

# IntakeQ

## Patient Satisfaction Audit

*This is an extra resource to go along with the original article:*

[Why technology encourages patient-centered care](#)

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Patient satisfaction has a tremendous impact on the retention rates and organic growth of your healthcare office. This audit will help you honestly assess how happy your patients are with your practice...and help you grow, improve, and build business-boosting relationships.

**1. Do your patients come back for a second, third, and fourth visit?**

If your patient retention rates are low, consider why you're not effectively turning one-time visitors into long-term, loyal patients.

**2. How is the front-of-office experience?**

How friendly, competent, and effective are your staff? If your employees are lacking, consider arranging a training that focuses on patient relationships and administrative efficiency.

**3. Have you surveyed your patients?**

Consider sending a survey to your patients via email. Ask them how likely they are to recommend your practice to a friend or relative—and give them an opportunity to explain.

**4. Have you implemented patient feedback?**

If you have received feedback from patients, how well have you implemented their insights? Develop an action plan for responding to patient feedback. Chances are, your patients have the same complaints (and compliments) across the board.

**5. Are your patients seeing growth in their healthcare journey?**

Lastly, and most importantly, are your patients seeing desired results? Ultimately, your goal is to help them reach their healthcare goals and give them an effective action plan for success!