

Optional Information:

Your name: _____

Address: _____

Phone: _____

Would you like for us to contact you?
 Yes No

Lined area for handwritten notes or comments.



1750 Ryan Street, Lake Charles, LA 70601
(337) 433-3001
(337) 433-0540 (fax)
www.louisianapet.com

If you would like to be contacted regarding your comments on this questionnaire, please indicate so on the back of this form.



We would like to express our sincere appreciation for your choice to have your recent PET/CT study performed at Louisiana PET/CT Imaging of Lake Charles LLC. We hope your visit to our center was a pleasant one and you found our staff to be courteous and accommodating.

As it is our goal to render prompt, high quality medical care to our patients, we would like your feedback regarding your recent visit.

A stamped, self-addressed envelope is provided for your convenience.

Thank you for your time and please do not hesitate to call us with any questions or concerns you may have.

Sincerely,

Louisiana PET/CT Imaging
of Lake Charles, LLC

Please indicate the response that best answers each question.

Thank you.

Scheduling & Registration with the Patient Care Coordinator:

My appointment was scheduled in a timely and convenient fashion.

- Strongly Agree, Neutral, Strongly Disagree, Agree, Disagree

Were you contacted the day before your appointment as a reminder?

- Yes, No

I found the patient care coordinator pleasant, competent and courteous.

- Strongly Agree, Neutral, Strongly Disagree, Agree, Disagree

On a scale of 1 to 5, with 5 being the best, how would you rate your scheduling & check-in experience?

- 1, 2, 3, 4, 5

In your opinion, how could we improve our scheduling and check-in procedures?

Three horizontal lines for text input.

Your opinion of the center:

The waiting room was clean, comfortable, and welcoming.

- Strongly Agree, Neutral, Strongly Disagree, Agree, Disagree

The patient preparation & scan rooms were clean, comfortable, and welcoming.

- Strongly Agree, Neutral, Strongly Disagree, Agree, Disagree

What would you recommend to improve our clinic's comfort and appearance?

Four horizontal lines for text input.

The technologist & your scan...

Did the technologist who performed your exam introduce themselves to you?

- Yes, No

To the extent possible, did the technologist attend to your needs and comfort?

- Yes, No

Did the technologist ask you any medical questions?

- Yes, No

Did the technologist inform you how long the exam would take?

- Yes, No

Were you told when your report would be delivered to your doctor?

- Yes, No

The technologist explained the exam in a way that was easy to understand.

- Strongly Agree, Neutral, Strongly Disagree, Agree, Disagree

The technologist was courteous & friendly.

- Strongly Agree, Neutral, Strongly Disagree, Agree, Disagree

In General...

My privacy was respected.

- Strongly Agree, Neutral, Strongly Disagree, Agree, Disagree

What did you like most about our services, personnel, and facility?

Four horizontal lines for text input.

How can we improve our services, personnel, and facility?

Four horizontal lines for text input.

On a scale of 1 to 5, with 5 being the best, how would you rate your overall experience with us?

- 1, 2, 3, 4, 5

Are you likely to tell your friends and neighbors about the quality of care you received at this office?

- Yes, No

Are you likely to tell your doctor about your care here?

- Yes, No

How did you find out about this office?

- I was told about PET/CT scans by a friend or family member, I was referred here by a medical doctor, TV Advertisement, Paper / Magazine Advertisement, Radio Advertisement, Other

When your scan was scheduled, did you receive any printed information from your doctor explaining the procedure (patient brochure, diet guidelines, etc.)?

- Yes, No

Did you find this information valuable?

- Yes, No

Did you visit the Louisiana PET/CT website prior to your exam?

- Yes, No

Was the website helpful in preparing for your exam?

- Yes, No

Your comments and suggestions are the most important part of this survey. Please take a moment to explain in greater detail any negative ratings you made on this survey or any positive impressions or experiences you feel should be recognized.

Eight horizontal lines for text input.