

1. How did you hear of Michigan Heart Group? (Circle only one)
 - a. Beaumont Referral Center
 - b. Family
 - c. Friend
 - d. Hospital Follow Up
 - e. Primary care referral: _____
 - f. Internet/Website
 - g. Paper advertisement
 - h. Not New Pt. (several yrs. since I've been seen)
 - i. Specialist referral: _____
 - j. Other: _____
2. Who is your primary care doctor?

3. Have you ever been to a Cardiologist before?
 - a. Yes
 - b. No
4. If yes, why did you change?
 - a. Not New Pt. (several yrs. since I've been seen)
 - b. Cardiology Referral
 - c. PCP Referral
 - d. Insurance
 - e. Location
 - f. Pediatric Transfer
 - g. Physician Retired/Moved
 - h. Personal Differences
 - i. Second Opinion
 - j. Wanted Beaumont Dr.
 - k. Testing Only
 - l. Several years since getting heart checked
 - m. No Answer
 - n. Other: _____
5. Did you receive an appointment with the timeframe you needed it?
 - a. Yes
 - b. No (please explain below)

6. How was the receptionist scheduling your appointment, did she treat you with courtesy and respect?
 - a. Excellent
 - b. Very Good
 - c. Good
 - d. Fair (please explain below)
 - e. Poor (please explain below)
7. How long did you wait on the phone before a receptionist was able to help you when you initially called?
 - a. 0-2 minutes
 - b. 2-4 minutes
 - c. 4-6 minutes
 - d. 6-8 minutes
 - e. 8-10 minutes
 - f. 10+ minutes

COMMENTS: _____

Use back if needed

PATIENT SERVICES ONLY:

8. Did the patient take first available appointment offered?
 - a. First option
 - b. Second option
 - c. Third option
 - d. Fourth option
 - e. Fifth+ option

Patient Services Representative: _____

Provider Being Seen: _____

Name: _____ D.O.B.: _____ Date of appointment: _____

Email: _____ Date appointment made: _____