

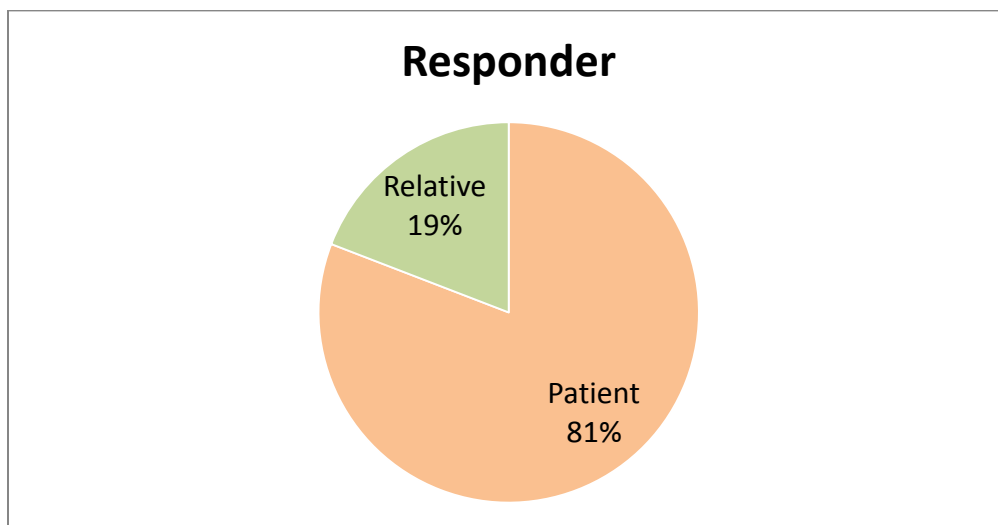
Patient Satisfaction Evaluation: CEPO Clinic

Number: 47 Responses (Foreigner 18, Native 29)

