

# Your OPINION Matters



Dear Valued Patient:

The doctors and staff at Central Florida Orthodontic Specialists appreciate your business and thank you for choosing us for your orthodontic treatment.

In order to maintain our high level of service, we ask that you take a moment to complete the survey regarding our practice. Once completed, please return the survey to our front desk. We value your opinion and welcome your comments and suggestions.

Sincerely,

Dr. Arthur Litowitz

Office Location: \_\_\_\_\_

- The overall quality of care you received:**  
 excellent  above average  average  below average
- Your satisfaction with the process of your treatment:**  
 excellent  above average  average  below average
- How would you describe Dr. \_\_\_\_\_ to friends and family:**  
 excellent  above average  average  below average
- The ease of getting through to the office phone:**  
 excellent  above average  average  below average
- The courtesy of the telephone receptionist:**  
 excellent  above average  average  below average

- Our office hours are:**  
 excellent  above average  average  below average
- Timeliness of your appointment:**  
 excellent  above average  average  below average
- The front desk staff's \_\_\_\_\_ communication (explanation of policies, instructions):**  
 excellent  above average  average  below average
- The front desk staff's personal manner (sensitivity, courtesy, respect):**  
 excellent  above average  average  below average
- The front desk office staff's responsiveness to your concerns:**  
 excellent  above average  average  below average
- Orthodontist's communication (explanation of treatment, instructions):**  
 excellent  above average  average  below average
- Orthodontist's personal manner (sensitivity, courtesy, respect):**  
 excellent  above average  average  below average
- Orthodontist's responsiveness to your concerns:**  
 excellent  above average  average  below average
- Clinical Assistant's, \_\_\_\_\_, communication (explanation of treatment, instructions):**  
 excellent  above average  average  below average
- Clinical Assistant's personal manner (sensitivity, courtesy, respect):**  
 excellent  above average  average  below average
- Clinical Assistant's responsiveness to your concerns:**  
 excellent  above average  average  below average
- The office appearance has been:**  
 excellent  above average  average  below average
- Your treatment experience has been:**  
 excellent  above average  average  below average
- You feel at home in our office:**  
 always  often  sometimes  rarely

## Testimonials

Please share your comments with us. If you would like, please leave your name so that we may incorporate your comments into our testimonials on our web site.

Why did you choose us for your orthodontic treatment? \_\_\_\_\_

\_\_\_\_\_

What impressed you? \_\_\_\_\_

\_\_\_\_\_

How can we improve? \_\_\_\_\_

\_\_\_\_\_

Additional comments or suggestions: \_\_\_\_\_

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Name: \_\_\_\_\_

(Optional)

May we use your testimonial on our web site:  Yes  No