

SPSC Patient Feedback

1. *This is the first time I have been to a specialist and everyone was very nice and professional*
2. *Dr. Lucia has kept me healthy and given me the opportunity to enjoy life everyday. Thank you for always being realistic, positive, and encouraging.*
3. *I've been through previous sleep studies at different offices and have never been treated so well. This was a five star experience.*
4. *Dr. Lucia was very helpful. Thanks!*
5. *My tech was very informative and made me feel much less scared. I was very comfortable with him. He is personable and professional.*
6. *It's a very nice convenience to come 220 miles and be treated with professional courtesy.*
7. *The staff was friendly, took good care, and showed attention. Their concern was that I was comfortable.*
8. *The staff is your greatest resource. They do a great job!*
9. *I will certainly come back if needed. I would also refer friends if they need your services!*
10. *This was one of the most relaxing times I've had in years!*
11. *Wonderful staff, wonderful facility. Loved the room I was in, it was great.*

Patient Survey Results:

Average wait time for an office visit – 4 days

Average wait time to see a provider at an appointment – Less than 15 minutes

On a scale of 1 – 5 please rate the following:

- 1. Your experience getting through to the clinic by phone = 4.5**
- 2. Your experience scheduling your appointment = 4.7**
- 3. The directions and access to the clinic = 4.8**
- 4. The cleanliness and comfort of the clinic= 4.9**
- 5. The care you received from your provider = 4.9**