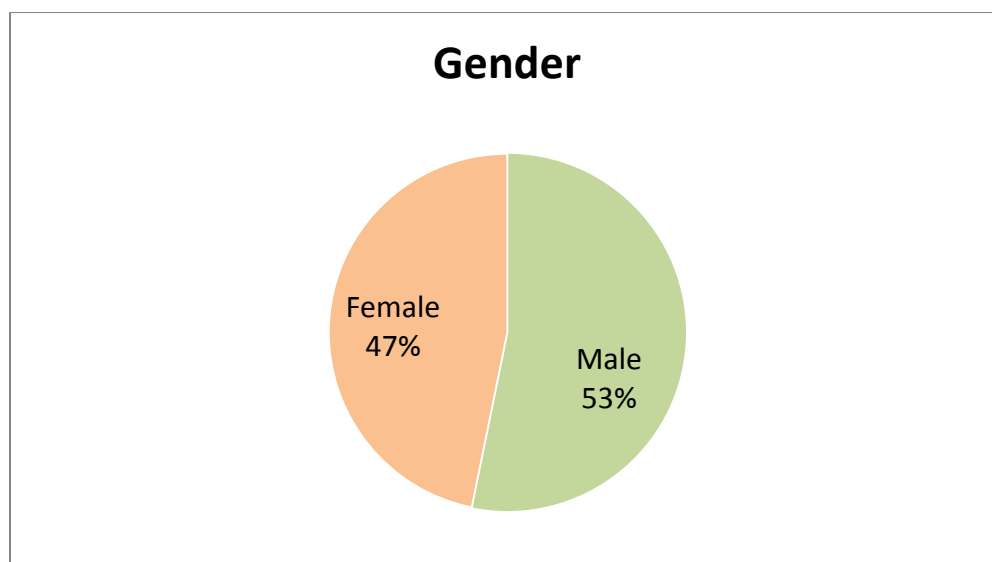
Period: October 2017 - February 2019

Basic Information

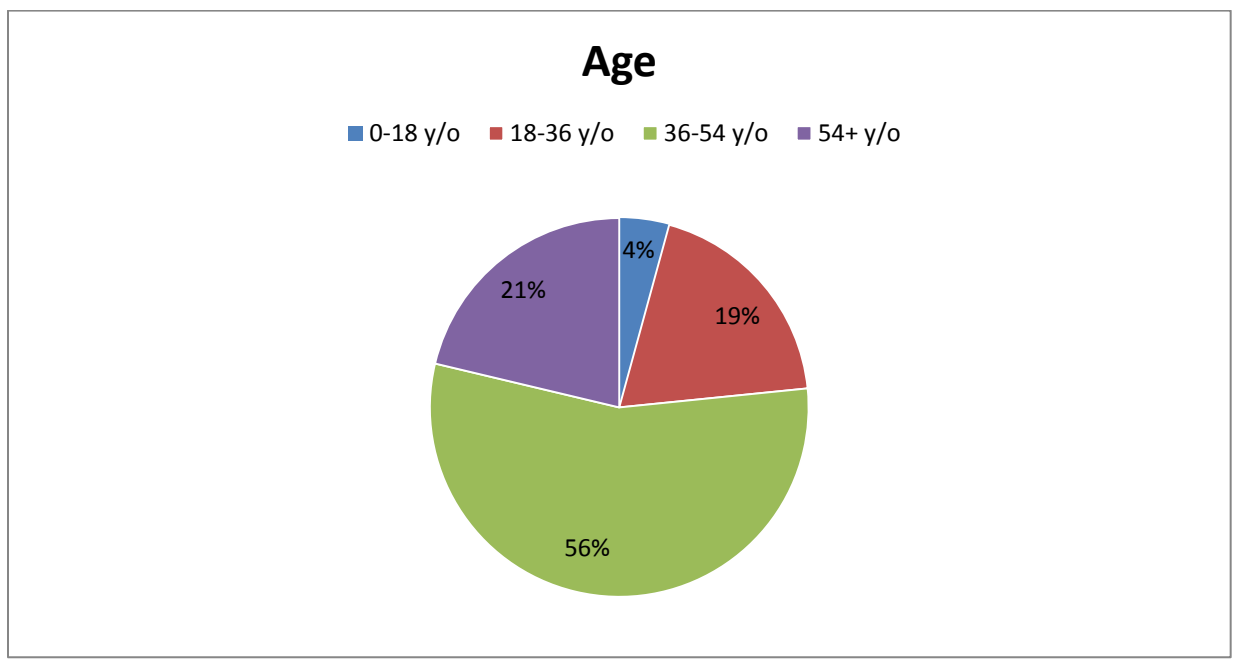
1. Responder



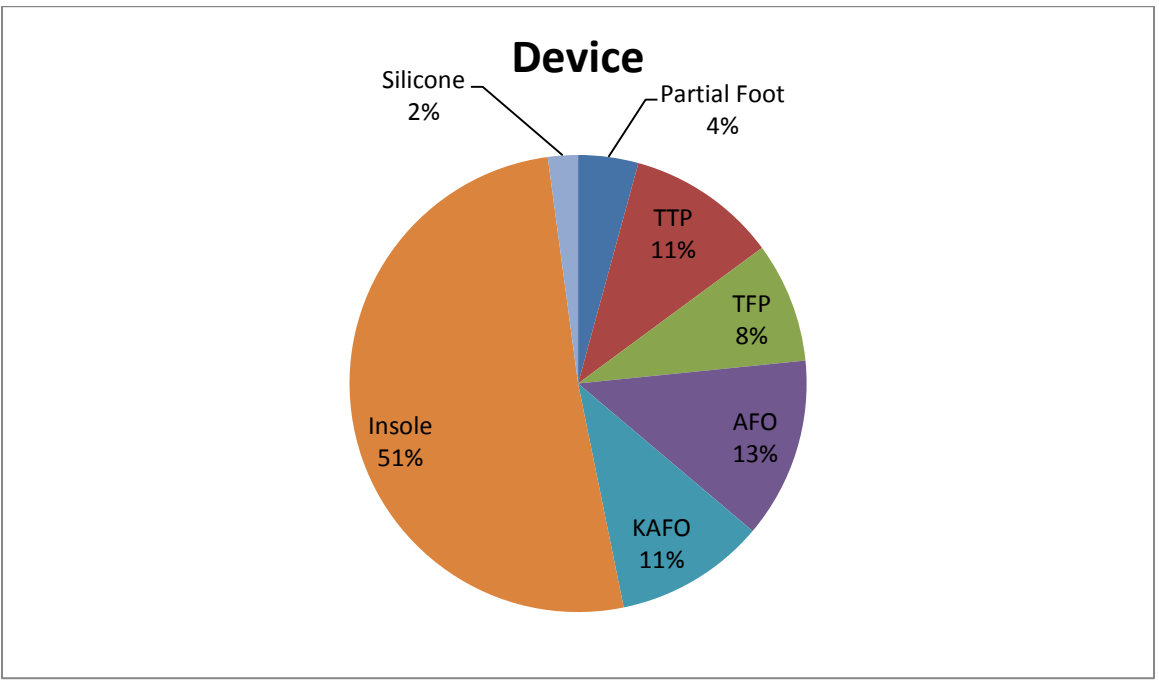
2. Gender



