L.O. Eye Care’s Patient Satisfaction Survey and Doctor Ratings:

We understand that choosing the right doctor for your eye care needs is an important decision. To help with this endeavor, L.O. Eye Care is providing feedback directly from existing patients. Through the use of a patient satisfaction survey, we are able to gather real information to help you make an informed choice. To find out more about the patient satisfaction survey and how the information is gathered, please continue reading.

About The Survey:

L.O. Eye Care measures all aspects of our patients’ experience. Patients who have received treatment from a L.O. Eye Care doctor are randomly invited to complete surveys. Surveys are offered by email and provide patients an opportunity to share feedback regarding their overall experience with L.O. Eye Care and with their doctor. Results are shared with the appropriate department managers and individual doctors as a way to identify opportunities to improve care and the patient experience.

What Questions Are Asked:

Doctor’s patient satisfaction star rating is based on the average of six questions. Answers are provided on a 1 to 5 scale – 1 being very poor and 5 being excellent.

The questions are:

- Friendliness/courtesy of the doctor
- The listening skills of the doctor
- Clearly communicated diagnosis and plan
- Amount of time the doctor spent with you
- Your confidence in this doctor
- Likelihood of your recommending this doctor to others

Comments:

L.O. Eye Care is committed to posting both positive and negative comments received through the survey. However, we do not post comments that are a risk to patient privacy, libelous, slanderous, profane, irrelevant or otherwise inappropriate. All comments are posted anonymously.

Protection of Patient Information:
Patient names are not displayed through the online ratings or commentary reviews. All identifiable information is removed prior to posting online and loeye.com is a secure, password protected site.