel free to share additional comments.**

1. I really like the doctors and their staff. They are warm hearted, joyful and caring.
2. Brighten up the waiting room either with better lighting or paler paint color. The blue is good. Get current reading material.
3. Thank you for everything you have done so far.
4. All the attention exceeded my expectations