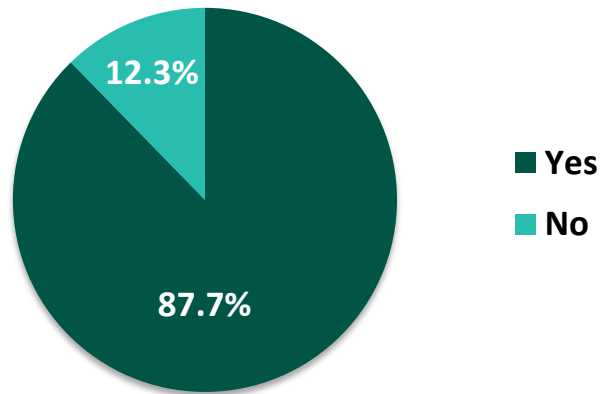




Behavioral Health Patient Satisfaction Survey Results
Surveys Sent: 10,947 Surveys Completed: 280
Response Rate: 2.6%
2019

1. Will you recommend AccessHealth to your family and friends?



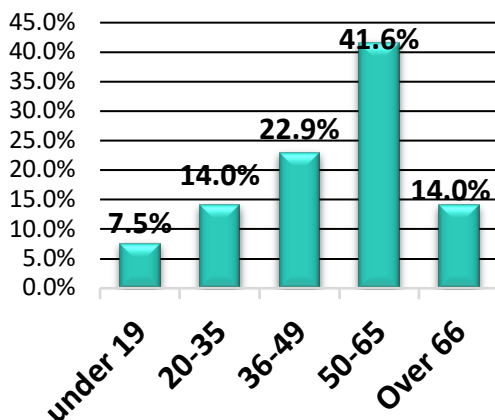
2. Please rate your most recent visit with AccessHealth on a scale of 1 to 10 with 10 being excellent:

7.98

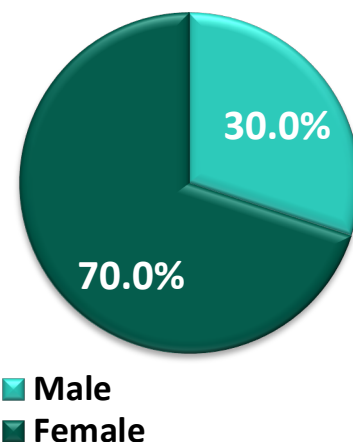
3. Do you get your prescriptions at an AccessHealth pharmacy?

Yes (18.0%)
No (82.0%)

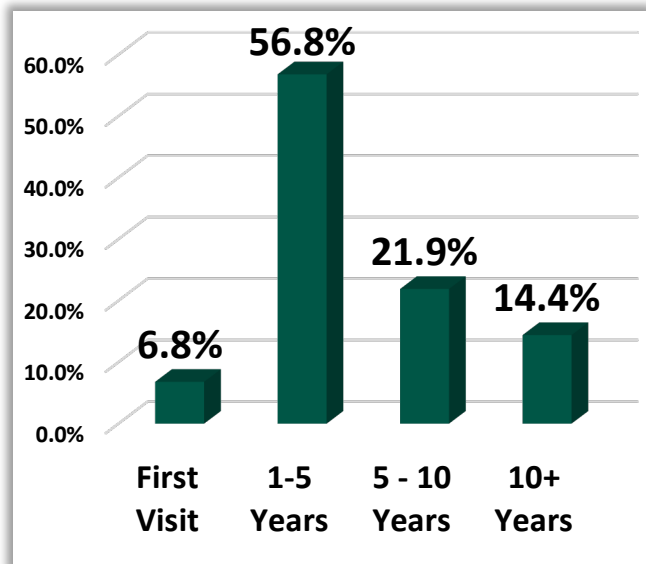
4. Age Group:



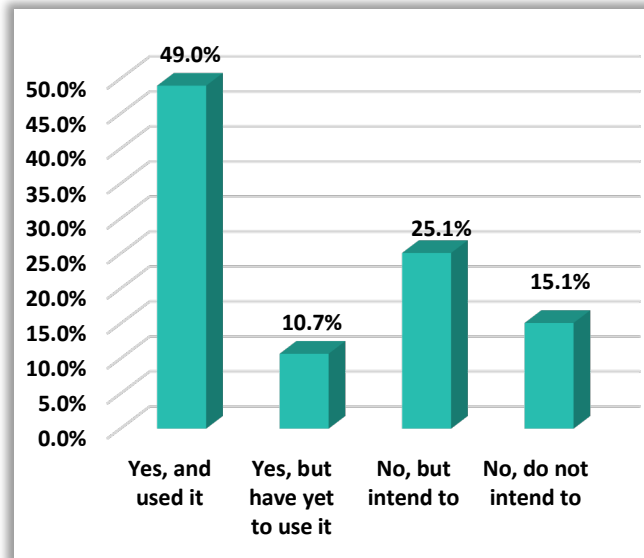
5. Sex:



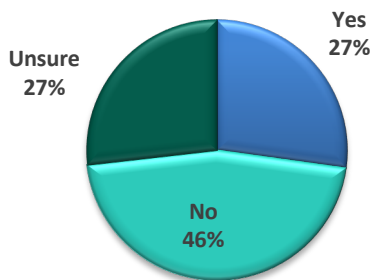
6. How long have you been coming to AccessHealth Behavioral Health?



