

Lotus Clinical Research, Inc. Patient Satisfaction Survey

Dear Lotus Volunteer:

We hope your experience was a positive one, and want to serve you even better next time. Please take a moment to provide feedback so that we may do so!

Please complete the following survey by circling the answer that best applies:

- | | | | |
|---|-----|----|-----|
| 1. Was the informed consent process appropriate and understandable? | Yes | No | N/A |
| 2. Were your post-operative instructions clear? | Yes | No | N/A |
| 3. Was your scheduling for the study communicated appropriately to you? | Yes | No | N/A |
| 4. Were you provided with appropriate directions to our facilities? | Yes | No | N/A |

How did we do? (NOTE: 5=Excellent, 4=Great, 3=Average, 2=Fair, 1=Poor)

- | | | | | | |
|---|---|---|---|---|---|
| 1. How would you rate the knowledge and expertise of our staff? | 5 | 4 | 3 | 2 | 1 |
| 2. How would you rate the comfort of our patient rooms? | 5 | 4 | 3 | 2 | 1 |
| 3. How would you rate the extra amenities here at Lotus? | 5 | 4 | 3 | 2 | 1 |
| 4. How would you rate the food services here at Lotus? | 5 | 4 | 3 | 2 | 1 |
| 5. What is the likelihood of your enrolling in another study here at Lotus? | 5 | 4 | 3 | 2 | 1 |
| 6. How would you rate the overall quality of care and services? | 5 | 4 | 3 | 2 | 1 |
| 7. How would you rate the staff's ability to listen and answer questions? | 5 | 4 | 3 | 2 | 1 |
| 8. How would you rate the cleanliness of our center? | 5 | 4 | 3 | 2 | 1 |
| 9. What is the likelihood of your recommending Lotus to a friend? | 5 | 4 | 3 | 2 | 1 |
| 10. How would you rate your overall experience here at Lotus? | 5 | 4 | 3 | 2 | 1 |
| 11. How would you rate your experience with our surgeon? | 5 | 4 | 3 | 2 | 1 |
| 12. How would you rate your experience with our surgery center? | 5 | 4 | 3 | 2 | 1 |

What did you enjoy most about your patient experience here at Lotus?

What way(s) could Lotus improve?

Please list any additional comments or suggestions here so that we may continue to serve you better!