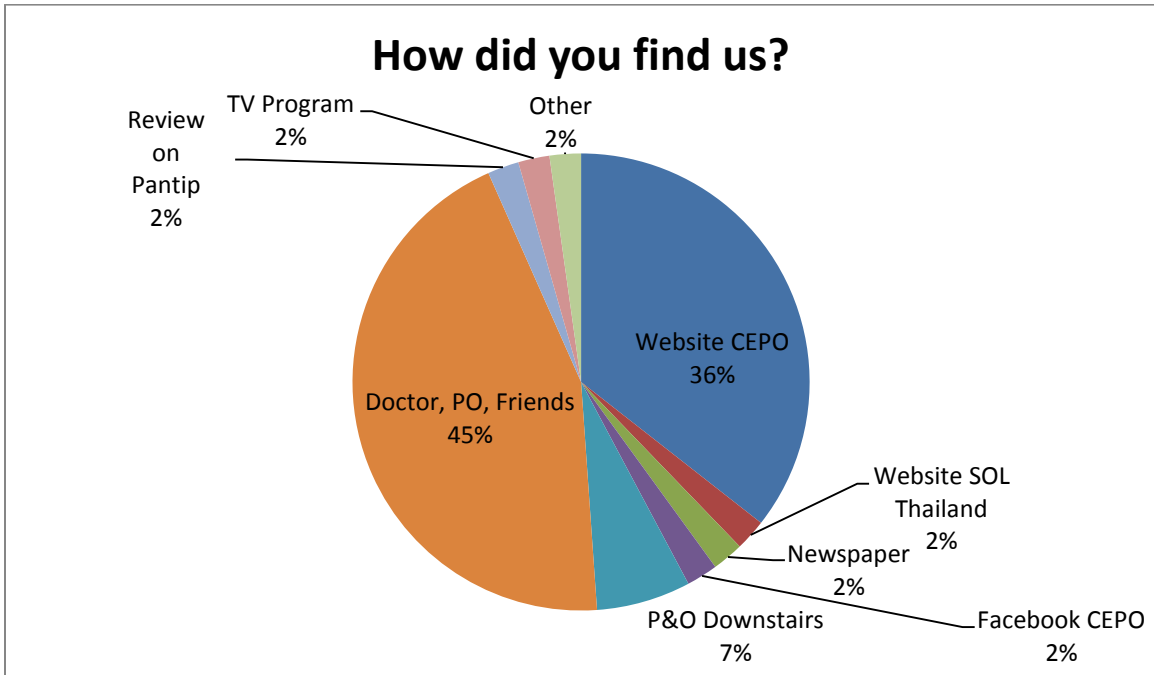
3. Age



4. Device



5. Source

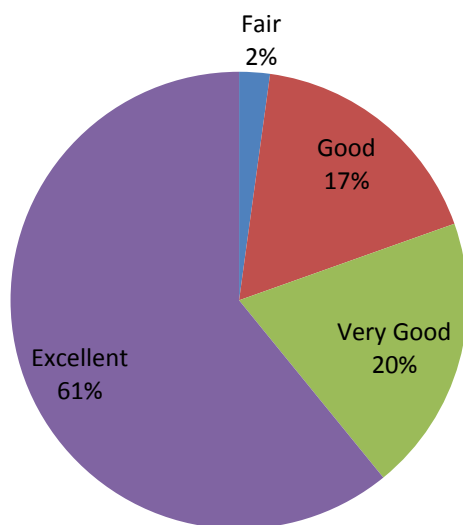


Evaluation

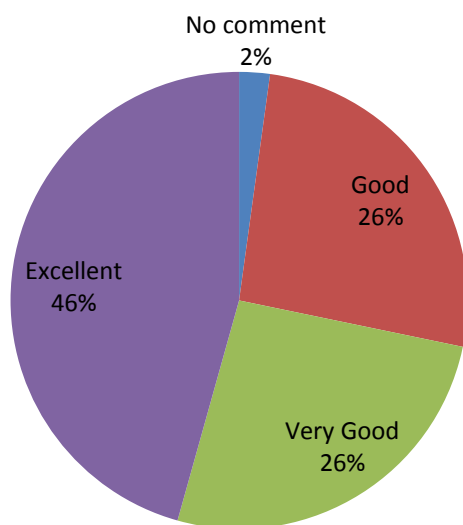
6. Appointment/ Reception/ Billing



