

From: "Anonymous"

Sent: Thursday, September 18, 2014 9:04pm

To: edwilliams@williamsfacialsurgery.com

Subject: Survey 3 - Williams Center

**Did the receptionist answer the phone in a pleasant manner? \***

Yes

**Was the Patient Care Coordinator available to answer your questions? \***

Yes

**Were the answers given to you helpful? \***

Yes

**If you requested that information, did you receive it in a timely manner? \***

Yes

**Were you greeted in a friendly and professional manner? \***

Yes

**Were you seen in a timely manner? \***

Yes

**Do you feel that all your questions were answered satisfactorily? \***

Yes

**Do you feel that the services provided through our office were fully explained to you? \***

Yes

**Skin Care? \***

No

**Surgery Center? \***

No

**Specialized surgical team in the cosmetic surgery center? \***

No

**Skin care? Surgical procedures available? \***

No

**Were you made aware of the items and products needed to be purchased prior to your surgery? \***

No

**Do you feel you were made aware of the amount of healing time that may be necessary? \***

Yes

**Were your post – operative instructions fully explained to you? \***

Yes

**Were you given post – operative care sheets to help you follow the step by step instructions necessary for your surgical recovery? \***

Yes

**Was the staff courteous, friendly, and professional? \***

Always

**Did you feel you were seen frequently enough following your procedure? \***

Always

**Were you made to feel confident to carry out the post surgical instructions given to you? \***

Always

**How would you rate your overall experience at New England Laser and Cosmetic Surgery Center? \***

Excellent

**Would you recommend Dr. Williams and/or Dr. Polynice to a friend or relative that is interested in elective cosmetic surgery? \***

Yes

**Please list any general comments or suggestions:**

I couldn't answer some of the questions about surgery at the Center because my surgery was at Albany Med. Dr. Polynice was awesome from beginning to end!