



# ARIZONA GASTROENTEROLOGY

## Patient Feedback Form

Patient Name: Laura G [REDACTED] Phone Number: [REDACTED]

Is this feedback on an employee or our practice? Santiago

Explanation: PT stated that Santiago was very pleasant and very proficient and professional over the phone and helped her get in ASAP.

Arizona Gastroenterology strives to be a center of excellence and our patients are extremely important to us. We would like to thank you for your feedback today.



# ARIZONA GASTROENTEROLOGY

## Patient Feedback Form

Patient Name: Catalina H [REDACTED] Phone Number: [REDACTED]

Is this feedback on an employee or our practice? on an employee or our practice?

Explanation: Everyone here is friendly and professional. Treatment did not hurt at all Thank you Dr Tsai.

Arizona Gastroenterology strives to be a center of excellence and our patients are extremely important to us. We would like to thank you for your feedback today.



# ARIZONA GASTROENTEROLOGY

## Patient Feedback Form

Patient Name: STEPH P [REDACTED] Phone Number: [REDACTED]

Is this feedback on an employee or our practice? NO

Explanation: Wonderful; relaxing music - very soothing.  
Thank you for peaceful atmosphere!  
Much appreciated  
[Signature]

Arizona Gastroenterology strives to be a center of excellence and our patients are extremely important to us. We would like to thank you for your feedback today.



# ARIZONA GASTROENTEROLOGY

## Patient Feedback Form

Patient Name: Sue A [REDACTED] Phone Number: \_\_\_\_\_

Is this feedback on an employee or our practice? Carla

Explanation: Patient  
Thanks you for getting her in  
quick! ☺

Arizona Gastroenterology strives to be a center of excellence and our patients are extremely important to us. We would like to thank you for your feedback today.



**Patient Feedback Form**

Patient Name: Qian P [redacted] Phone Number: [redacted]

Is this feedback on an employee or our practice? Yes

Explanation: The phone call appointment was very easy & I got the appointment quickly. The front office staff are very friendly, helpful and professional. I really appreciate the great work they do.

Arizona Gastroenterology strives to be a center of excellence and our patients are extremely important to us. We would like to thank you for your feedback today.



**Patient Feedback Form**

Patient Name: Dany C [redacted] Phone Number: \_\_\_\_\_

Is this feedback on an employee or our practice? \_\_\_\_\_

Explanation: The office is very pleasant and efficient.

Arizona Gastroenterology strives to be a center of excellence and our patients are extremely important to us. We would like to thank you for your feedback today.

# ARIZONA GASTROENTEROLOGY



## Patient Feedback Form

Patient Name: Jennifer S [REDACTED] Phone Number: \_\_\_\_\_

Is this feedback on an employee or our practice? Denisha

Explanation: very cool & helpful on the phone, thank you!

Arizona Gastroenterology strives to be a center of excellence and our patients are extremely important to us. We would like to thank you for your feedback today.

# ARIZONA GASTROENTEROLOGY



## How can we make your experience with us better?

Patient Name: ROBERT [REDACTED] Patient Number: ?

Incident: WANT TO ACKNOWLEDGE SELINA IN SCHEDULING FOR GOING THE EXTRA <sup>MILE</sup> IN ARRANGING AN APPOINTMENT FOR ME. ALSO YOUR STAFF @ CHECK IN IS VERY FRIENDLY & HELPFUL. CONGRATS TO ALL... [REDACTED]

Arizona Gastroenterology strives to be a center of excellence and our patients are extremely important to us. Someone will be in contact with you within 24 hours to resolve your matter.

5/29/18



# ARIZONA GASTROENTEROLOGY

## Patient Feedback Form

Patient Name: Steve G [REDACTED] Phone Number: [REDACTED]

Is this feedback on an employee or our practice? yes

Explanation: \_\_\_\_\_

SHARON HAS BEEN WONDERFUL + WE REALLY  
APPRECIATE HER

Thank you!