Receiving care as quickly as you expected

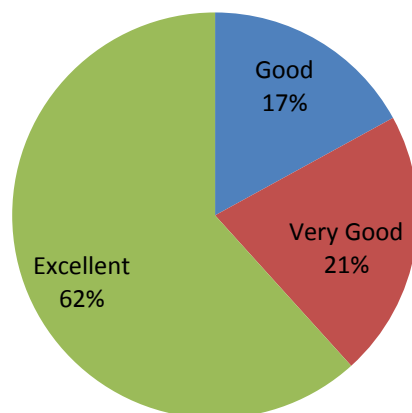


Payment Procedure



7. Our Staff

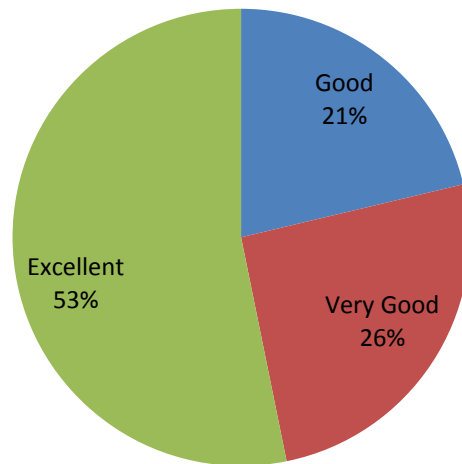
The friendliness and courtesy of the receptionist