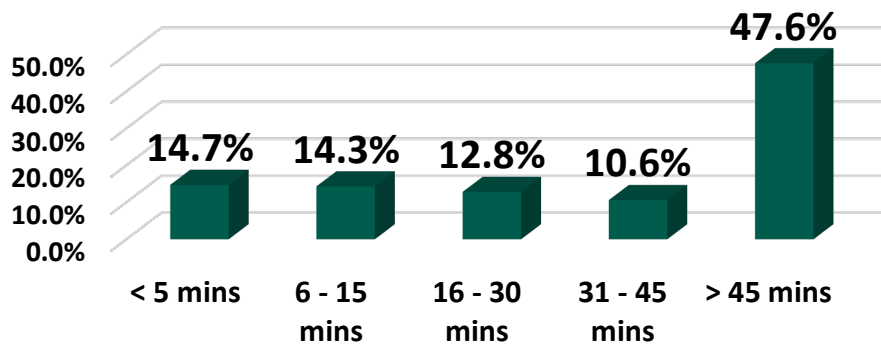
7. Have you registered for our patient portal?



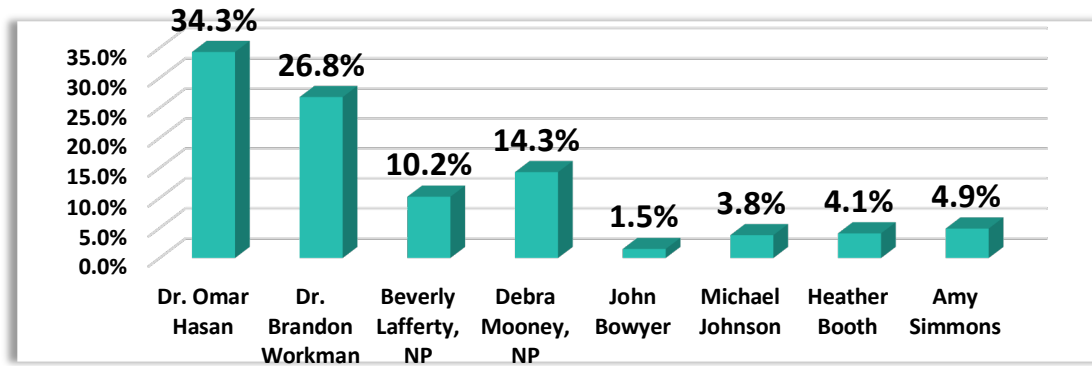
8. Did you observe a member of your healthcare team cleaning their hands during your visit?



9. How long did you wait between your scheduled appointment time and when you were seen by your doctor?



10. Which provider did you see?



11. In-Office Service: A = Excellent, F = Poor

	A	B	C	D	F	Total
Ease of scheduling your appointment	85.94%	6.02%	3.61%	0.40%	4.02%	249
Ability to get in to be seen	69.88%	9.24%	6.83%	2.81%	11.24%	249
Appointment reminders	88.76%	4.02%	3.21%	0.80%	3.21%	249
Hours clinic is open	85.02%	8.10%	3.24%	1.21%	2.43%	247
Time in the waiting room	35.34%	14.86%	14.86%	5.22%	29.72%	249
Time with your provider	81.12%	5.22%	5.22%	2.41%	6.02%	249
Keeping information private	84.96%	7.32%	2.44%	2.03%	3.25%	246
After hours care information	76.47%	8.60%	8.14%	1.81%	4.98%	221
					Answered	249
					Skipped	31

12. Doctor's Service: *A = Excellent, F = Poor*

	A	B	C	D	F	Total
Listened to you	87.04%	4.45%	2.02%	1.21%	5.26%	247
Spent enough time with you	84.27%	5.24%	4.03%	1.21%	5.24%	248
Provided information about new and/or current medications	85.36%	5.44%	3.35%	0.84%	5.02%	239
Was aware of care you received from other doctors	79.42%	8.64%	4.94%	2.06%	4.94%	243
Balanced personal interaction with you while using the computer	86.07%	5.33%	3.28%	1.23%	4.10%	244
Informed you about necessary follow-up care	84.84%	6.97%	2.87%	1.23%	4.10%	244
Explained things in a way that was easy to understand	87.45%	4.86%	3.24%	0.81%	3.64%	247
Please rate your overall experience with this provider:	79.67%	8.13%	5.28%	0.81%	6.10%	246
					Answered	249
					Skipped	31

13. Clinic: *A = Excellent; F = Poor*

	A	B	C	D	F	Total
Neat and clean building	74.90%	14.57%	5.26%	2.02%	3.24%	247
Ease of finding where to go	84.27%	8.06%	4.84%	1.21%	1.61%	248
Comfort and safety while waiting	69.35%	14.92%	6.85%	2.42%	6.45%	248
Privacy	80.00%	8.57%	5.31%	1.63%	4.49%	245
					Answered	248
					Skipped	32

14. On a scale of 1 to 10 with 10 being “Strongly Agree”: Check-in and check- out was completed in a timely and friendly manner.

8.63

15. On a scale of 1 to 10 with 10 being “Strongly Agree”: Clinical staff was respectful and courteous.

8.76

16. On a scale of 1 to 10 with 10 being “Excellent”, Please give your overall rating of our telephone system including length of time on hold, professionalism of the AccessHealth employee who took your call and the reason for your call was addressed.

8.37