

Virtual Online Module Test Yourself

Patient Surveying

1. The Patient Survey breaks down into three parts, _____, _____ and _____.
2. When is the survey conducted?
3. After the patient rates an area of the practice on the 1-10 scale, what do you ask?
4. True or False – This survey must be conducted face-to-face. It is never okay to send the patient home to fill out the survey.
5. What are the 3 ways to use testimonials?
6. What patient qualifications are you looking for in a corporate lead?
7. What are the three ways the patient survey provides lead generation?
8. When is the survey results shared with the staff?
9. What elements of the survey are discussed during the weekly staff meeting?
10. What are three benefits of the new patient survey?