



DR. ELENI SOLOS-KOUNTOURIS, P.C.
ELENI SOLOS-KOUNTOURIS, M.D., F.A.C.O.G.

Grand Centreville Plaza
13880 Bradock Road, Suite 307
Centreville, VA 20121
Tel.: (703) 378-8994
Fax: (703) 378-7911

“Providing high quality healthcare for all stages in a woman’s life”

Our goal is to provide comfort, convenience and satisfaction, as well as the best medical care to all our patients. We would like to know how you feel about our medical services, or patient-handling systems and our physician and staff members. Your comments will help us to evaluate and improve our operations to ensure that we are truly responsive to your needs. Please take a few minutes to help us. Thank you for your help.

You may bring the completed survey to your appointment, drop it off, or mail it.

PLEASE CIRCLE YOUR MOST APPROPRIATE RESPONSE

HOW SATISFIED ARE YOU WITH	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE
1. Your communication with our:					
a. Front desk receptionist	1	2	3	4	5
b. Telephone receptionist	1	2	3	4	5
c. Billing department staff	1	2	3	4	5
d. Nurses	1	2	3	4	5

Comments: _____

2. The efficiency of our:					
a. Front desk receptionist	1	2	3	4	5
b. Telephone receptionist	1	2	3	4	5
c. Billing department staff	1	2	3	4	5
d. Nurses	1	2	3	4	5

Comments: _____

3. How would you rate our nurses in terms of:					
a. Responsiveness to your questions	1	2	3	4	5
b. Time spent with patients	1	2	3	4	5
c. Medical knowledge	1	2	3	4	5

Comments: _____



DR. ELENI SOLOS-KOUNTOURIS, P.C.
ELENI SOLOS-KOUNTOURIS, M.D., F.A.C.O.G.

Grand Centreville Plaza
13880 Bradock Road, Suite 307
Centreville, VA 20121
Tel.: (703) 378-8994
Fax: (703) 378-7911

“Providing high quality healthcare for all stages in a woman’s life”

HOW SATISFIED ARE YOU WITH

**VERY
SATISFIED** **SOMEWHAT
SATISFIED** **SOMEWHAT
DISSATISFIED** **VERY
DISSATISFIED** **NOT
APPLICABLE**

4. How would you rate your appointments with us:
- | | | | | | |
|---|---|---|---|---|---|
| a. Available within a reasonable amount of time | 1 | 2 | 3 | 4 | 5 |
| b. Scheduled at a convenient time of day | 1 | 2 | 3 | 4 | 5 |
| c. Completed in a timely manner | 1 | 2 | 3 | 4 | 5 |
| d. Availability with provider desired | 1 | 2 | 3 | 4 | 5 |

Comments: _____

5. During your appointment with our DOCTOR do you feel:
- | | | | | | |
|---|---|---|---|---|---|
| a. The doctor listened & your questions were answered | 1 | 2 | 3 | 4 | 5 |
| b. The examination was thorough | 1 | 2 | 3 | 4 | 5 |
| c. The amount of time spent with you was appropriate | 1 | 2 | 3 | 4 | 5 |

Who was your appointment with? _____

Comments: _____

Was this appointment for: OB care GYN care Well health Surgery Postpartum care Other

6. Please rate our communication with you in the following areas:
- | | | | | | |
|---|---|---|---|---|---|
| a. Were you calls answered promptly | 1 | 2 | 3 | 4 | 5 |
| b. Availability of medical information/advice by phone | 1 | 2 | 3 | 4 | 5 |
| c. The provider returning your call in a timely manner | 1 | 2 | 3 | 4 | 5 |
| d. Test results reported in a reasonable amount of time | 1 | 2 | 3 | 4 | 5 |
| e. Effectiveness of health information materials | 1 | 2 | 3 | 4 | 5 |

Comments: _____

7. How would you rate our facility:
- | | | | | | |
|--|---|---|---|---|---|
| a. Hours of operation were convenient | 1 | 2 | 3 | 4 | 5 |
| b. Overall comfort of office | 1 | 2 | 3 | 4 | 5 |
| c. Adequate parking | 1 | 2 | 3 | 4 | 5 |
| d. Signage and directions easy to follow | 1 | 2 | 3 | 4 | 5 |

Comments: _____



DR. ELENI SOLOS-KOUNTOURIS, P.C.
ELENI SOLOS-KOUNTOURIS, M.D., F.A.C.O.G.

Grand Centreville Plaza
13880 Bradock Road, Suite 307
Centreville, VA 20121
Tel.: (703) 378-8994
Fax: (703) 378-7911

“Providing high quality healthcare for all stages in a woman’s life”

HOW SATISFIED ARE YOU WITH

**VERY
SATISFIED
SOMEWHAT
SATISFIED
SOMEWHAT
DISSATISFIED
VERY
DISSATISFIED
NOT
APPLICABLE**

8. Overall rating:

a. Our practice

1 2 3 4 5

b. Quality of your medical care

1 2 3 4 5

How did you hear about us? Family member Friend Coworker Yellow Pages Ad Our website

Would you recommend our office to a friend: Yes No

Comments: _____

