

The Center for Advanced Reproductive Services

John C. Nulsen, M.D.
 Donald B. Maier, M.D.
 Claudio A. Benadiva, M.D.
 David W. Schmidt, M.D.



Farmington office: Dowling South Building • 263 Farmington Avenue • Farmington, CT 06030-6224

Hamden office: 2080 Whitney Avenue • Suite 250 • Hamden, CT 06518

Patient Satisfaction Scores That Continue to Soar!

Here at The Center we are always striving to improve. That's why we make it a consistent practice to ask our referring physicians and patients how we can be better. When your patients come to us, they receive a Patient Satisfaction survey – a quick, one-page form that asks them to rank a variety of categories about us. These forms, along with the verbal feedback we receive every day, help us get an accurate picture of just how our patients feel about us... on anything from our services... to our timeliness... to our

atmosphere and decor. We are so proud to say that our patient satisfaction ranks among the best!! The scores we receive match our patients' feedback – and we'd like to share it with you.

Below you'll see an overview of our Patient Satisfaction surveys. We've highlighted some key areas – but overall, you'll see that ALL OF THE SCORES have come back between 1 (very satisfied) and 2 (somewhat satisfied).

Score Scale

1=Very Satisfied 2=Somewhat Satisfied 3=Neither Satisfied or Dissatisfied 4=Somewhat Dissatisfied 5=Very Dissatisfied

Categories

1. Professionalism of staff 1.05	14. Accessibility of RN staff 1.21
2. Competency of staff 1.05	15. Length of time to return phone calls 1.43
3. Convenience of 1A 1.38	16. Location of the office 1.63
4. Presentation of 1A session 1.20	17. Atmosphere and décor of office 1.53
5. Communication of treatment plan 1.28	18. Price vs. value of service provided 1.80
6. Friendliness of reception on phone 1.07	19. Quality of print materials provided 1.47
7. Availability of appointments 1.45	20. Have you visited the web site 66%
8. Length of time in the waiting room 1.90	21. Quality and comprehensiveness of website ... 1.74
9. Friendliness of reception during visits 1.12	22. Overall experience at The Center 1.16
10. Friendliness of financial advisors 1.16	23. On-line at home 96%
11. Helpfulness of financial advisors 1.15	24. Clear instrux for producing sperm specimen 1.18
12. Explanation of financial obligations 1.16	25. Availability of semen analysis apptment(s) ... 1.25
13. Accessibility of MD's 1.49	26. Lab results in a timely manner 1.30
	Average of all categories with data 1.34

We always welcome your feedback, too. Should you have any questions about these Patient Satisfaction results, please feel free to contact one of us directly. We also regularly distribute surveys to our referring physicians – so be sure to look out for one of those coming your way soon.

Thank you!

Please remember to visit our website at: www.uconnfertility.com