

MRI / Open MRI  
CT Scan  
Nuclear Medicine  
Ultrasound  
Echocardiography



Mammography  
Bone Density Evaluation  
Stereotactic Breast Biopsy  
X-Ray  
Fluoroscopy

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1635 Scottsville Road • Bowling Green, Kentucky 42104 • Phone 270.746.9500 • Toll Free 1.888.746.9500 • Fax 270.746.9113

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Dear Patient:


We appreciate having you as a patient at Western Kentucky Diagnostic Imaging. We hope your experience here was as comfortable as possible, given the fact that medical service needs can often be a difficult experience. We are always striving to provide the best possible medical care to our patients and to make everyone's visit to our facility comfortable, convenient, and private.

We would like to know your opinion of our facility and will listen carefully to your responses in order to give compliments where earned and make improvements where needed. Please take a moment to complete the survey on the back of this letter and return it in the postage-paid envelope which has been provided. We are concerned about your privacy and your completed survey results will not be identified by name to any party outside of our business without your permission.


We appreciate your time and effort in making a difference in the type of medical services you and your family members receive at Western Kentucky Diagnostic Imaging. We have also enclosed a brochure which outlines our facility in detail and lists other services we provide. If you have any questions, please contact our Business Manager at (270) 746-9500 or toll free at (888) 746-9500.

Respectfully,

  
Rodney D. Veitschegger, Jr., M.D.  
Radiologist/Owner

  
Sean T. Willgruber, M.D.  
Radiologist/Owner

  
Leslie K. Tutt, M.D.  
Radiologist

  
Brian D. Wallace, M.D.  
Radiologist

Thank you for allowing Western Kentucky Diagnostic Imaging to service your diagnostic needs. We appreciate your assistance in answering the following questions. This questionnaire will be used as a tool to improve our quality of service to you, our patient.

Name: (optional) \_\_\_\_\_

Have you seen or heard Western Kentucky Diagnostic Imaging advertising on the following.  
(please circle all that apply?)

Television      Radio      Newspaper      Website      Other (specify) \_\_\_\_\_

Please use the following rating scale when considering your answers:

- 1 - Outstanding quality of patient care
- 2 - Above Average
- 3 - Average (about the same as other medical facilities you have utilized)
- 4 - Poor
- 5 - Not Applicable

1. How would you rate our ability to schedule your exam at a time that was convenient for your needs?	1	2	3	4	5	
2. How would you rate your experience with our reception area? (Courtesy, professionalism, ability to service your registration quickly)	1	2	3	4	5	
3. How long did you wait in our waiting area prior to your exam?	5 minutes	10 minutes	15+ minutes			
4. How would you rate the comfort of our private men's and women's waiting area?	1	2	3	4	5	
5. Did our technologist explain the specifics of your exam before beginning and offer to answer any questions or concerns you may have had during your exam?	1	2	3	4	5	
6. How would you rate the overall care received from the technologist performing your exam?	1	2	3	4	5	
7. How well did you like being able to make payment arrangements in a private setting versus at a front counter?	1	2	3	4	5	NA
8. If we are not participating with your health insurance plan, would you like us to contact your Benefits Representative at your employer (if applicable) about becoming a provider.	YES	NO				
9. Would you request from your physician to have future exams done at Western Kentucky Diagnostic Imaging and recommend us to your family/friends?	Definitely Would	Definitely Would Not				

Please comment on any poor or average answers or list any other suggestions you have for improving our level of service. If you had a particular comment, whether a compliment or an area for improvement, please let us know so we can address this or pass this on to our staff.

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