

Core Process Survey

Below is a Core Process Survey designed to identify the most common work processes in our practice. We are asking all staff to evaluate the CURRENT state of these processes. Rate each process by putting a tally mark under the heading which most closely matches your understanding of the process.

We highly encourage you to write comments for any or all processes on the back of the survey sheet. These remarks will be used to help us thoroughly evaluate our work practices. When making a written statement, please number each comment with the corresponding process so it can be easily tracked.

Please Indicate Your Role in the Unit: Provider Nurse All Other

Process	Works Well	Small Problem	Real Problem	Totally Broken	Can't Rate
1. Answering Calls					
2. Appointment System					
3. Messaging					
4. Scheduling Procedures					
5. Reporting diagnostic test results					
6. Prescription renewals					
7. Making referrals					
8. Pre-authorization for services					
9. Billing/coding					
10. Phone Advice					
11. Assignment of patients to your practice					
12. Orientation of patients to your practice					
13. New patient work ups					
14. Education for patients/families					
15. Prevention assessment/activities					
16. Chronic disease management					
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Please feel free to write additional comments on back of sheet