Your feedback on your experience with CNAO practice will help us improving our services to better meet your needs. Kindly spare a few moments to complete the following, so that we can strive to fulfil your expectations! Thank you for your input.

**Date ______________________**

**HOW SATISFIED ARE YOU WITH THE FOLLOWING? (PLEASE EVALUATE FROM 1 TO 7)**

1. Reception service (waiting at the desk, operators courtesy, received information)  
2. Administrative service and payment of eventual fee (waiting at the desk, operators courtesy, received information)  
3. Compliance with time schedule of the first visit  
4. Compliance with time schedule of the Follow Up visit  
5. Caring of the clinical personnel (accuracy of the physical examination)  
6. Clarity and completeness of the information and the explanations provided by the clinical personnel  
7. Caring of the nursing staff (accuracy, courtesy and information)  
8. Caring of the technical staff (accuracy, courtesy and information)  
9. Accessibility, comfort and cleanliness  
10. Respect for personal confidentiality  
11. Overall satisfaction about our service  
12. Clarity of the information provided in our brochures  
13. Facility in finding information on CNAO website  
14. How did you hear about CNAO
   - [ ] Medical doctor   - [ ] Friend   - [ ] Media/TV   - [ ] Social Network   - [ ] Internet  
15. Would recommend this Center to others
   - [ ] SI   - [ ] NO

You are kindly invited to give us suggestions in order to improve our service.

________________________________  ____________________________________  ____________________________________  __________________________

________________________________  ____________________________________  ____________________________________  __________________________

________________________________  ____________________________________  ____________________________________  __________________________

**sex** | **age** | **nazionality** | **education**
---|---|---|---
[ ] male | | [ ] italian | [ ] none
[ ] female | | [ ] european | [ ] compulsory school
| | [ ] extra-european | [ ] high school
| | | [ ] degree

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