Patient/Family Feedback Policy

Purpose: In order to best serve the patients/families of our community, our practice is committed to soliciting and receiving feedback for the work of continuous improvement. Feedback, both positive and negative, will be utilized to inform practice changes.

Proactive Feedback: Several mechanisms will be used to collect ongoing patient/family feedback. These include, but are not limited to:

- Periodic surveys to the active patient families (in keeping with Medical Home designation)
- Post-visit surveys with invitations to review on Social Media
- Family Advisory Council Feedback

Passive Feedback:
- Suggestion box in the waiting room
- Invitation on our practice patient portal to provide feedback
- A culture of listening to families respectfully as they provide feedback (both positive and negative)
- Empowerment of practice team members to encourage families to “reach out directly to our office manager or any of our physicians with specific comments, questions or concerns.”