

Your Visit with Virginia Women's Center (03112009)

How Are We Doing?

The physicians and staff of Virginia Women's Center are committed to monitoring the quality of the care and services we provide, as part of an ongoing improvement process. We would appreciate your feedback on your visit. (All submissions are anonymous.)

1. Preparing For Your Visit

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
Scheduling a convenient appointment was not a problem.	jn	jn	jn	jn	jn	jn
The scheduler was helpful, friendly and knowledgeable or, if you scheduled online, the process was smooth.	jn	jn	jn	jn	jn	jn

2. Prior To Your Exam

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
The check-in staff were courteous and efficient.	jn	jn	jn	jn	jn	jn
The practice and waiting area were comfortable and pleasant.	jn	jn	jn	jn	jn	jn

3. My wait time was reasonable.

Strongly agree Agree Neutral Disagree Strongly disagree

Your Wait Time (Continued)

We regret that you experienced a delay at our office. This happens occasionally, and we strive to make your wait short and pleasant. Please help us address the problem by answering the following:

4. Upon arriving in the waiting area, someone informed you there would be a wait.

Yes

No

5. Someone updated you at least one additional time on the doctor's status.

Yes

No

6. Someone offered you an opportunity to see another provider or reschedule your appointment.

Yes

No

7. The waiting area was clean and pleasant.

Yes

No

Your Office Location

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8. Which Virginia Women's Center office did you most recently visit?

St. Mary's

Henrico Doctors'

Memorial Regional

John Rolfe

Kilmarnock

Your Provider at St. Mary's

9. Which provider did you most recently visit?

Karin Buettner, MD

Alice Hirata, MD

Karen Jefferson, MD

Leigh Lewis, MD

Richard Rinehardt, MD

Alexandra Tate, MD

Lisa Troyer, MD

Peter Wilbanks, MD

Heather Zechman, MD

Elizabeth Compton, WHNP

Cathy Conner, WHNP

Catherine Douglas, WHNP

Marci Davis, WHNP

Crista Galvin-Cox, RD

Kelly Yeong, WHNP

Your Provider at Henrico Doctors' Hospital

10. Which provider did you most recently visit?

Heidi Braun, MD

Elizabeth Roberts, MD

Laura Pendlebury, MD

Ed Schoeffler, MD

Ann Vanichkachorn, MD

Christiana Gallup, WHNP

Carol Tibbals, CNM

Your Provider at Memorial Regional

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11. Which provider did you most recently visit?

- Keith Berkle, MD
- Stephen Eads, MD
- Kimberly Galgano, MD
- Doug Hutcheson, MD
- Rod Love, MD
- Monica Powers, MD
- Kristin Schraa, MD
- Kay Stout, MD
- Nadene Brunk, CNM
- Carol Gruber, WHNP
- Terri Page, WHNP
- Rachel Lyons, RD

Your Provider at John Rolfe

12. Which provider did you most recently visit?

- Lonny Green, MD
- Tom Thompson, MD
- Ann Vanichkachorn, MD
- Peter Zedler, MD
- Cheryl LeCroy, RN
- Donna Pinnell, WHNP
- Lisa Cuseo-Ott, LCP
- Crista Galvin-Cox, RD

Your Provider at Kilmarnock

13. Which provider did you most recently visit?

- Kay Stout, MD
- Maya Tyler, WHNP

Your Visit With Your Provider

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14. My provider was courteous and friendly.

Strongly agree Agree Neutral Disagree Strongly disagree

15. My provider spent adequate time listening to my concerns.

Strongly agree Agree Neutral Disagree Strongly disagree

16. My provider was helpful regarding my health concerns/questions.

Strongly agree Agree Neutral Disagree Strongly disagree

General Questions

17. How likely would you be to refer a friend to Virginia Women's Center?

Extremely likely Likely Neutral Not likely Not at all likely

18. Your age range:

Under age 21 22-40 41-51 52-62 age 63+

19. About how long have you been a patient with us?

< 1 year 1-5 years 5-10 years 10+ years

How Did You Choose Us?

20. How did you choose Virginia Women's Center? (Check as many as three that apply)

- Friend/family member recommended
- Another physician recommended
- For the Location
- Advertising
- Health Fair
- Internet (not VirginiaWomensCenter.com)
- VirginiaWomensCenter.com
- Yellow Pages (book, not internet)
- Other

Other Comments

21. Do you have any comments about your visit that you would like to share?

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22. Based on any of your comments, would you like someone to follow up with you?

Yes

No

Contact Information

23. Your name

24. The best number to reach you

Thank you

Thank you for your time and attention. Our aim is to make sure every experience you have with Virginia Women's Center is an excellent one. For more information and to find out how we are using your feedback, visit www.VirginiaWomensCenter.com.