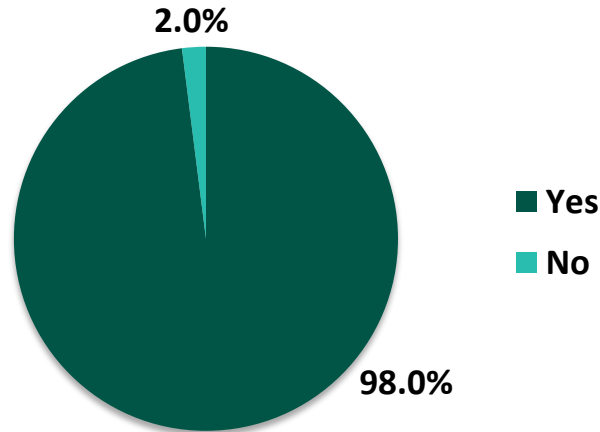




Family Practice Patient Satisfaction Survey Results
Surveys Sent: 59,231 Surveys Completed: 4,537
Response Rate: 7.66%
2019

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



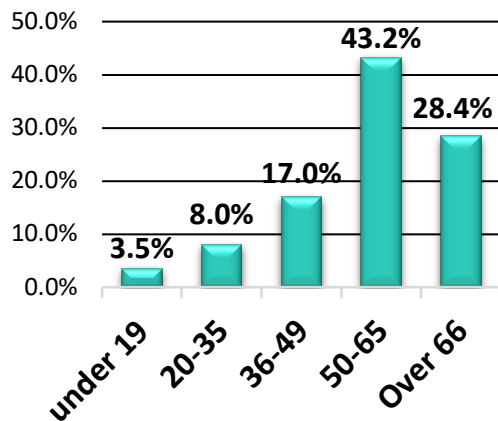
2. Please rate your most recent visit with AccessHealth on a scale of 1 to 10 with 10 being excellent:

9.36

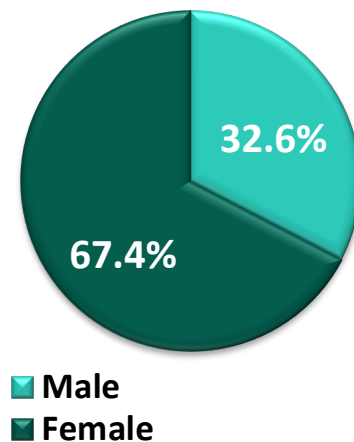
3. Do you get your prescriptions at an AccessHealth pharmacy?

Yes (26.5%)
No (73.5%)

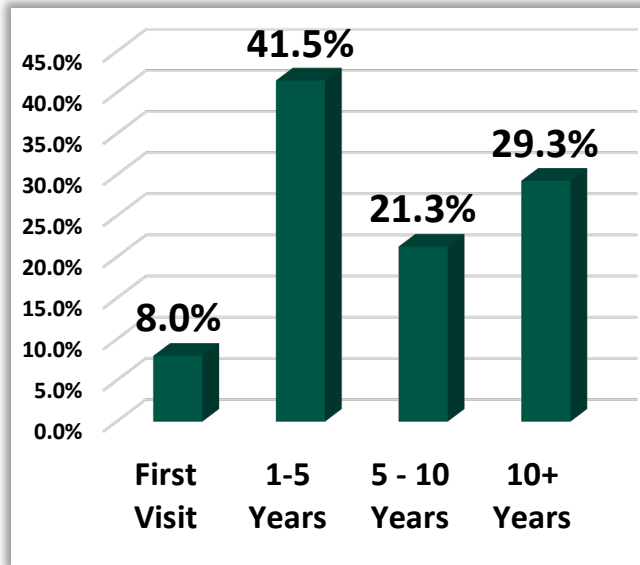
4. Age Group:



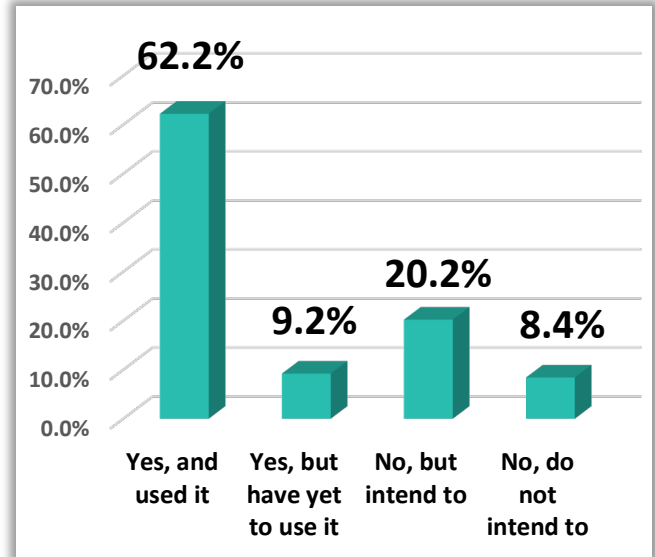
5. Sex:



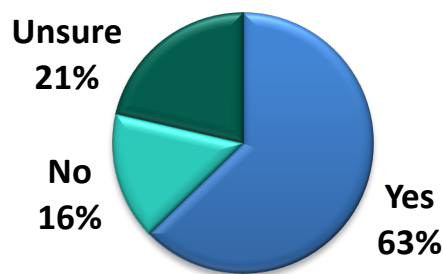
6. How long have you been coming to AccessHealth?