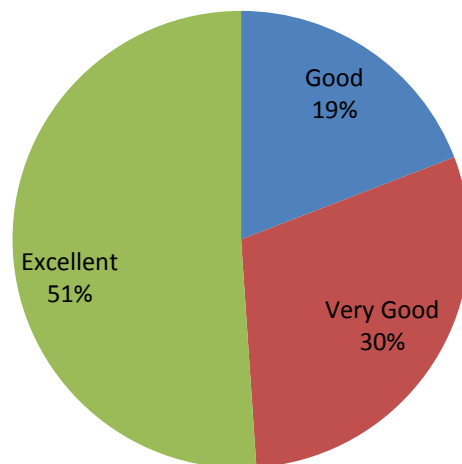
Staffs are friendly and helpful



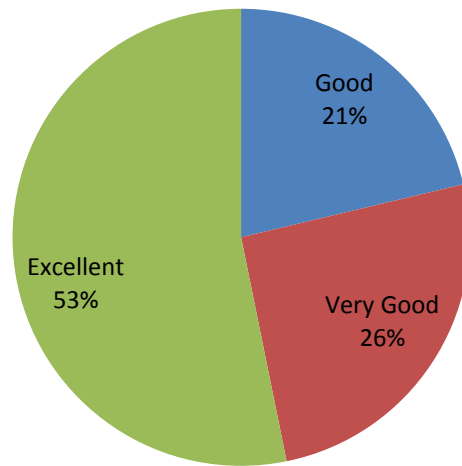
Answers to your question



CPO explained procedure for each process

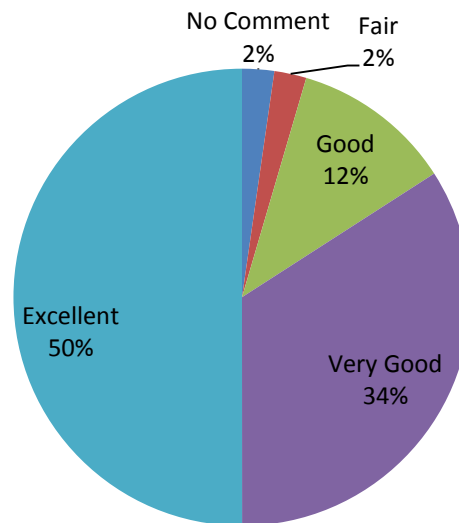


CPO is knowledgeable and professional



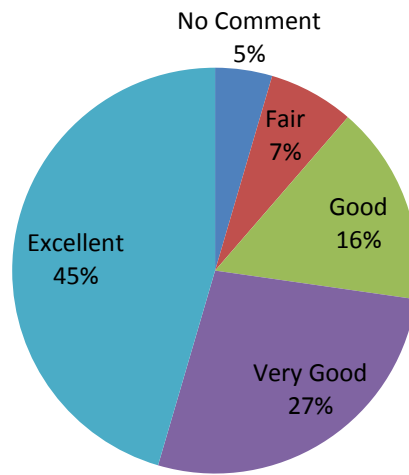
8. Device

The device fulfills the needs of the patient



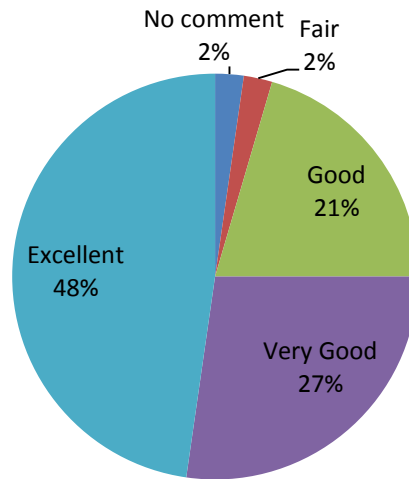
Note: 44 Responders

The time waiting for the device to be delivered



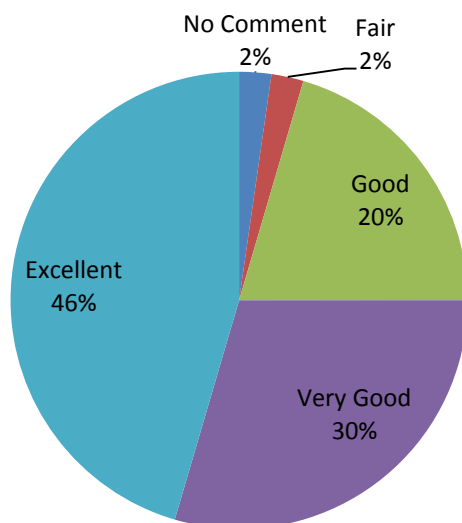