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# ARIZONA GASTROENTEROLOGY

## Patient Feedback Form

Patient Name: Virginia B [REDACTED] Phone Number: [REDACTED]

Is this feedback on an employee or our practice? DR. CONTRERAS

Explanation: VIRGINIA SAYS DR C'S Bedside manner  
is the best that she always feels heard  
by him and that she appreciates that he is  
always smiling"

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# ARIZONA GASTROENTEROLOGY

## Patient Feedback Form

Patient Name: DONI GAY Phone Number: [REDACTED]

Is this feedback on an employee or our practice? YES, SANTIAGO

Explanation: WORKS AT PHONE SCHEDULE ROOM. HE WAS SO WONDERFUL AND COMPASSIONATE LISTENING TO HOW I NEEDED AN APPT AS SOON AS POSSIBLE. HE WORKED A MIRACLE WITH SARAH'S HELP THANK YOU !!

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# ARIZONA GASTROENTEROLOGY

## Patient Feedback Form

Patient Name: Theresa M [REDACTED] Phone Number: [REDACTED]

Is this feedback on an employee or our practice? Connie

Explanation: Pt was at Green Valley, and had a wonderful experience w/ Connie Coburn !! Connie was worth the trip to GVO

Arizona Gastroenterology strives to be a center of excellence and our patients are extremely important to us. We would like to thank you for your feedback today.

# ARIZONA GASTROENTEROLOGY

## Patient Feedback Form

Patient Name: Brandon M. [REDACTED] Phone Number: [REDACTED]

Is this feedback on an employee or our practice? TIA

Explanation: TIA is compassionate and efficient. She got my son in with Dr. Contreras readily as he was in PAW then got him an appt. for the next day with Dr. Melcon! TIA is an asset to this office & her patients.

Arizona Gastroenterology strives to be a center of excellence and our patients are extremely important to us. We would like to thank you for your feedback today. *Pat [REDACTED]*

**Adalia [REDACTED]**  
Sent Items  
Thursday, March 07, 2019 3:30 PM

I am so glad that you guys had a great experience! You guys take care :)  
-Adalia

Adalia [REDACTED]  
Arizona Gastroenterology  
Procedure Scheduler  
7566 N La Cholla Blvd Ste A  
Tucson, AZ 85741  
(520)742-4139 x 271

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**Veronica [REDACTED]**  
To: Adalia Moreno  
Actions

- You replied on 3/7/2019 3:30 PM. Thursday, March 07, 2019 3:11 PM

Hi Adalia,

I just wanted to thank you for being so nice and to tell you that I loved Dr. Dinning!! He is such a wonderful man. Very sweet, personable and great at explaining the findings. I wish all doctors were like him. Take care, Veronica [REDACTED]

Sent from my iPhone

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**Adalia [REDACTED]**  
Sent Items  
Monday, March 04, 2019 3:25 PM

Good afternoon Veronica,

3:30 PM  
3/7/2019

# Patient Feedback

erine Kelly [REDACTED] came in today 05/15/2018 and let Nichole know that she feels our phones department is excellent. S  
ry time I call I always have a pleasant experience and your staff goes above and beyond to meet all my needs". She al  
that our call volume has improved dramatically and it is much easier now to get through to make an appointment with  
schedulers.



7/2019

Re: Fodmap

## Re: Fodmap

Susan M [REDACTED]

Sent: Monday, January 07, 2019 12:10 PM

To: Cindy L [REDACTED]

Hi Cindy - THANK YOU so very much - yes, I did receive it, printed it and the only thing I did not  
find was fish - but I did look it up - and fish is fine - plain ... I appreciate your kindness and  
understanding.

This crazy world right now needs more people like you - with common sense, understanding ... and  
patience.

Have a good day and hope that the New Year is off to a good start.

Susan M [REDACTED]

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### Subject

Many thanks

### Untitled

Thank you to the whole group.

But a sensere thanks to Dr.Dinning and his team. I am a big chicken!!

Full of fear ! You sir! And your team helped me to be calm and that it will all be ok. That means a lot to me as I see the medical  
care system become

Robotics. Thank you again

MRN: 134857



Arizona Gastroenterology Ltd.

