

Last Name of Physician	The appointment process was satisfactory.	The check-in/out process was a pleasant experience.	The staff was professional in every way.	My provider spent adequate time with me.	My provider was sensitive to my needs and listened to what I said.	I have confidence and trust in the provider who treated me.	My Dr. was courteous	My provider clearly communicated the diagnosis and plan.	The appearance and neatness of the facility was excellent.	The wait in the front office was:	My wait in the exam room was:	Overall, my experience was excellent.	Please share one thing you would have us change to improve your experience.	Please share the best thing about your visit.	Please name a staff member who was especially helpful.	Please share any additional comments . Thank You!
Agee, MD	5	4	5	5	5	5	5	5	5	1	2	4	Patient	Dr. Agee	Dr. Agee	
Sullivan, MD	4	5	5	5	4	5	5	4	4	5	5	5				
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5				
Agee, MD	2															
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Agee, MD	5	4	5	5	5	5	5	5	5	5	4	5				
Sullivan, MD	3	3														
Agee, MD	5	5	5	5	5	5	5	4	5	4	3	5				
Agee, MD	4	4	4	4	5	5	5	5	4	5	4	4				
Sullivan, MD	4	4	4	4	4	5	5	4	5	3	5	4				
Agee, MD	5	5	5	4	4	5	5	4	5	5	5	4	Dr. Agee is an excellent ophthalmologist. I sometimes I feel like Dr Agee is rushed	That the staff worked me in early.	The assistant who administered the	I would, and have, recommend Dr. Agee to
Agee, MD	5	5	5	4	5	5	5	5	5	5	5	5		Nice people	All	
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5	Have donuts by the coffee	Comfort and confidence in everyone	Dr. Sullivan is outstanding as a physician	You guys are the best!
Sullivan, MD	4	4	4	4	4	5	5	4	5	3	5	4	The system used to check blood pressure	Some staff members are extremely nice and go out of	Dr. Sullivan is the best and I trust him 100%.	Dr. Sullivan is the best and I trust him 100%.
Agee, MD	5	5	5	5	5	5	5	5	5	1	5	5	Dr. Agee is highly professional and listens to his patients. I	Dr Agee	Dan is always helpful when I'm there. He wasn't there this	The wait time of over 2 hours is a bit much. Maybe focus on
Sullivan, MD	5	4	5	5	5	5	5	5	5	1	5	5	Your billing is cumbersome...they keep adding sheets for 2016 with zero balances and he is showing... is it necessary now that	The people who work for Dr. Sullivan are very pleasant and patient and he is wonderful and confident which	All of them	I am glad Mitzi, my daughter's friend, recommended Dr. Sullivan, he saved my sight, i was going blind last year. A year later and i can
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5	Everything was fine	They gave me hope	I just remember name	Just thank you very much.
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5	Very pleasant experience.	Very good experience,	Sorry but I don't remember	
Agee, MD	5	5	5	5	5	5	5	5	5	5	4	5	The waiting	everything the	their nurse	Thank you for attention
Agee, MD	5	5	5	5	5	5	5	5	5	4	4	5	Very professional	Doctors	assistant	
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	4	5	Can't think of	Dr Sullivan is friendly	Dr Sullivan's	None. But I sure
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	3	5				
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Agee, MD	5	4	5	5	5	5	5	5	4	4	4	5	The wait			

Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5	Not a thing. Everyone was professional and Dr. Agee was great. However, I was asked to read and sign the info on the surgery while my eyes were still dilated. I would have some concern that on my June 6 emergency appointment my retinal tear was not diagnosed as it had My experience with your staff has been always	I am very appreciative of Dr. Agee who came into his office on a Sunday to see me when I experienced a sudden change in my vision.
Agee, MD	4	5	4	4	5	5	5	4	4	1	5	4	The wait is way too long- it's a good thing that they have a lot of patients but to have to spend over 2 hours in the office is a bit I had some concern that on my June 6 emergency appointment my retinal tear was not diagnosed as it had My experience with your staff has been always	They were all very pleasant. On June 23 in the St Augustine office my initial nurse, Terri I think was her name, was great and totally relaxed me with her humor and Your staff!! All are great.
Agee, MD	5	5	5	4	4	4	5	4	5	3	4	4	My experience with your staff has been always	Thanks for being there for me.
Agee, MD	5	5	5	4	5	5	5	5	5	4	5	4	My experience with your staff has been always	Dr. Agee
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5	My experience with your staff has been always	Dr. Agee
Sullivan, MD	4	4	5	4	4	4	4	4	5	5	4	4	Please open a Generally too long a wait in the inner waiting area especially if your appointment	The friendliness I feel I am getting the best care avaikable professional. The Don't remember Do not know the names of the staff but all are courteous and professional. The
Sullivan, MD	2	5	5	5	5	5	5	5	5	4	4	3	I feel I am getting the best care avaikable professional. The	
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5	My experience with your staff has been always	
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5	My experience with your staff has been always	
Sullivan, MD	4	5	5	5	5	5	5	4	4	4	4	4	An early morning appointment allowed Overall my experience was good. The office waiting time is	Very professional staff. Dr. Sullivan was easy to talk to and explained things thoroughl
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	3	5	My experience with your staff has been always	
Sullivan, MD	5	5	5	4	4	5	5	4	5	2	5	5	My experience with your staff has been always	
Agee, MD	4	5	5	2	2	4	4	2	4	4	5	4	I would like for the doctor allow me to ask questions concerning my vision tested. The wait was too long. Was late for an engagement that was	This visit was the first time I had my close vision tested. I don't remember the name of the female that did my vision tested, she The front desk doesn't seem to know what copay my health
Sullivan, MD	4	3	4	5	4	4	4	3	4	1	1	3	My experience with your staff has been always	

Agee, MD	5	5	5	5	5	5	5	5	5	4	4	5	Treatments from Dr.
Sullivan, MD	4	4	5	5	5	5	5	5	4	5	4	4	Less wait
Sullivan, MD	4	4	4	4	4	4	4	3	4	5	1	3	Improving the wait time at the back waiting
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	3	4	Very professional staff.
Sullivan, MD	4	5	5	5	5	5	5	5	5	5	1	4	Christina.
Sullivan, MD			5	5	5	5	5	5	5	4	5	4	Dan
Sullivan, MD													Nurse in procedure room
Sullivan, MD													Would and have recomme
Sullivan, MD													Waiting is the only impedime nt and provide something
Sullivan, MD													All
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5	Staff are very courteous and doctor is great,
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5	I can't think of anything.
Sullivan, MD	5	5	5	5	5	5	5	3	5	4	4	5	The wait to see Dr Agee is short and Overall profession
Sullivan, MD	4	5	5	5	5	5	5	5	5	4	5	5	I can't think of their names but Thanks for being our care providers.
Agee, MD	3	4	4	4	4	4	4	4	4	1	3	3	Nothing
Sullivan, MD	4	4	5	5	5	5	5	5	5	5	5	5	I wish I could think of a way to improve the wait time in the inside waiting room. I've thought
Agee, MD	5	5	5	3	4	5	5	3	5	5	5	4	Stop
Sullivan, MD	4	4	4	4	4	4	4	4	5	4	5	5	Dr Sullivan
Agee, MD	5	5	5	3	4	5	5	3	5	5	5	4	Dr Sullivan
Agee, MD	5	5	5	5	5	5	5	5	5	4	3	4	My first visit was a 8:30 AM
Sullivan, MD	4	4	4	4	4	4	4	4	5	4	5	5	
Sullivan, MD	4	5	5	4	4	5	4	5	4		5	5	
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5	Waiting to see the doctor.
Agee, MD	5	5	5	4	4	4	5	5	5	4	5	5	Everyone is always professional.
Sullivan, MD	4	4	5	5	5	5	5	4	5	1	4	4	Dan
Agee, MD	5	4	5	5	5	5	5	5	5		5	5	My doctor has such good mannerst
Agee, MD	4	4	4	4	1	3	4	4	4	4	5	2	Had injections with Dr. Sullivan
Agee, MD	4	4	5	4	2	3	4	4	5	2	4	3	It took 3 weeks to get my eye drops.
Sullivan, MD	4	4	5	4	5	5	5	5	5	4	5	4	Staff members were very helpful
Agee, MD	4	4	4	4	4	4	4	4	4	4	4	4	After requesting for Scripts to be sent to The duration
Agee, MD	5	5	5	5	5	5	5	5	5	4	5	5	Don't schedule
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5	Everything is great!
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5	Sharon and Dr.
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5	
Sullivan, MD	5	5	5	5	4	5	5	5	5	1	5	5	
Agee, MD	4	5	5	5	5	5	5	5	5	4	4	4	
Sullivan, MD	4	5	5	5	5	5	5	5	5	4	5	5	
Sullivan, MD	5	5	5	5	5	5	5	5	5	1	4	4	
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5	
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	4	5	
Sullivan, MD	5	5	5	5	5	5	5	5	5	2	4	5	
Sullivan, MD	5	5	5	5	5	5	5	5	5	1	4	5	
Sullivan, MD	4	4	5	5	5	5	4	4	5	2	2	4	
Sullivan, MD	4	5	4	5	5	5	5	5	5	4	5	5	Physician interactio



Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5	I wholeheartedly trust Dr. Sullivan, however the waiting time before they call me to see him always seems	Dr. Sullivan and the trust I can have on him that he will do was in the patients best interest; in addition to the wonderful	Can't remember his name, one if the gentlemen that has been with him. Which he brought from his old practice and has Since he	I wouldn't even be able to trust another eye specialist that is not Dr. Sullivan!
Agee, MD	5	5	5	5	5	5	5	5	5	3	4	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	4	5				
Agee, MD	5	5	5	5	5	5	5	5	5	2	5	5				
Agee, MD	5	5	5	5	5	5	5	5	5	4	4	5				
Agee, MD	5	5	4	5	5	5	4	5	4	2	4	5				
Agee, MD	5	4	5	5	4	5	5	5	5	4	4	5				
Sullivan, MD	5	5	5	1	5	4	5	2	5	1	5	4	More time with Dr SULLIVAN and for his tecks to accurately input my data into	Dr SULLIVAN always has a smile and handshak e. He has a Very calming	Phillip Dan April	Average wait time is 2-1/2 to 3 hours. I understand emergenci es happen ... but this
Agee, MD	5	5	5	5	5	5	5	5	4	4	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5	Nothing	Everyone was very	NA	NA
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	1	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5	Nothing	Being able to believe in the Doctors	All of them	I'm glad I was referred to Dr.
Agee, MD	5	5	5	5	5	5	5	5	5	4	3	5				
Agee, MD	4	4	5	5	5	5	5	5	5	4	5	5				
Agee, MD																
Sullivan, MD	5	4	5	4	4	5	5	4	5	4	4	5	POCare & report (notes of tx current date & anticipate d results, etc.) hard copy to pt. at discharge.	Truly a Caring medical staff and Dr. Sullivan's expertise with injections! Outstanding! Ph	Oh, too many to name really. They are ALL exceptiona l. Shannon has been responsive & prompt	I must say Dr. Sullivan and his entire staff are the very best profession al vision restorers