Note: 44 Responders

Attention to detail and general appearance of the devices



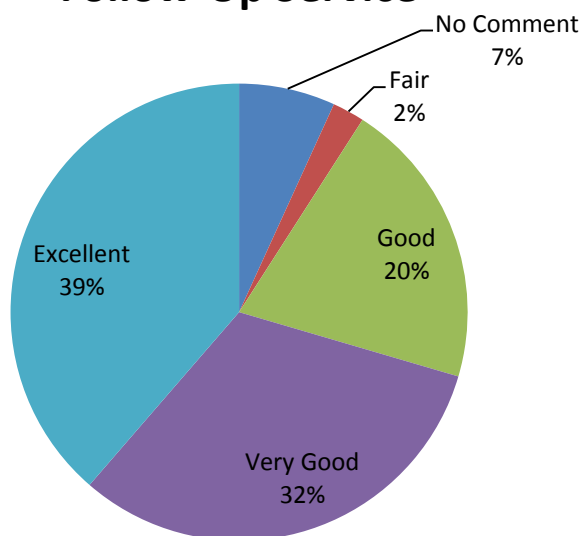
Note: 44 Responders

Wearing the device comfortably



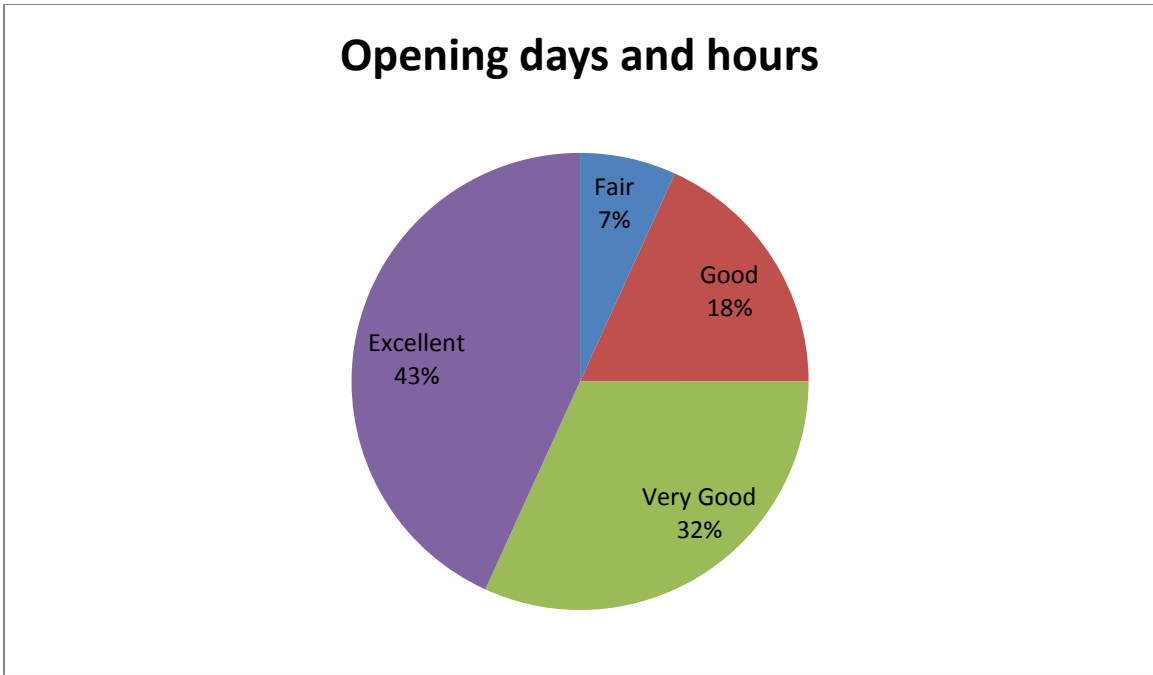
Note: 44 Responders

Follow-Up Service

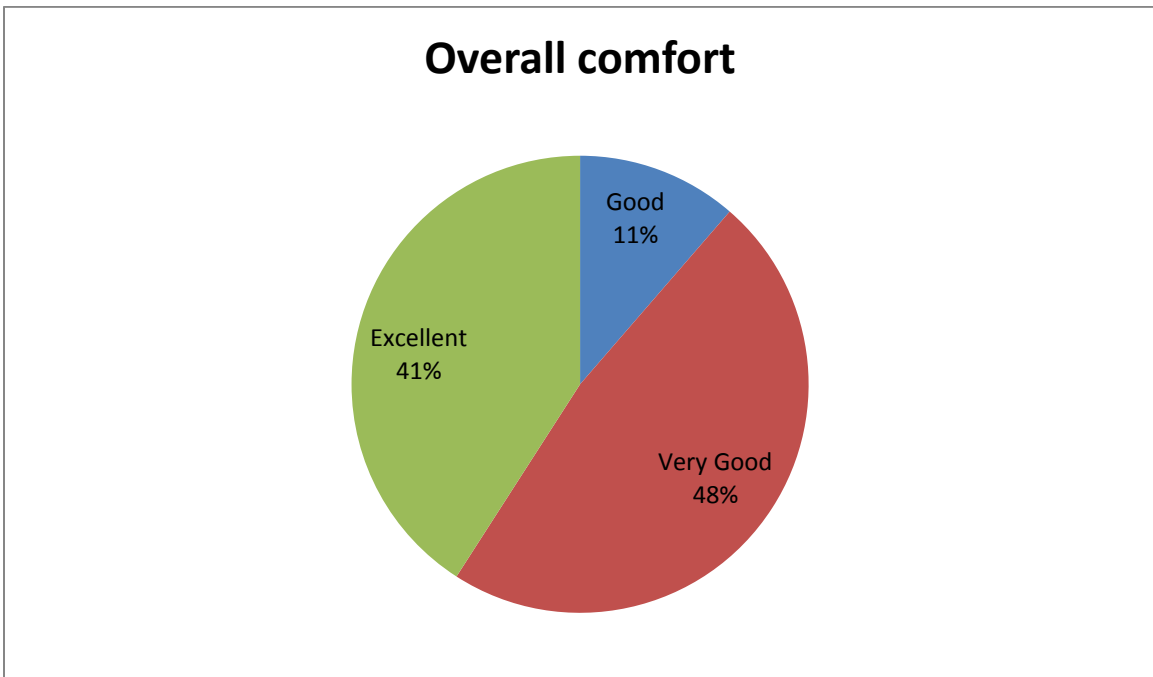


Note: 44 Responders

9. Our Facility

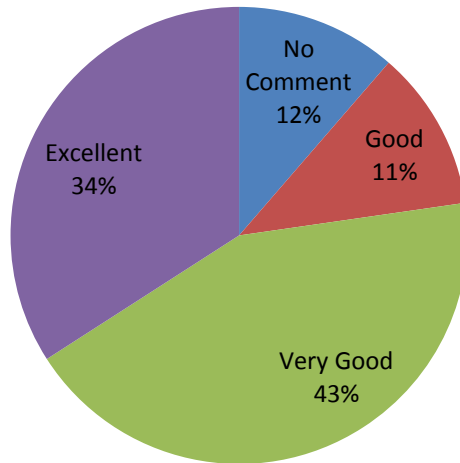


Note: 44 Responders



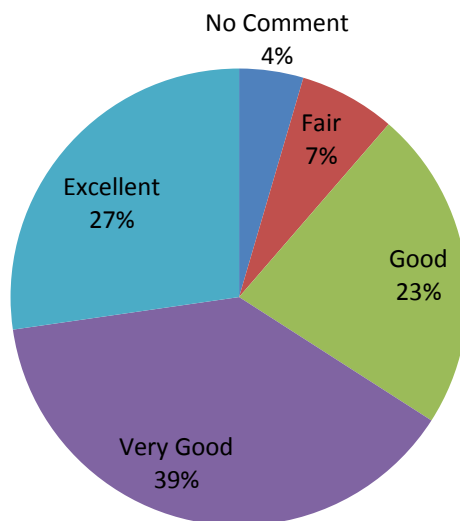
Note: 44 Responders

Parking availability



