



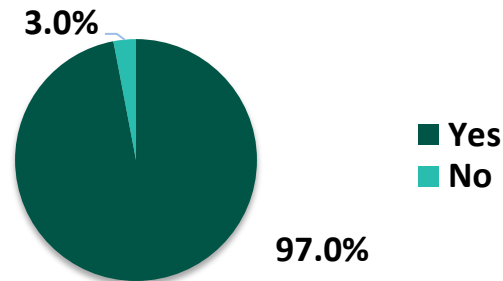
OBGYN Patient Satisfaction Survey Results

Surveys Sent: 23,468 Surveys Completed: 1,253

Response Rate: 5.34%

2019

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



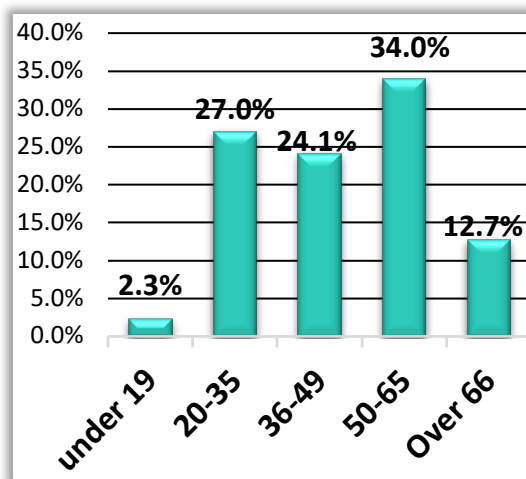
2. Please rate your most recent visit with AccessHealth on a scale of 1 to 10 with 10 being excellent:

9.30

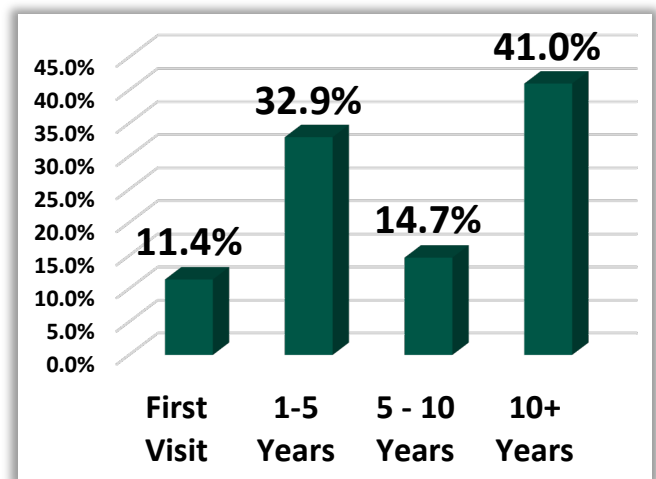
3. Do you get your prescriptions at an AccessHealth pharmacy?

Yes (10.5%)
No (89.5%)

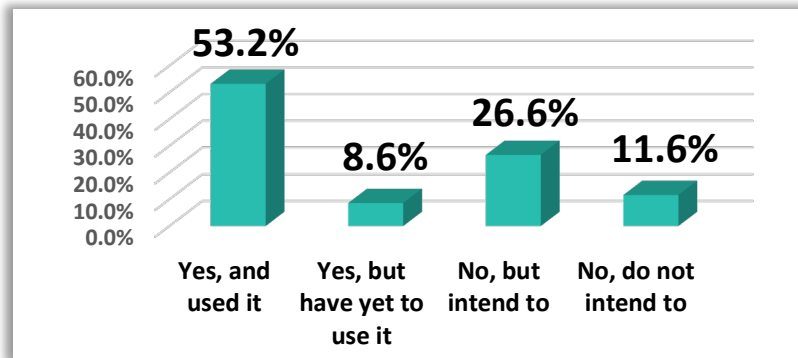
4. Age Group:



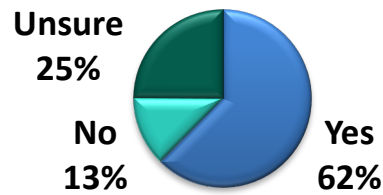
5. How long have you been coming to AccessHealth?



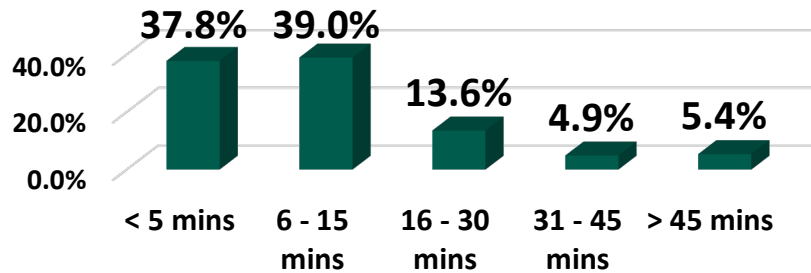
5. Have you registered for our patient portal?



