



Outpatient Surgery Center of Jonesboro
 1100 E. Matthews Ave.
 Jonesboro, AR 72401
 Phone Line: 870-935-8500
 Fax: 870-932-6435

We are pleased that you and your doctor chose Outpatient Surgery Center of Jonesboro. Our goal is to provide high quality care for you and your family. Your evaluation will be thoroughly reviewed and kept confidential. Please return this form within seven (7) days of your surgery to the address above.

Please indicate your overall impression of OSC based upon the service you received during your outpatient visit.

Excellent
 Above Average
 Average
 Below Average
 Poor

If your overall impression was not "Excellent", what would it take to make it "Excellent"?

Why did you choose Outpatient Surgery Center of Jonesboro?

Friend
 Family Member
 Advertisement
 Physician
 Surgeon
 Other _____

Would you recommend Outpatient Surgery Center of Jonesboro to a good friend who lives in this area, has a medical problem similar to your, and need outpatient surgery?

Yes
 No
 Not sure

If "No" or "Not Sure", why?

How would you rate the following?

Excellent Above Average Average Below Average Poor

Admissions

- Pre-Admission visit and/or phone call was clear
- Admissions person demonstrated courtesy and concern
- Billing and insurance information was clear
- Waiting Time before being taken to Pre-Op reasonable

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Pre-Op

- Pre-Op personnel demonstrated courtesy and concern
- IV was administered without excessive discomfort
- Clear instructions were provided prior to surgery
- Anesthesiologist demonstrated courtesy and concern
- Staff provided for your physical comfort in pre-op area

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Operating Room/Endoscopy Suite

- Personnel demonstrated courtesy and concern
- Staff explained the preparations for the procedure
- Staff provided for your physical comfort

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Recovery Room

- Recovery room nurses demonstrated courtesy and concern
- Staff demonstrated concern for your privacy
- Staff provided for your physical comfort
- Staff provided sufficient recovery time prior to discharge
- Staff provided clear explanation of discharge

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