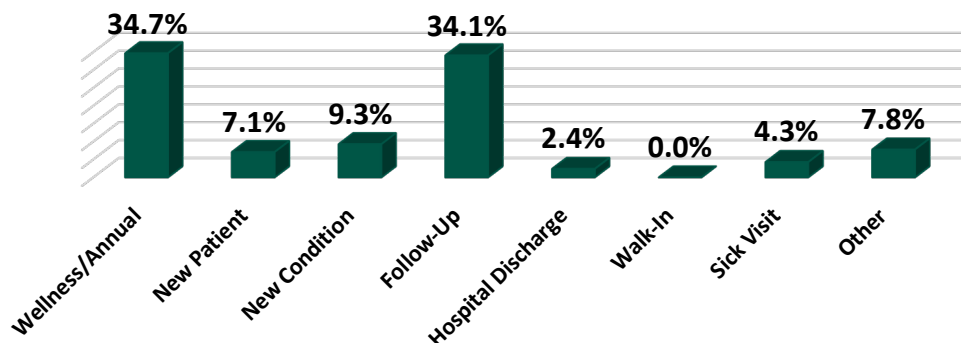
7. Have you registered for our patient portal?



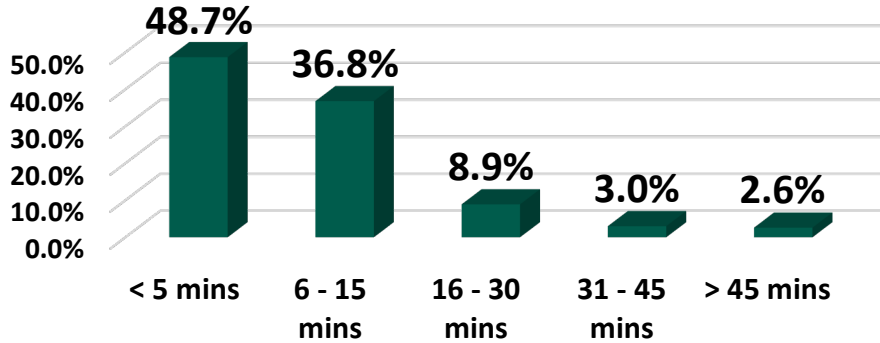
8. Did you observe a member of your healthcare team cleaning their hands during your visit?



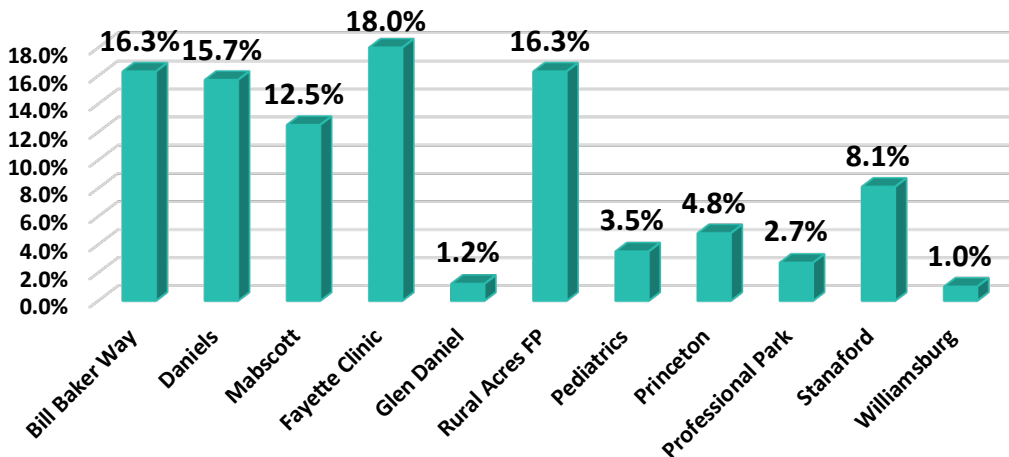
9. Reason for Today's Visit:



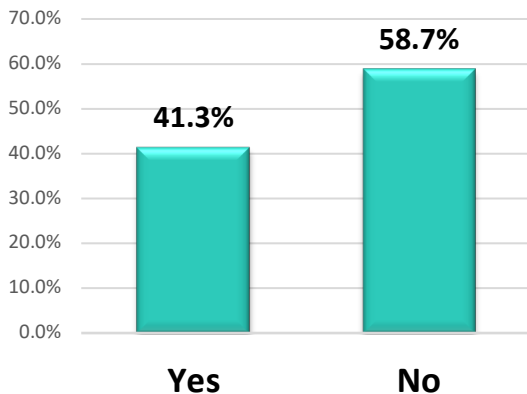
10. How long did you wait between your scheduled appointment time and when you were seen by your doctor?



