

**The Cleveland Foot & Ankle Clinic Evaluations
July, August, September 2008
Third Quarter**

	Poor	Fair	Good	Excellent	Rating Average
1.Courtesy in scheduling appointments	0.0% (0)	0.9% (1)	27.0% (30)	72.1% (80)	3.71
2.Receptionist's telephone manner, friendliness	0.0% (0)	0.0% (0)	28.6% (32)	72.4% (80)	3.71
3.Cleanliness of waiting room/facility	0.0% (0)	0.0% (0)	24.8% (27)	75.2% (82)	3.75
4.Staff member's manner, friendliness	0.0% (0)	0.9% (1)	16.5% (18)	82.6% (90)	3.82
5.Waiting time to see the doctor	2.7% (3)	8.1% (9)	34.2% (38)	55.0% (61)	3.41
6.Doctor's manner, friendliness	0.0% (0)	0.0% (0)	17.1% (19)	82.9% (92)	3.83
7. Doctor's explanation of diagnosis and treatment (is it understandable and complete?)	0.0% (0)	1.8% (2)	12.8% (14)	85.3% (93)	3.83

Comments

1. I had a very good visit and great doctor care.
2. A ok.
3. Everyone is very nice.
4. Nice Staff.
5. Thank you
6. Very informative
7. Will return
8. Doctor talked more to students then me. I had to ask the student doc for the diagnosis.
9. You all are great people to have for help.
10. Great work.
11. I had a great experience with understanding my infection and aftercare. The staff is very pleasant. Horsely, Jamie and Dr. Canales are great.
12. Excellent service.
13. Both medical students are excellent.
14. Ayaz and Manny are awesome.
15. Thomas was very helpful; he eased my sons fear and was very nice.
16. Everything was good.
17. I don't like doctors and the staff made my visit a total pleasure
18. Very nice staff
19. Everything was very cool!!
20. My first visit and very impressed. I waited 45 mins to see a doctor at another office and I only waited 3 mins to see the staff at the clinic. Great!!
21. Very pleasant visit
22. Leah and Toni were excellent! Thank you Dr. Siesel!
23. The medical care my grandchildren received was excellent. Keep up the good work with children.
24. Would recommend to others.
25. Very impressed with overall knowledge and concern for my problems.
26. Air conditioner was too high; it was very cold in the exam room. Could use blanket to cover legs and feet.
27. Good place, thank you
28. This must be a good place to work, everyone was so happy
29. Would recommend others
30. Need the student to move faster and stop standing around in the hall.
31. Very respectful and I loved it.
32. Thank you for seeing us right away. Our overall experience was great.
33. This was different and new. It was good and I will come again.
34. Although, I know docs and residents get busy; this is my first visit and it was quick, simple, to the point and you didn't have to spend the whole day.
35. Warm room #7 up.
36. Medical student should have introduced herself.
37. Very professional, warm and friendly.
38. Appreciated thorough explanation of options.
39. My visit was good. My son and I were seen in a timely matter and everyone was very friendly and would refer.