



# Patient Satisfaction

## Matters

***Every month we send out a patient satisfaction survey. Here are some positive comments from the survey sent out in May 2021 for April appointments. Thanks you everyone for working so hard to make OAI stand out in a very competitive market. Kindness and professionalism does make a difference.***

1. Very pleased with Dr. Lew, Lee & front desk staff
2. The front desk staff was very friendly and efficient and helped me getting to and from the car with a wheelchair.
3. Great clinical staff!
4. Dr. de Swart is amazing. Great doctor, great bedside manner!
5. I failed to setup a realistic list of questions for the doctor and remembered some when I got home. Lee kindly took my call & answered them for me.
6. Dr. Martinez was very thorough and answered all my questions. Tests were done in a timely manner. I highly recommend Dr. Martinez. Also his secretary was helpful in returning my calls and answered any questions I had and insured me that Dr. Martinez would follow up with any additional questions I had.
7. Dr. Mandel is the absolute best!
8. Everyone in the practice is knowledgeable, professional and friendly. When I needed an appointment recently, I was scheduled without delay. Dr. Lew spent the necessary time to discuss my diagnosis and upcoming surgery. I have complete trust in him and this practice.
9. Knowledgeable, caring physicians and staff. I have had many orthopedic issues that have been successfully treated. For that I am most grateful.
10. Location is convenient, pricing provides value for the level of service received, staff and doctor were friendly and spend sufficient time to diagnose my issue.
11. The doctors are respectful and do an amazing job with surgeries. Kudos to Dr. Elyaderani, and retired Dr. Duret Smith on my hand surgeries.
12. I like that you are not the 6 minute productivity clinic. I always feel like I have the attention of doc and staff. Always get my questions answered and don't feel rushed.
13. Everyone at both the Avon and Westlake locations were so friendly and caring and welcoming. Dr. Martinez has incredible beside manner and was so kind and compassionate. He explained all of my injury details and treatment plan in great length and never made me feel rushed. I was in horrible

pain when I saw him but he was still able to make me laugh. Dr. Martinez is absolutely wonderful and I will highly recommend him to anyone.

14. First time patient and felt my experience was great.

15. I asked Dr. Martinez to call me for information he had given my husband. He called and was so very nice and understanding. Have always used Ortho Assoc. and have always been pleased with your care.

16. I have been impressed by the standard of care/treatment I was given. They listen to me in describing my reason for visiting.

17. During the check in/check out process I was greeted and accommodated in a professional and courteous manner by the front office staff (receptionist).