

BEAUMONT MICHIGAN  
HEART GROUP-  
TROY & MACOMB

BEAUMONT MICHIGAN  
HEART RHYTHM GROUP

BEAUMONT MICHIGAN  
HEART GROUP- NOVI

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- How did you hear of Michigan Heart Group? (Circle only one)
  - Beaumont Referral Center
  - Family
  - Friend
  - Hospital Follow Up
  - Primary care referral: \_\_\_\_\_
  - Internet/Website
  - Paper advertisement
  - Not New Pt. (several yrs. since I've been seen)
  - Specialist referral: \_\_\_\_\_
  - Other: \_\_\_\_\_
- Who is your primary care doctor?  
\_\_\_\_\_
- Have you ever been to a Cardiologist before?
  - Yes
  - No
- If yes, why did you change?
  - Not New Pt. (several yrs. since I've been seen)
  - Cardiology Referral
  - PCP Referral
  - Insurance
  - Location
  - Pediatric Transfer
  - Physician Retired/Moved
  - Personal Differences
  - Second Opinion
  - Wanted Beaumont Dr.
  - Testing Only
  - Several years since getting heart checked
  - No Answer
  - Other: \_\_\_\_\_
- Did you receive an appointment with the timeframe you needed it?
  - Yes
  - No (please explain below)

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

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Use back if needed

PATIENT SERVICES ONLY:

- Did the patient take first available appointment offered?
  - First option
  - Second option
  - Third option
  - Fourth option
  - Fifth+ option

Patient Services Representative: \_\_\_\_\_

Provider Being Seen: \_\_\_\_\_

Name: \_\_\_\_\_ D.O.B.: \_\_\_\_\_ Date of appointment: \_\_\_\_\_

Email: \_\_\_\_\_ Date appointment made: \_\_\_\_\_