Agee, MD	4	4	4	3	3	4	4	2	4	4	4	3	It seems that the more popular a doctor becomes the less time he or she has to spend with each patient. It is unfortunate that it works that way but it seems that is just the way it is. This last visit on July 6, 2017 I was disappointed That the report from that I called with a concern a few weeks ago, left the message Wait	The people that do the actual work in the back doing the tests and such are extremely nice and helpful in every way. NONE of them are the reason for any of the delays or lack of information available to me.	I don't remember names well at all, I am an old fart after all! but All of the support staff and Dr. Agee are all really nice and present. Everyone there says all the right things to show compassion and care about each person they are with but sometimes	For the most part they experience the office is good. I just HATE to beg for the reports that I want to keep in my possession and more than once have had to make another trip to the office to get them. They are after all
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	4	5	my vision is improving .	Names?		
Sullivan, MD	5	5	5	5	5	5	5	5	5	1	3	4	I can see I can see again			
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	3	5	5	Dr Sullivan saved my eye, the staff is awesome and although	Dr Sullivan is awesome, all the staff is awesome!	Thanks for saving my eyesight guys, you are awesome!	
Agee, MD	5	4	5	4	4	5	5	4	5	4	4	4				
Sullivan, MD	5	5	5	5	5	5	5	5	5	3	5	5	N/A	Friendly, competent	N/A	Always a pleasant
Sullivan, MD	5	5	5	5	5	5	5	5	5	1	5	5	Shorten the wait time. New Staff	Everyone is warm, friendly	I don't know names but	Overall Dr
Sullivan, MD	3	3	4	5	5	5	5	5	5	1	5	4	check in Hispanic girl rude & abrupt with patients who	remember s you, makes s point to connect with the healing/re	Dan, Ronica and both of his female MA's	Sullivan and 99% of his staff have been fabulous!! A++ Will
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	4	5	How professional the	Dr. Sullivan		
Sullivan, MD	4	4	4	4	4	4	4	4	4	5	4	4	The lady who did my eye exam did not properly accessed my sight. I told her I could only see part	My eyesight is improving	Guy who take eye pictures, I don't remember his name...	
Sullivan, MD	4	2	5	4	4	4	5	4	4	3	3	4	Too much waiting to	I like Dr. Agee everything besides the wait was excellent		I don't know if I would highly recommend this office and
Agee, MD	5	5	5	5	5	5	5	5	5	1	1	4	shorter wait time		Phillip Price	
Sullivan, MD	5	5	5	5	5	5	5	5	5	2	4	4				
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5				

Sullivan, MD	4	5	4	5	4	4	5	5	4	5	5	4	Enforce no talking	Cattle call.	Don't recall	Love Dr Sullivan,
Sullivan, MD	5	5	4	4	4	5	5	4	5	4		5			Dan	
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5			His assistant	
Sullivan, MD	5	5	5	4	4	4	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5			Tricey, Max,	
Agee, MD	4	5	5	5	5	5	5	5	5	5	4	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5	It would be so helpful if the appointment software could be programmed to maintain a cancellation/wait list for those patients wishing to change to	I expect lengthy wait times for my entire visit; it's the nature of the beast. It is what it is and I am comfortable in those pleasant surroundings with	All staff members are friendly and top-notch. Such patience!	
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	3	5				
Agee, MD	5	5	5	5	5	5	5	5	5	3	4	5	Just clone most of everyone.	You all have become friends and real	All the techs, and "even Charity".	We sincerely appreciate all Your help and
Agee, MD	4	4	4	4	4	4	5	5	5	1	4	4				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	4	5	5	5	5	5	5	5	5	4	1	4				
Agee, MD	5	4	5	5	5	5	5	5	5	4	4	5				
Agee, MD	5	4	4	4	5	5	5	4	5	4	5	5				
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	1	5				
Sullivan, MD	4	5	5	4	5	5	5	5	5	3	4	4				
Sullivan, MD	4	4	4	4	4	4	5	5	5	2	2	4				
Sullivan, MD	5	4	5	5	5	5	5	5	5	4	3	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	4	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5				
Agee, MD	4	4	4	4	4	4	4	4	4	4	5	4				
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5	More comfortable in waiting areas.	Friendly, compassionate and caring staff, from front office to technicians to nurses and Dr. Agee. ....wonder	Denny	Dr. Sullivan and Dr. Agee are the reason I am able to see today. Both are excellent caring physicians . They
Sullivan, MD	4	4	4	3	4	3	4	3	4	4	4	3	Once you check in and go inside where the patients			
Sullivan, MD	5	5	5	5	5	5	5	4	4	4	5	5				
Agee, MD	1	4	5	5	5	5	5	4	5	1	3	4	Appointment was over 3 1/2 hours long but I would recomme	The doctor and his staff.	The staff that does the eye checks and the photos are great and listen.	I am so happy with my surgery and very graceful my doctor

