

Sandy Crest Medical Centre - Mystery Patient – Evaluation Form

General Information

Date of visit: _____ Day of Week _____ AM ____ PM ____
Night ____

Telephone

1. Number of rings before it was answered _____
2. Name of person answering: _____
3. Was the tone of voice friendly/ warm?
4. Did the receptionist seem helpful?
5. Did the receptionist speak slowly/ clearly?
6. Were you placed on hold?
7. Did you give permission to be placed on hold?
8. Was your called transferred?
9. How long were you on hold?
10. Did the receptionist share pricing information?
11. Did the receptionist share waiting time information?

Outside of building

1. Was it clean?
2. Was there available parking?
3. Was lighting adequate?
4. Did you see security?
5. Was there adequate signage?
6. Was it inviting?

Waiting area

1. Was it clean?
2. Was it comfortable?
3. Was there available/ adequate seating?
4. Was there satisfactory entertainment – TV/ Radio?
5. Was there a good choice in current magazines?
6. Was the ambience reassuring?
7. Was the length of wait satisfactory?
8. What did other waiting or leaving patients (if there were any) have to say about the facility:

Receptionist

1. Name of receptionist: _____
2. Did you have to ask/ was it given?
3. Was there any self identification?
4. Was she pleasant?
5. Did she make eye contact?
6. Was she helpful?
7. Did she seem efficient?
8. Did she speak clearly/ slowly?
9. Did she keep you updated re your waiting time?

Triage

1. Name of nurse: _____
2. Did the nurse introduce herself/ himself?
3. Was the nurse warm and friendly?
4. Was the nurse knowledgeable?
5. Did the nurse show empathy?
6. Was the nurse reassuring?
7. Was the triage process explained?

Consultation Room

1. Was this area clean?
2. Did it give you a sense of warmth?
3. Was it untidy/ cluttered?
4. Was the wait too long? Layout
5. Name of nurse: _____
 - a. Did the nurse introduce herself/ himself?
 - b. Was the nurses' dress satisfactory?
 - c. Was the nurse warm and friendly?
 - d. Was the nurse knowledgeable?
 - e. Did she/ he answer all questions satisfactorily?
 - f. Did the nurse show empathy?
 - g. Was the nurse reassuring?
 - h. Did the nurse keep you updated re your wait?
 - i. Did the nurse try to offer you anything – e.g. magazines – while you waited?
 - j. Did the nurse try to market the practice/ sell additional services?

6. Name of doctor: _____
- a. Did the doctor introduce herself/ himself?
 - b. Was the doctor's dress satisfactory?
 - c. Was the doctor warm and friendly?
 - d. Was the doctor knowledgeable?
 - e. Did she/ he answer all questions satisfactorily?
 - f. Did the doctor show empathy?
 - g. Was the doctor reassuring?
 - h. Did the doctor try to market the practice/ sell additional services?

OVERALL SATISFACTION. Please rate your visit with a 1, 2, 3, 4, or 5 with 5 being the highest satisfied. _____

Who was Sandy Crest's most impressive employee?
