

PATIENT SATISFACTION CASE STUDY IOWA CITY

Iowa City is leading the way in patient satisfaction. Patient satisfaction has been a priority for our surgeons and staff since we opened our doors in 2008. We hold ourselves to a high standard, providing patients with the highest quality of care using the latest technology in the industry.



“My overall experience was great! If I ever have any back issues again, I would no doubt feel comfortable going back to Iowa City Ambulatory Surgical Center. The pain I experienced the morning before my surgery was gone after my surgery when I woke up and went to post-op. I couldn’t believe that in a few short hours I could feel like myself again. Everyone at Iowa City Ambulatory Surgical Center was very kind, knew what they were doing and I could tell they enjoyed working there. In my eyes, the Iowa City Ambulatory Surgical Center is top notch.”

PATIENT COURTNEY MAUER

Courtney Mauer came to Iowa City Ambulatory Surgical Center by the recommendation of Dr. Benjamin MacLennan to repair herniated discs in her spine.

In the beginning, Courtney was experiencing unexplained back pain. “I was having back pain that was noticeable, yet bearable. As time progressed, so did the pain in my lower back. First, I went to my family practitioner. I was told that I had sciatica and that eventually this pain would go away. I let my pain continue for almost a year before I went to see a specialist (Dr. MacLennan) at Steindler Orthopedic Clinic,” she said. “The pain was so bad that I could barely stand up straight or walk normally. It was hard to do everyday tasks because I was in so much pain. All I could do was lay down and even then, there were some positions that were hard to handle. To stand up, I had to lean against something or the shooting pain was too much.”

Before Courtney went to see Dr. MacLennan, she had tried other alternatives to ease her pain. “I tried going to the chiropractor to see if I just needed to have an adjustment. I had also tried physical therapy. I even tried epidural steroid injections twice, but they didn’t seem to be working. I was taking a great deal of ibuprofen, just to get through the day.”

“Dr. MacLennan went over everything with me and what he would be doing during the surgery. He would remove part of the discs that were bulging then he would widen a spot so my sciatic nerve wasn’t being pinched.”

A multi-specialty surgical center.

2963 Northgate Drive
Iowa City, IA 52245

PH. 319-248-1500 www.iowacityasc.com



"Ultimately, I chose Iowa City Ambulatory Surgical Center because they could get me in right away and I wouldn't have to wait to have surgery. The surgical center was also a more cost-effective option. I know many people who have had surgeries at Iowa City Ambulatory Surgical Center and they have all given the center great reviews."

PATIENT COURTNEY MAUER

"Dr. MacLennan was very thorough when he was walking me through the process. He showed me on my MRI where the discs were bulging. It was always my choice on what type of treatment I wanted to try and I never felt pressured into any certain procedure."

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To learn more about Iowa City Ambulatory Surgical Center, please visit our website at IowaCityASC.com or call us at (319) 248-1500.

85/yr Iowa City Ambulatory Surgical Center performs, on average, 85 microdiscectomies a year.

99.1% of our patients say that they would refer ICASC to their friends and family.

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