Sullivan, MD	5	5	5	5	5	5	5	5	5	1	5	5	Somewhat shorter time in waiting	We have complete faith in Dr Sullivan Dr.	Our favorite is Dan.	
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	3	5				
Agee, MD	4	4	4	4	4	4	4	4	4	3	5	4			Yet Ty's she was very nice and pleasant and the	
Sullivan, MD	4	4	5	4	4	5	5	5	4	4	5	4				
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5	None	Time was well spent in each work up room, the personality of each staff member was well and educated.	Max, Phil, Valerie, Kira and Christina	
Agee, MD	5	5	5	4	4	4	5	4	5	5	5	5	I do not see any end in sight.	Friendly staff that remembers me and my name.	I do not know their names but I especially like the gentleman that takes pictures of real maple	
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5	The only way my experience at the eye Dr. could be better is if I were given		All were GREAT !!	
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	2	Given the nature of retina injuries, there is obviously a significant fluctuation in how many people are waiting in the exam room. I totally understand that, and have	I was treated courteously and empathetically with everyone on the staff, especially including Dr. Agee. I was treated courteously and empathetically with everyone on the	All were great, but Terry was superb.	
Sullivan, MD	4	4	4	4	4	4	5	4	4	4	3	4				
Agee, MD	4	4	4	4	5	5	5	5	5	1	5	4				
Sullivan, MD	4	4	4	5	5	5	5	5	3	5	5	4				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	3	5	Find a way to reduce wait time. My last visit, the	The results. I can see, for which I thank	Do not recall names.	John has taken great care of me, meeting

													very busy and efficient practice, however sometime s the wait is excessive ... it's not uncommon for a visit (with procedure s) to last three & a half hours! The staff is outstanding and Dr. Sullivan is professional, knowledgeable and evidently	i suppose the best part of see Dr. Sullivan is that it appears he has been successful in averting a dangerous and worrisome e detached retinas in my eyes. After five-plus laser treatment s in both of my eyes, he says that this year it	A year ago it seemed that I saw the same staff at each visit and a year ago the young lady at the reception desk was friendly, efficient and kind. Unfortunately, I have not seen here this year. While everyone is professional and helpful this year it	i suppose the only other matter worth mentioning is that Dr. Sullivan said to contact the office immediately if I saw any shadows in my vision, following the most extensive and lengthy procedure (on my right eye). I became alarmed
Sullivan, MD	4	4	5	5	5	4	5	4	5	1	4	4				
Agee, MD	5	5	5	5	5	5	5	5	5	4	5	5				
Agee, MD	5	5	5	5	5	5	5	5	5	4	4	5	Nothing but good			
													No matter how a patient gets upset, your staff should never confront them in public and should never get in there face. On last visit After the procedure my left eye pained for 2-days. Remained red & painful. I was not advised to expect that. My visit in Jan.,2017 -			
Agee, MD	1	4	2	5	5	5	5	5	4	1	3	2	My technician that day was fabulous and Dr Agee did a great job. Don't know her name.			
Agee, MD	4	3	3	4	4	4	4	3	4	3	4					
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	3	5				
Agee, MD	5	5	5	5	5	5	5	4	5	1	4	5				
Agee, MD	5	5	5	5	5	5	5	5	5	4	4	5				
Sullivan, MD	4	4	4	4	4	4	4	4	4	5	2	4	Work on shorter The extremely			
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Agee, MD	5	5	5	4	4	4	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Agee, MD	4	4	5	4	4	5	5	5	5	4	4	5				
Agee, MD	5	5	5	3	4	4	5	4	5	5	4	4	More time witj doctor The staff Do not know names Staff seems to always be differant because Well			
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5	Can't Wait time. Everyone is very friendly and the office is			
Sullivan, MD	2	5	5	5	5	5	5	5	5	1	5	4				