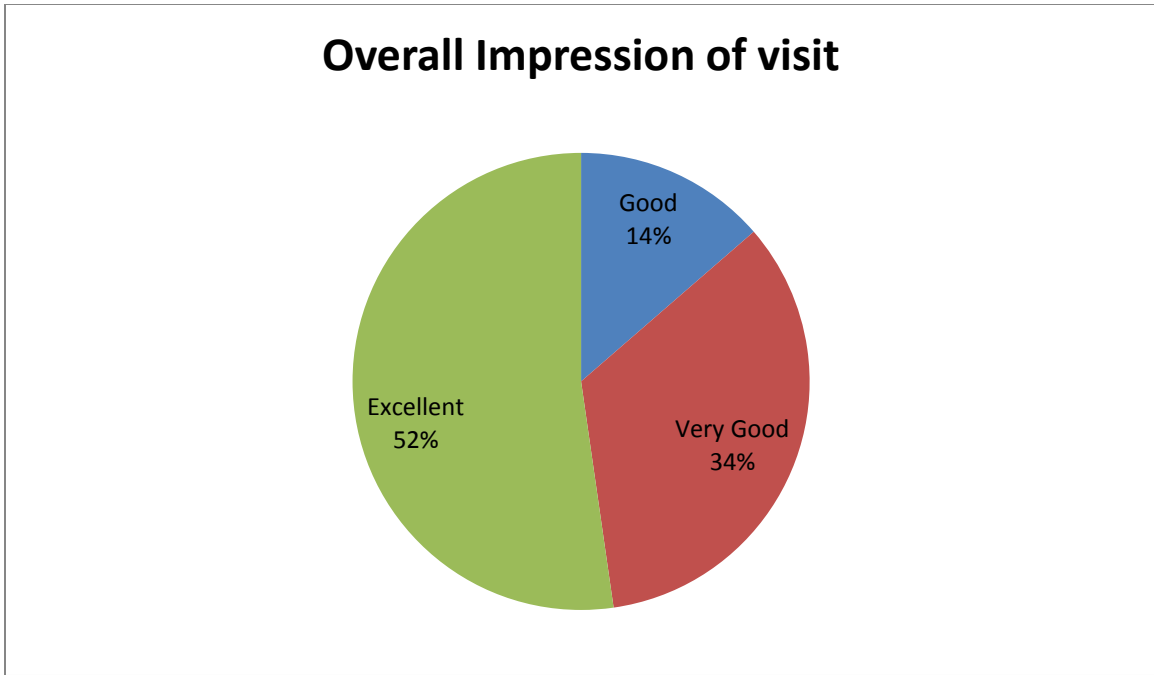
Note: 44 Responders

Signage and directions easy to follow



Note: 44 Responders

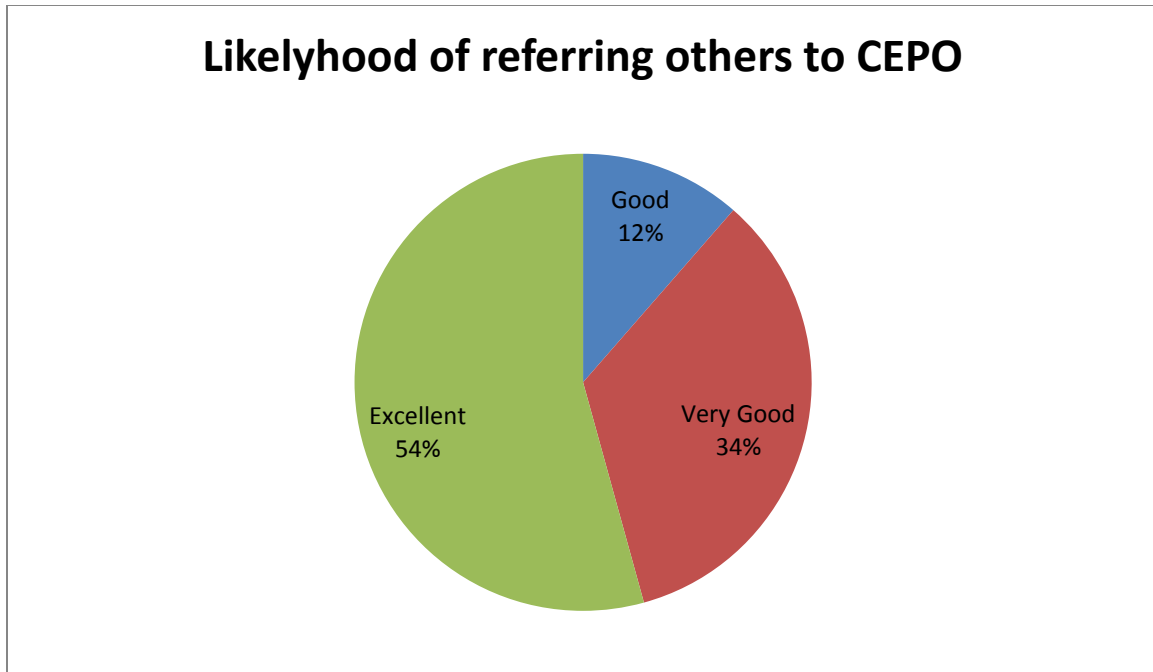
10. Overall



Note: 44 Responders



Note: 35 Responders



Note: 35 Responders

Addition (9 responders)

- Willingness to return (100 percent says 'YES')
- Likelihood of referring others to CEPO (100 percent says 'YES')

SUGGESTIONS for Improvement

1. It will be great if the clinic open on Saturday and Sunday
2. Please do the appointment information one day beyond
3. The answer of the question 'Willingness to return' should provide Yes or NO choices.
4. The Clinic should be known through the public.
5. The durability of the device – Need more time to put on (insoles)
All staffs pay attention to the patient and provide the very good service
6. Keep walking
7. Thank you very much for everything. For your welcome, your kindness, and for the speed
8. Service was excellent, insoles great
9. Perfect!
10. Excellent service- thank you!