Our Product Presentation

1. **Provided adequate information regarding services**
   - Very Satisfied: 75%
   - Generally Satisfied: 8%
   - Very Dissatisfied: 17%
   - Not Applicable: 17%

2. **Addressed your facility's needs**
   - Very Satisfied: 83%
   - Generally Satisfied: 17%
   - Very Dissatisfied: 17%
   - Not Applicable: 17%

3. **Handout materials detailed options**
   - Very Satisfied: 67%
   - Generally Satisfied: 17%
   - Very Dissatisfied: 16%
   - Not Applicable: 16%

Product Quality

1. **Turn-around-time for delivery of final product**
   - Very Satisfied: 75%
   - Generally Satisfied: 25%
   - Very Dissatisfied: 17%
   - Not Applicable: 16%

2. **Sufficient rationale to support decisions**
   - Very Satisfied: 75%
   - Generally Satisfied: 25%
   - Very Dissatisfied: 17%
   - Not Applicable: 16%

3. **Completeness of the final product**
   - Very Satisfied: 83%
   - Generally Satisfied: 17%
   - Not Applicable: 17%

4. **Neat and professional appearance**
   - Very Satisfied: 92%
   - Generally Satisfied: 8%
   - Not Applicable: 17%
4. Invoices agree with work completed

<table>
<thead>
<tr>
<th>Category</th>
<th>Very Satisfied</th>
<th>Generally Satisfied</th>
<th>Generally Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Your phone calls answered promptly</td>
<td>92%</td>
<td>8%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Staff returned your calls in a timely manner</td>
<td>100%</td>
<td></td>
<td></td>
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<tr>
<td>3. Resolution of issue</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Invoices agree with work completed</td>
<td>92%</td>
<td>8%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. How often do you visit our website?

<table>
<thead>
<tr>
<th>Category</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Not at All</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. How often do you visit our website?</td>
<td>8%</td>
<td>17%</td>
<td>25%</td>
<td>17%</td>
<td>33%</td>
</tr>
</tbody>
</table>
Client Comments

**Comments on our product presentation:**
- When I started in this position your company was already our preferred provider.

**Comments on the quality of our product:**
- Always very prompt and happy to help if there was a question.

**Comments on our communication:**
- I enjoy working with Ms. Lockwood and Ms. Brion. They are both very responsible and professional people. This makes it a joy to use your services.

**Comments on what other services, if any, would you like Physicians Review Organization to provide:**
- OPPE/FPPE services
- I'm satisfied with the services you offer.

**Additional comments or suggestions:**
- The staff is very helpful.

# of Surveys Sent: 47 contacts; 31 referring entities
# of Responses: 12