Patient Satisfaction Survey

We strive to be a center of excellence. Your opinion makes a difference to us. Our mission is to provide you with the highest quality of medical care, comfort, convenience, and patient satisfaction. We value your feedback regarding your experience to help us to continuously improve. Please complete the following survey.

Date of Consult:	Excellent	Good	Fair	Poor
10-24-18				
1. Friendliness/ Courtesy of staff.	✓			
2. You were treated with dignity and respect.	✓			
3. Your admission process.	✓			
4. Explanations the care provider gave you about your problem or condition.	✓			
5. Your understanding of the procedure.				
6. Your understanding of your patients' rights.	✓			
7. The staff and physicians took measures to respect your privacy.	✓			
8. Your understanding of the discharge instructions.	✓			
9. The Center provided quality care.	✓			
10. I would recommend you to family and friends.	✓			

Could we have done anything to have made your visit more pleasant? If, yes, please explain.

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Keep up The great work Everyone!  
😊

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3. Your admission process.				
4. Explanations the care provider gave you about your problem or condition.	✓			
5. Your understanding of the procedure.	✓			
6. Your understanding of your patients' rights.	✓			
7. The staff and physicians took measures to respect your privacy.	✓			
8. Your understanding of the discharge instructions.	✓			
9. The Center provided quality care.	✓			
10. I would recommend you to family and friends.	✓			

Could we have done anything to have made your visit more pleasant? If, yes, please explain.

*Amazing help they are very helpful  
and friendly*

*Peggy B. [redacted]*

AUG 01 2019

Arizona Gastroenterology Ltd.

Patient Satisfaction Survey

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Date of Consult: 08-01-19	Excellent	Good	Fair	Poor
1. Friendliness/ Courtesy of staff.	X			
2. You were treated with dignity and respect.	X			
3. Your admission process.	X			
4. Explanations the care provider gave you about your problem or condition.	X			
5. Your understanding of the procedure.	X			
6. Your understanding of your patients' rights.	X			
7. The staff and physicians took measures to respect your privacy.	X			
8. Your understanding of the discharge instructions.	X			
9. The Center provided quality care.	X			
10. I would recommend you to family and friends.	X			

Could we have done anything to have made your visit more pleasant? If, yes, please explain.

Since many patients are elderly and might be hard of hearing, staff needs to speak slowly and clearly as well as loudly enough for patient to hear well. Thank you.

AUG 01 2019

Said

L [REDACTED]

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4. Explanations the care provider gave you about your problem or condition.	✓			
5. Your understanding of the procedure.	✓			
6. Your understanding of your patients' rights.	✓			
7. The staff and physicians took measures to respect your privacy.	✓			
8. Your understanding of the discharge instructions.	✓			
9. The Center provided quality care.	✓			
10. I would recommend you to family and friends.	✓			

Could we have done anything to have made your visit more pleasant? If, yes, please explain.

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Encinas A. [Redacted]

AUG 01 2019

Arizona Gastroenterology Ltd.

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2. You were treated with dignity and respect.	✓			
3. Your admission process.	✓			
4. Explanations the care provider gave you about your problem or condition.	✓			
5. Your understanding of the procedure.	✓			
6. Your understanding of your patients' rights.	✓			
7. The staff and physicians took measures to respect your privacy.	✓			
8. Your understanding of the discharge instructions.	NA			
9. The Center provided quality care.	✓			
10. I would recommend you to family and friends.	✓			

Could we have done anything to have made your visit more pleasant? If, yes, please explain.

Good Job

John L. [Redacted]

AUG 01 2019

Arizona Gastroenterology Ltd.

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2. You were treated with dignity and respect.	✓			
3. Your admission process.	✓			
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5. Your understanding of the procedure.	✓			
6. Your understanding of your patients' rights.	✓			
7. The staff and physicians took measures to respect your privacy.	✓			
8. Your understanding of the discharge instructions.	✓			
9. The Center provided quality care.	✓			
10. I would recommend you to family and friends.	✓			

Could we have done anything to have made your visit more pleasant? If, yes, please explain.

*Very pleased with care & politeness!*

*Cheryl D. [Redacted]*  
AUG 01 2019