Agee, MD	5	5	5	5	5	5	5	5	5	3	5	5
Agee, MD	5	5	5	5	5	5	5	5	5	4	5	5
Agee, MD	2	3	5	3	4	5	5	5	3	3	5	4
Sullivan, MD	5	4	5	5	5	5	5	5	5	4	5	5
Sullivan, MD	4	5	5	5	5	5	5	5	5	1	5	5
Agee, MD	4	4	4	4	5	2	5	5	5	5	5	5
Agee, MD	5	5	4	4	4	4	5	3	5	5	4	4
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	4	5
Sullivan, MD	5	4	5	5	5	5	5	4	4	4	4	5
Sullivan, MD	5	5	5	5	5	5	5	5	4	2	5	5
Agee, MD	5	5	5	5	5	5	5	5	5	4	5	5
Sullivan, MD	3	3	4	4	4	4	4	4	3	1	3	4
Agee, MD	5	3	5	5	5	5	5	4	5	2	4	4
Agee, MD	5	2										
Sullivan, MD	5	5	5	5	5	2	5	5	5	5	5	5
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	4	5
Sullivan, MD	5	5	5	5	5	5	5	5	5	3	4	4
Sullivan, MD	5	4	5	4	4	5	5	4	5	5	5	4
Agee, MD	3	4	4	1	3	2	3	2	4	3	4	3
Sullivan, MD	5	5	5	5	5	5	5	5	5	1	4	5
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5
Sullivan, MD	4	4	4	5	5	5	5	5	4	4	4	4
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	4	4
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	1	5
Sullivan, MD	4	4	4	5	5	5	5	5	5	4	3	4
Agee, MD	5	5	4	5	4	5	5	5	5	4	4	5
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5
Sullivan, MD	5	5	5	5	5	5	5	5	5	2	3	5
Sullivan, MD	5	5	5	5	5	5	5	5	5	2	3	5
Sullivan, MD	3	5	5	5	5	5	5	5	5	4	4	4
Agee, MD	5	5	5	5	5	5	5	5	5	4	5	5
Agee, MD	1	5	5	5	5	5	5	5	5	5	5	5
Sullivan, MD	3	5	5	5	5	5	5	5	5	5	5	5
Agee, MD	3	4	4	3	4	3	4	3	4	3	4	4
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	4	5
Agee, MD	5	5	5	5	5	5	5	5	5	4	5	5
Agee, MD	4	5	5	5	5	5	5	5	5	5	5	5
Agee, MD	5	5										
Agee, MD	3	3										
Agee, MD	5	5	4	5	5	5	5	5	5	3	4	4
Agee, MD	5	5	5	5	5	5	5	5	5	4	5	5
Agee, MD	5	5	5	4	4	5	5	4	4	4	1	5
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	4	5

As a new patient, a referral, you already had most

I want to go BACK to MY

Absolutely nothing

Shorten the wait time. Better lighting for those can read or the individual s waiting for the patient.

Knowing that the "treatment personnel " were competent. It is a pleasure to see individual s enjoy their work!!

It would be extremely difficult to single one person as they function as a unit. The intake staff are friendly , courteous, caring AND competent . Each

Thank you for your professional treatments and coming to St. Augustine !!!!

Nothing, the staff all did a great job.

It's nice to have water available & a coffee machine

They were all equally nice.

Dr Sullivan did a great job answering all my questions

I don't have any complaints , not even the long wait. Dr. Sullivan has always been







