

Via Radiology-Meridian Pavilion & Via Vascular 2008 Patient Satisfaction Results.

1,359 patients participated in our survey, 370 more responses than in 2007.

Scheduling

My appointment was scheduled at a day and time convenient for me.	64%	32%	3%	1%	
Before my exam / procedure, I received all the necessary information to prepare for my visit.	54%	37%	3%	2%	1%

Reception

I was greeted at check-in and the receptionist was friendly, courteous, and helpful.	64%	32%	3%	1%	
I felt my wait time was reasonable and appropriate.	56%	34%	6%	3%	1%

Cleanliness

The facility was clean and comfortable.	77%	21%	1%	1%
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Provider Services

The provider who performed my exam/procedure was knowledgeable, friendly, and attentive.	79%	19%	2%	
The provider offered clear explanations about my exam and answered all my questions.	71%	25%	3%	1%
I was treated with sensitivity to help with any pain or discomfort.	70%	25%	4%	1%

Overall Satisfaction

Overall, I was very pleased with my visit and would recommend Via to family and friends.	72%	25%	1%	1%	1%
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Key

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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Values with a total of less than 1% have been omitted

Patient Testimonials

"Thank you for the quick response. I was able to get the results all within the same day. I could not be more satisfied. Keep up the good work."

MRI Patient

"My home is in Alaska. Dr. Joseph and Staff have been very accommodating to my situation and needs. They have also made special arrangements to see me during my visits to Seattle. My legs feel and look lots better!"

EVLT Patient

"I had a great experience at your facility. The radiologist - Dr. Joseph - was great and made the experience as pleasant as possible. He also followed up with a phone call. Both nurses and the CT technologist were all great. I would highly recommend your facility."

Interventional Radiology Patient

"I had a fantastic experience at your facility. After many Ultrasound's at other places I would now prefer to have the remainders done at Via."

Ultrasound Patient

"I liked the convenient parking and available "Persons with Disabilities" parking spaces."

MRI Patient

"You guys compare to a five star hotel. You guys are amazing."

CT Patient

"I was very impressed with the level of caring attention I received. Every person I came in contact with was professional, efficient, helpful, friendly and listened to my questions and comments. Whoever is responsible for hiring and training your staff deserves a gold star."

Interventional Radiology Patient

Via Radiology

Mission Statement:

Via Radiology and **Via Vascular** are a team of board certified, subspecialty trained physicians and dedicated staff committed to providing the highest quality diagnostic imaging, and image-guided therapy in the Puget Sound Region.

By merging advanced technology, uncompromising professional standards, and a patient-focused approach, we provide our patients safe, accurate, and appropriate care, and our referring medical professionals with expert radiologic consultations.

Our Services

- MRI / MRA / Breast MRI
- PET/CT
- CT
- Ultrasound - OB / Vascular / General
- Pain Management Procedures
- Varicose & Spider Vein Treatment
- X - Ray

Same day scheduling available for most appointments.



via
RADIOLOGY

2008 Patient Satisfaction Survey Results



100% of our patient responses stated that the provider who performed their exam/procedure was knowledgeable, friendly, and attentive.

via
VASCULAR