

**The Center for Advanced Reproductive Services
Patient Satisfaction Survey
2009**

Number of Respondents

	IVF 1 st Cycle	IVF Mx Cycle	AED	IUI	REI	Other	No Response	Total Respondents
2009 Farmington	23	21	0	11	0	0	20	75
2009 Hartford	2	0	0	3	0	0	8	13

Score Scale

Very Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
1	2	3	4	5

Categories

	2009 Farmington	2009 Hartford
1. Professionalism of staff	1.04	1.00
2. Competency of staff	1.09	1.08
3. Convenience of 1A	1.36	1.58
4. Presentation of 1A session	1.20	1.50
5. Communication of treatment plan	1.24	1.23
6. Friendliness of reception on phone	1.27	1.00
7. Availability of appointments	1.28	1.08
8. Length of time in the waiting room	1.56	1.54
9. Friendliness of reception during visits	1.14	1.00
10. Friendliness of financial advisors	1.19	1.00
11. Helpfulness of financial advisors	1.25	1.00
12. Explanation of financial obligations	1.24	1.00
13. Accessibility of MD's	1.35	1.31
14. Accessibility of RN staff	1.15	1.08
15. Length of time to return phone calls	1.31	1.08
16. Location of the office	1.53	1.38
17. Atmosphere and décor of office	1.64	1.38
18. Price vs. value of service provided	1.57	1.54
19. Quality of print materials provided	1.27	1.08
20. Have you visited the web site	84%	67%
21. Quality and comprehensiveness of website	1.53	1.44
22. Overall experience at The Center	1.09	1.08
23. On-line at home	90%	90%
24. Clear instructions for producing sperm specimen (New question)	1.25	1.15
25. Availability of semen analysis appointment(s) (New question)	1.16	1.08
26. Lab results in a timely manner (New question)	1.25	1.08
Average of all categories with data	1.29	1.20