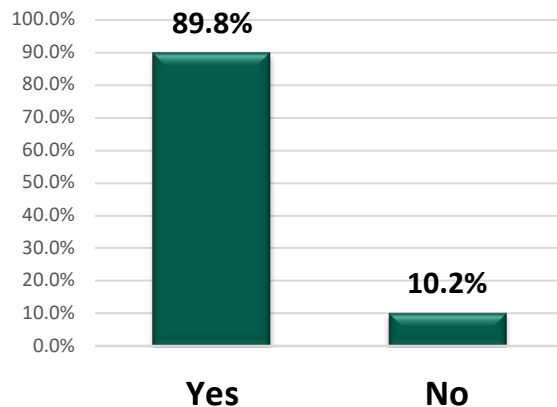
11. At which clinic were you seen?



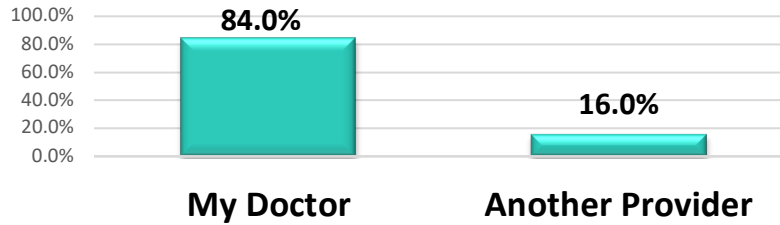
12. Have you requested or called for a same day appointment?



1. 13. If you did call for a same-day appointment were you seen that same day?



14. If you were seen the same day, did you see your doctor or another provider?



15. In-Office Service:

A = Excellent, F = Poor

	A	B	C	D	F	Total
Ease of scheduling your appointment	94.04%	3.62%	1.17%	0.48%	0.69%	3,928
Ability to get in to be seen	92.31%	5.09%	1.53%	0.43%	0.64%	3,926
Appointment reminders	96.07%	2.73%	0.66%	0.20%	0.33%	3,923
Hours clinic is open	90.70%	6.54%	2.18%	0.31%	0.28%	3,902
Time in the waiting room	88.45%	8.33%	1.58%	0.66%	0.97%	3,912
Time in the exam room	86.46%	9.20%	2.25%	1.05%	1.05%	3,914
Keeping information private	95.91%	2.60%	0.64%	0.31%	0.54%	3,890
Wait time on follow-ups for a referral appointment	91.17%	6.06%	1.60%	0.43%	0.73%	3,681
After hours care information	84.51%	9.49%	4.08%	0.73%	1.19%	3,434
					Answered	3,933
					Skipped	604

16. Doctor's Service:

A = Excellent, F = Poor

	A	B	C	D	F	Total
Listened to you	96.21%	1.84%	0.82%	0.28%	0.85%	3,904
Spent enough time with you	95.14%	2.41%	1.15%	0.38%	0.92%	3,907
Provided information about new and/or current medications	93.17%	3.67%	1.42%	0.71%	1.03%	3,790
Was aware of care you received from other doctors	91.90%	4.58%	1.95%	0.71%	0.87%	3,803
Balanced personal interaction with you while using the computer	94.26%	3.31%	1.04%	0.47%	0.91%	3,834
Informed you about necessary follow-up care	93.96%	3.39%	1.22%	0.42%	1.02%	3,838
Explained things in a way that was easy to understand	95.84%	2.37%	0.82%	0.26%	0.72%	3,890
Please rate your overall experience with this provider:	94.32%	3.26%	0.90%	0.59%	0.92%	3,894
					Answered	3,915
					Skipped	622

17. Clinic:

A = Excellent, F = Poor

	A	B	C	D	F	Total
Neat and clean building	92.90%	5.59%	0.92%	0.26%	0.33%	3,900
Ease of finding where to go	94.69%	4.00%	0.74%	0.23%	0.33%	3,899
Comfort and safety while waiting	94.39%	4.00%	0.92%	0.36%	0.33%	3,901
Privacy	94.35%	3.85%	0.98%	0.28%	0.54%	3,874
					Answered	3,912
					Skipped	625

18. 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.

9.60

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

9.68

20. 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.

8.93