

East Side Endoscopy, LLC

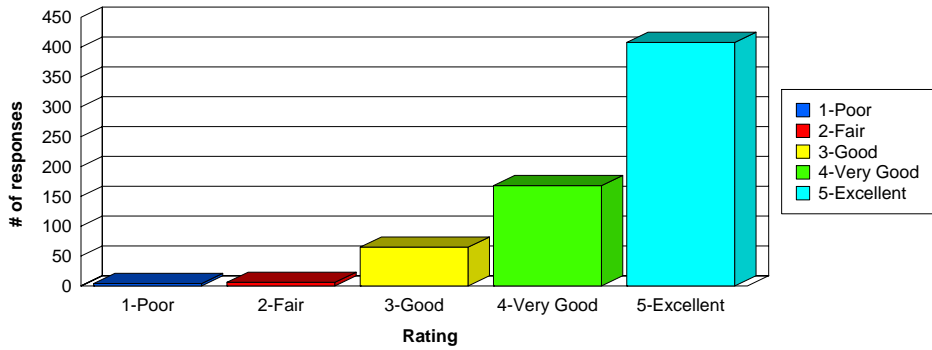
East Side Endoscopy, LLC - Yearly Summary

For Year Of 2013

Total Surveys Returned = 685 Total Cases = 2,330 % Surveys Returned = 29.0%

Dr: All Doctors

1. The availability, helpfulness, sincerity of our endoscopy center staff by phone.



2. The knowledge, helpfulness and attitude of our reception/registration staff



3. Overall comfort, amenities, cleanliness and accessibility of our facility



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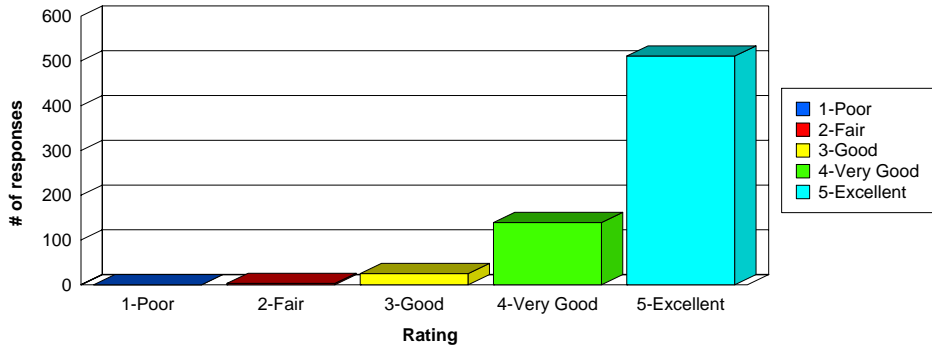
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4. The experience in terms of how safe and secure you felt



5. Your confidence in the skills of OUR nursing staff



6. Doctor(s) ability and willingness to address questions about your care



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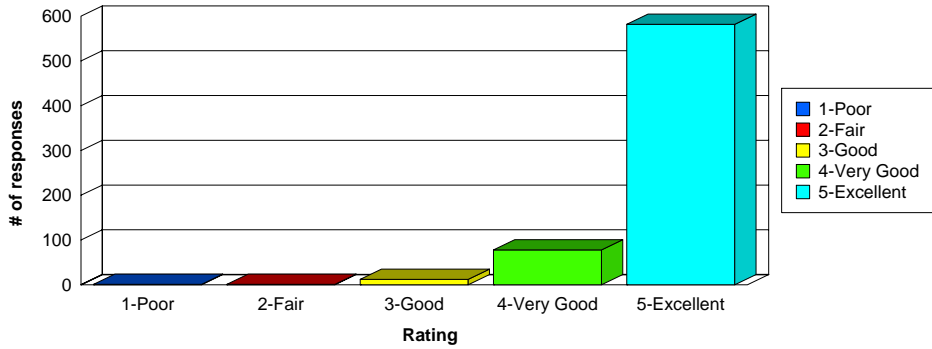
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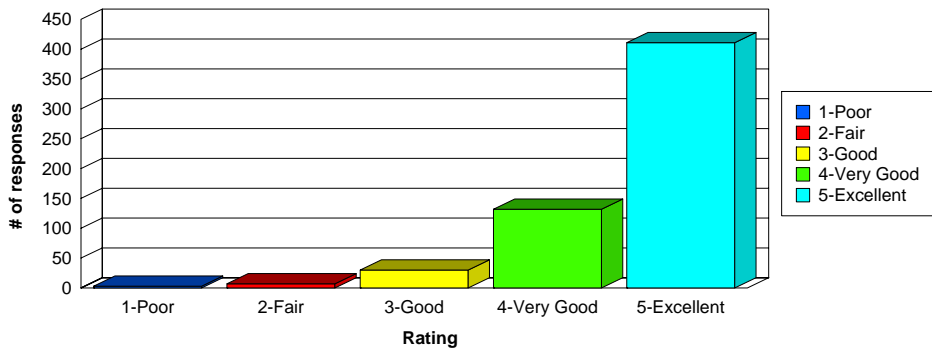
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7. Your confidence in the skill of your physician