Sullivan, MD	4	4	4	5	5	5	5	5	5	4	1	4	The wait times to see the doctor once you are in the secondary waiting	Dr. Sullivan communication while he is given your exam.		
Sullivan, MD	5	5	5	5	5	5	5	5	5	3	4	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	3	5	5				
Agee, MD	4	4	4	4	4	4	4	4	4	1	5	4	I would change the scheduling practice. Quite frequently	The staff is super friendly and make me feel comfortable each	I cannot come up with her name, but she is one of the technician	
Sullivan, MD	4	4	3	5	5	5	5	5	5	3						
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5		All the personnel is excellent and the doctor is awesome,	All of them.	Keep that good service, please.
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	1	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	4	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5	Make my vision 20/20 again! I appreciate everything	Always friendly, smiling faces and knowing my eyes are getting the best possible care.		
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5	Dr. Sullivan does to keep me from total blindness-- I feel very			
Agee, MD	4	4	5	5	4	5	5	4	5	3	5	4				
Sullivan, MD	4	5	5	5	5	5	5	5	5	3	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5				
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Agee, MD	4	4	5	4	4	3	5	3	5	3	2	3				
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5		No long waits to		Staff is pleasant
Sullivan, MD	4	5	5	5	5	5	5	5	5	1	5	5				
Agee, MD	4	5	5	5	5	5	5	5	5	4	5	5				
Sullivan, MD	3	4	3	3	3	3	3	3	3	4	4	3				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	2	5	Nothing everything is awesome	The care Melissa OMelissa	The gentleman that did paperwofk	Staff great nice upbeat not
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	1	4				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5		Of all the eye doctors I've gone to, Dr.	They were all great.	
Sullivan, MD	4	5	5	5	5	5	5	5	5	4	5	5	Do not see area's requiring	The professionalism and	I can't by name, but the lady at	
Agee, MD	5	5	5	4	5	5	5	4	5	4	5	5				
Sullivan, MD	4	4	5	4	5	4	5	4	4	3	5	4				



Sullivan, MD	4	4	5	5	5	5	5	5	5	4	5	5	The second waiting room wait is usually	Dr. Sullivan and his staff are great		
Sullivan, MD	5	4	4	5	5	5	5	5	4	2	4	5	Dr Sullivan goes above and	Linda, Surgery Center		
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	4	5	N/A	Dr. Sullivan and his	all of the staff	I am so glad that dr.
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5	I WOULD STRIVE TO REDUCE THE WAITING PERIODS OF ALL PATIENTS BY SCHEDULING FEWER PATIENTS FOR THE SAME PERIODS. I AM IMPRESSED BY THE LARGE NUMBER OF PATIENTS THAT THE DOCTOR DOES SEE DURING EACH	RECEIVING THE BEST POSSIBLE CARE THAT IS AVAILABLE, ON EACH AND EVERY VISIT.		
Agee, MD	4	4	4	4	4	4	5	4	3	3	4	4				
Sullivan, MD	5	5	5	5	5	5	5	5	5	2	5	4				
Agee, MD	5	5	5	5	5	5	5	5	5	4	4	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5	previously, there was a long wait between the initial eye check and moved to the exam room.	Everyone was very PAI??????	Thumbs up!!	
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5	the ability to work in with no appointment without a longer than usual wait. The staff	I don't remember names very well anymore.	I have and will continue to recommend Dr Agee.	
Agee, MD	5	5	4	5	5	5	5	5	5	4	5	4	All my visits to this office have been excellent with the exception of my last visit The nurse administering the eye drops never sanitized her hands while giving the drops. This is after numerous contact with the computer, fixing her hair, warm			
Agee, MD	3	4	2	3	3	3	3	3	3	5	5	2	With the exception of this last visit all my experiences at this office have been excellent. This is after numerous contact with the computer, fixing her hair, warm	The gentleman that takes the eye pictures, I have forgotten his name, is an absolute gem.	Dr. Agee has been wonderful and I am very sorry to have to give this complaint. If not for this event I would have rated everything exceptional.	

