



AYA Medical Spa Post Consultation Survey

Thank you for your recent visit to AYA Medical Spa! We place great importance on making sure everyone that comes into our office leaves satisfied, and we would greatly appreciate it if you could help us improve our patient relations by filling out the following confidential, post consultation survey. Your responses will improve our ability to better serve you in the future. Again, thank you for giving AYA Medical Spa an opportunity to serve you!

Multiple Choices: Please select the answer most closely describing your experience; if no choice properly reflects it, select 'Other' and write a short description to help us better understand your experience. You may also share additional comments or expand your answers on the lines below.

1) What procedure are/were you interested in

- a) Laser Procedure _____
- b) Microdermabrasion
- c) Chemical Peel
- d) Botox[®] and/or dermal filler injection
- e) Other _____

2) How would you describe the professionalism of the person who answered your initial phone call to the office?

- a) Very professional
- b) Adequately professional
- c) Neither professional nor unprofessional
- d) Unprofessional
- e) Other: _____

3) How informed did you feel after your consultation? (Were your questions answered fully? Were you offered additional information?)

- a) Fully informed
- b) Adequately informed
- c) A little informed
- d) Visit was not informative
- e) Other: _____

4) How would you rate your esthetician or cosmetic injector during your consultation? **Please give us the name of your esthetician or cosmetic injector.** Please keep in mind their ability to educate you on the procedure in question, friendliness, and professionalism.

- a) Very highly

- b) Highly
- c) Fair
- d) Poor
- e) Other: _____

5) How would you rate the friendliness/helpfulness of the staff overall? (From initial phone call to the time you left the office.)

- a) Very highly
- b) Highly
- c) Fair
- d) Poor
- e) Other: _____

6) How confident are you in AYA Medical Spas' professional ability?

- a) Very confident
- b) Pretty confident; they seemed to be competent in their knowledge
- c) Somewhat confident; I would have to do more research
- d) Not confident at all

7) How did you first hear about us? If possible, please list the relevant publication, website, or ad. (i.e.- Facebook, online directory, etc.)

- a) Online _____
- b) Magazine Ad/Feature _____
- c) From a friend
- d) Other: _____

8) If you did not schedule a procedure, please state your reason below. (i.e.- Price expectations, safety issues/questions, uncomfortable feeling, plan to schedule at a later date, etc.). Please note: the more information you can offer us, the more we can improve.

9) Based on your experience with us, would you refer a friend, family member or acquaintance to our practice?

- a) Yes
 - b) No
- If applicable, please explain:

10) Would you be interested in receiving e-mails with special offers and a monthly newsletter courtesy of AYA Medical Spa?

a) Yes

b) No

If yes, please provide your email: _____