

Patient Experience Checklist

Is your doctor's practice providing a quality health care experience? Here are some things to look for during your next appointment or when choosing a new doctor:

- Were you able to get an appointment in a timely manner?**
- Was the office clean and orderly?**
- Was the office staff friendly?**
- Did you have to wait more than 15 minutes for your appointment?**
- Did the doctor wash his or her hands before examining you?**
- Did the doctor seem to know your important medical history?**
- Could you comfortably talk to the doctor and easily ask questions?**
- Did the doctor listen to you?**
- Did the doctor show respect for what you had to say?**
- Did the doctor explain things in a way you could understand?**
- Did you leave your appointment with a good understanding of your medications and any changes that were made?**
- Did the doctor spend enough time with you?**
- Did the doctor's office follow up with test results in a timely manner?**
- Did you leave your appointment feeling like your concerns were addressed?**
- Would you go back to that doctor or recommend them to a friend?**