Sullivan, MD				5	5	5	5	5	5	3	5	5	The wait time in Previous visits, when having injection, numbing procedure	I can see better Dr. Agee and staff always take time to listen. Never rush me,	All of them	
Agee, MD	5	5	5	5	5	5	5	5	5	4	4	5			Everyone is helpful.	
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	4	4	4	4	4	4	4	4	4	1	1	4	A shorter waiting time would be appreciated.	Knowing that I am in excellent hands! The		
Agee, MD	4	5	5	5	4	5	5	4	5	3	5	4				
Agee, MD	1	5	5	5	5	5	5	5	5	1	2	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	2	4	5				
Agee, MD	4	4	5	4	5	4	4	4	4	3	5	4				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	4	5		Dr and staff sincerely		
Sullivan, MD	5	2	5	5	5	5	5	5	5	4	5	5				
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Agee, MD	5	5	5	5	5	5	5	5	5	4	5	5				
Agee, MD	4	4	4	2	3	5	3	2	5	4	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	4	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	2	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5				
Agee, MD	4	4	4	5	5	5	5	5	4	5	5	5	none	Helpfully All All	All	
Sullivan, MD	4	4	4	4	4	5	4	4	3	4	1	4				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5	No....I don't want you to change	Coming through the front door I	There's no way because every	Thank you all very much and we look
Agee, MD	4	5	5	5	5	5	5	5	5	1	1	5				
Sullivan, MD	4	4	4	4	3	4	5	4	5	2	1	3	Waiting 3 hours to For those who wear contacts need to have	Spread appt apart		
Sullivan, MD	5	5	5	5	5	5	5	5	5	3	4	5		Staff and care each one freed.		
Sullivan, MD	4	5	4	4	5	4	4	4	4	3	5	4				
Sullivan, MD	4	5	5	5	5	5	5	5	5	5	5	4				
Agee, MD	5	5	5	5	5	5	5	5	5	4	5	5	Nothing.	Helped from kind people.	Don't remember her name.	That I have a place in Please schedule more
Sullivan, MD	4	4	4	4	4	5	5	4	5	4	1	1	Schedule more carefully.	Professional service.	Dr Sullivan	
Agee, MD	5	5	5	5	5	5	5	5	5	4	5	5	Professional	The staff and care The staff is very	The entire staff was	
Agee, MD	5	5	5	5	5	5	5	5	5	4	4	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	4	5				
Sullivan, MD	5	5	5	5	5	5	5	4	5	5	5	5				
Agee, MD	5	5	5	5	5	5	5	5	5	5	4	5				
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	1	1				
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5	5				
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Agee, MD	5	4	5	4	4	5	5	4	5	4	4	4				
Agee, MD	5	5	5	4	5	4	5	5	5	4	5	4				
Agee, MD	5	5	5	5	5	5	5	5	5	4		5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5	I do not know what else you could do.	The staff was always attentive and	Wish I could remember	So much better than the long waits at your
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	1	5	5				
Agee, MD	4	5	4	4	4	4	4	4	4	4	5	4				

Sullivan, MD	5	4	5	5	5	5	5	5	4	4	5	5	Honestly I can't think of one thing.	The staff is always courteous and helpful.	I've been going to Dr. Sullivan for several
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5			
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5			
Sullivan, MD	5	5	5	5	5	5	5	5	5	4	5				
Sullivan, MD	5	5	5	5	5	5	5	5	5	3	5	5			
Sullivan, MD	5	4	5	5	5	5	5	5	5	5	5	5			
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	4	5			
Sullivan, MD	4	4	5	5	5	5	5	5	4	4	3	5			
Sullivan, MD	5	4	5	5	5	5	5	5	5	5	5	4			
Sullivan, MD	5	3	5	5	5	5	5	5	5	4	5	5			
Sullivan, MD	5	4	5	5	5	5	5	4	3	4	4	5			
Sullivan, MD	5	5	5	5	5	5	5	5	5	5	5	5			
Agee, MD	5	5	5	5	5	5	5	5	5	4	4	5			
Sullivan, MD	4	4	5	5	5	5	5	5	5	5	5	5			
Agee, MD	5	5	5	4	5	5	5	4	5	5	5	5			
Agee, MD	4	4	4	4	4	4	4	4	4	5	5	4			
Sullivan, MD	5	5													
Sullivan, MD	1	5	5	5	5	5	5	5	5	5	5	5			
Agee, MD	5	5	5	5	5	5	5	5	5	5	5	5			
Sullivan, MD	5	5	2	5	5	5	5	5	5	5	5	5			
Agee, MD	4	4	4	4	4	5	5	4	4	5	5	4	Serve brunch.	Doctor and staff.	Mack. M None.
Sullivan, MD	4	3	4	4		5	5	3	4	1	4	4			
Agee, MD	5	5	5	5	5	5	5	5	5	4	5	5			