



ASOA Friday Focus Poll – Results from November 10, 2017

Tracking Patient Satisfaction

Q1. What is the primary method your practice uses to track patient satisfaction?		
Responses	Responses	%
Survey by phone/mail	26	9.45%
Survey by text/email or practice-specific website	57	20.73%
Survey completion requested in office	42	15.27%
3rd party vendor conducts survey	36	13.09%
Ask patients to use Yelp, WebMD, Healthgrades, etc	19	6.91%
Don't track patient satisfaction formally	92	33.45%
Does not apply to my business	3	1.09%
Total Responses	275	