8. Were you kept informed of any delays in your procedure start time



9. Effectiveness in meeting your overall time expectations



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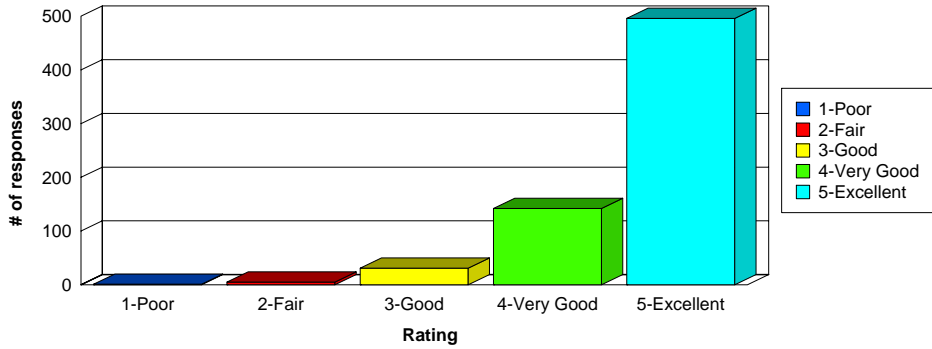
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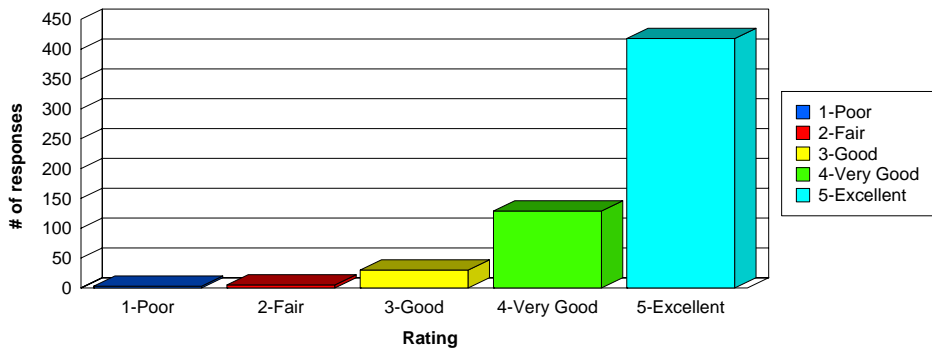
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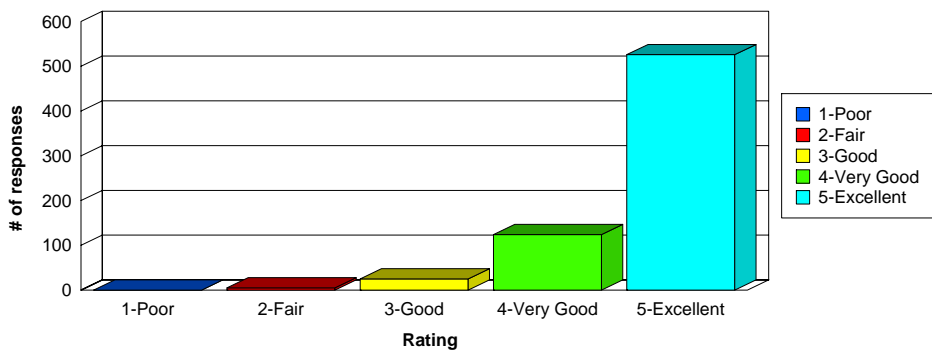
10. The clarity, explanation, and completeness of your discharge instructions



11. The helpfulness of the Endoscopy Center answering questions during your post-op call



12. All Center staff worked as team, and respected your privacy and dignity



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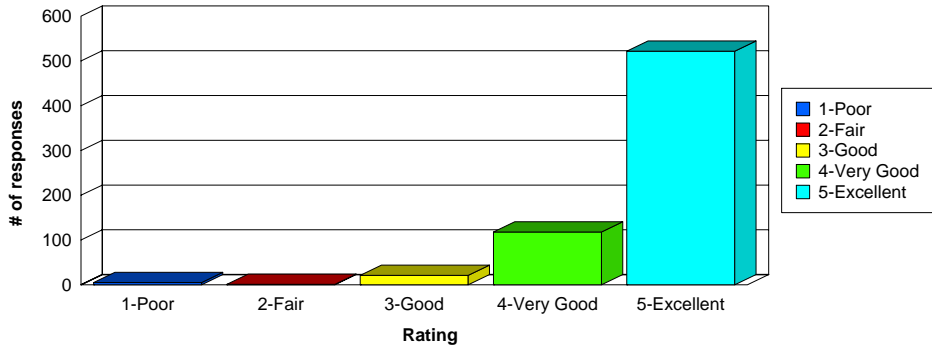
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13. Probability you will return to our facility for future endoscopic needs



14. Would you like us to contact you about any of your answers to the survey?

