

2018 Specialist Referral Survey

1. Communication with Physician Consultant and Office Staff

When you referred a patient to be seen by me, how often did we meet your expectations in the categories below?

- a. Responsiveness and efficiency of staff
 Always Usually Sometimes Never N/A
- b. Responsiveness and efficiency of physician
 Always Usually Sometimes Never N/A
- c. Recognition of a preferential relationship for you (and/or your patient) as HHP colleagues
 Always Usually Sometimes Never N/A
- d. Responding to EPIC inbasket messages in a timely manner
 Always Usually Sometimes Never N/A

2. Ease of access to my office

How often did we meet your expectations in the categories below?

- a. Ease and convenience of scheduling your patient's non-urgent appointment(s)
 Always Usually Sometimes Never N/A
- b. Willingness to accommodate your patient on an urgent or emergent basis
 Always Usually Sometimes Never N/A
- c. Length of time your patient had to wait for the next available appointment
 Always Usually Sometimes Never N/A

3. Collegial interaction

How often did we meet your expectations in the category below?

- a. Willingness to engage in pre-consult communication and/or coordination
 Always Usually Sometimes Never N/A

4. Our response to your referral

How often did we meet your expectations in the categories below?

- a. Provided a completed formal consult report in a timely manner
 Always Usually Sometimes Never N/A

- b. Meeting your patient's expectations
 Always Usually Sometimes Never N/A

- c. Clarity of next steps in care plan
 Always Usually Sometimes Never N/A

- d. Clarity about who is responsible for next steps in care plan
 Always Usually Sometimes Never N/A

5. Please share a few observations that will help us provide you and your patients with a better experience. Your suggestions and comments are appreciated.