

PATIENT SATISFACTION

West Parkway Ambulatory Surgery Center encourages feedback from all of our patients about their experience at the Center. Every patient is provided a Patient Satisfaction Questionnaire at the time of discharge. Since opening day the Center has consistently received an average rating of 4.94 in patient satisfaction on a scale of 1-5.

This is what our patients have to say about the Center:

“My experience was wonderful. Everyone went out of their way to make me feel as comfortable and relaxed as possible. I really appreciated the staff’s efforts. Their compassion and concern was outstanding. Thank you!”

“I was treated like I was special...like I was the only patient there. If anyone has to have surgery, this is the place to go. I have been recommending and praising this Center to anyone who will listen to me.”

“I felt very confident , safe and that I was in good hands. You have a wonderful staff....people of high standards.”

“My experience at the Center was very good. Everyone was extremely helpful and kind. The entire staff should be commended as they were the nicest medical professionals I’ve ever met.”

“Great unit and marvelous personnel....an example for all surgical units anywhere in the USA”.