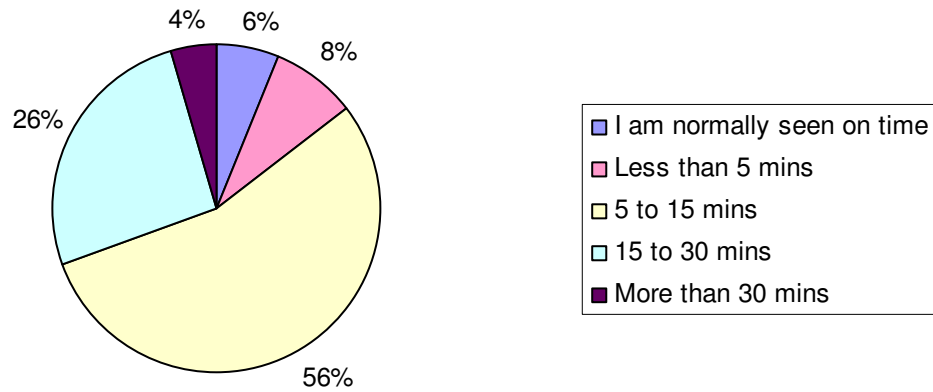
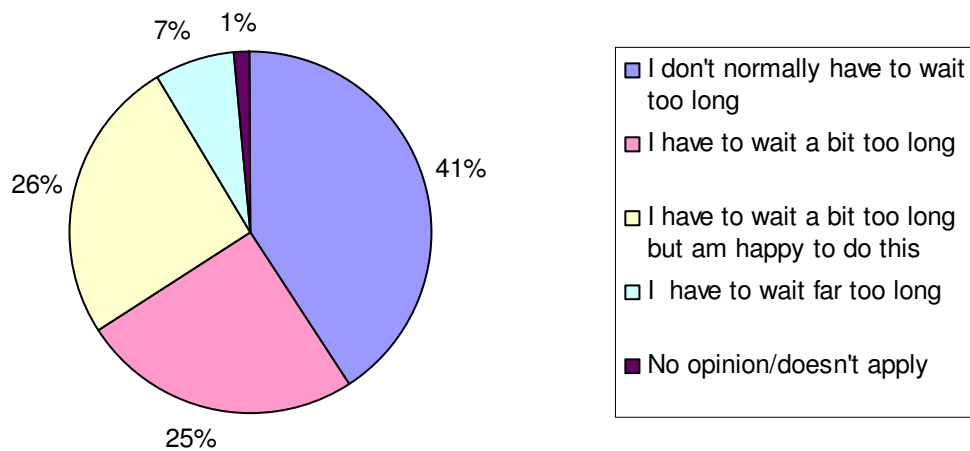


1. How long after your routine appointment time do you normally wait to be seen?



2. How do you feel about how long you have to wait?



3. How satisfied are you with the service you receive from the reception staff?