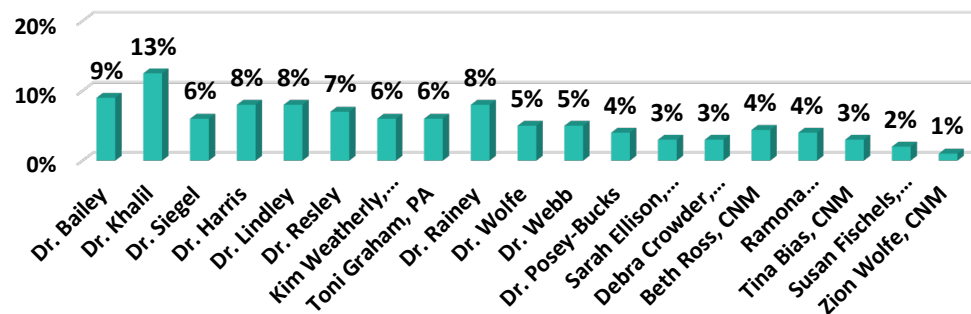
6. Did you observe a member of your healthcare team cleaning their hands during your visit?



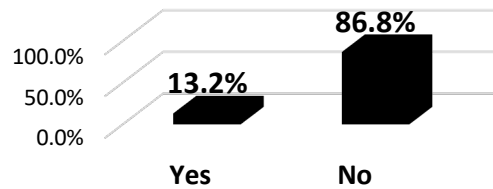
7. How long did you wait between your scheduled appointment time and when you were seen by your doctor?



8. Which provider did you see?

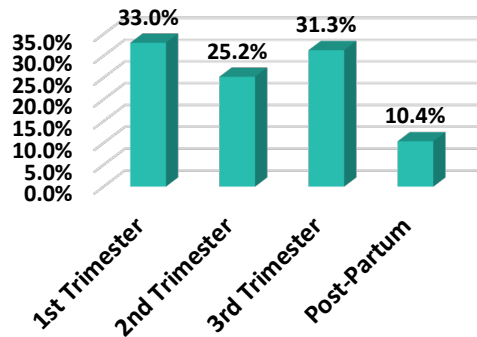


9. Was your visit for a current or recent pregnancy?

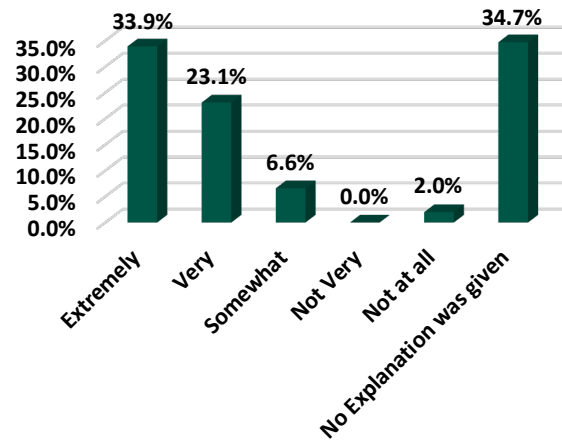


The Following five questions were answered by patients whose appointment was for a current or recent pregnancy:

10. When in your pregnancy was this visit?



11. How clear was your AccessHealth provider in explaining appropriate weight gain and reviewing your birth plan?



12. On a scale of 1 to 10 with 10 being “Extremely Comfortable”, how comfortable were you with your AccessHealth OBGYN provider?

9.28

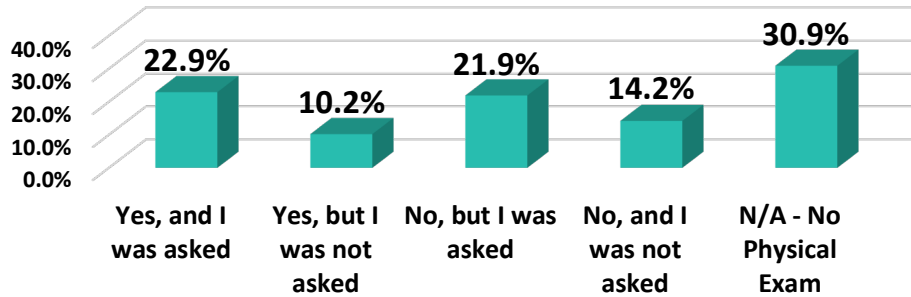
13. On a scale of 1 to 10 with 10 being “Extremely Satisfied”, how satisfied were you with your prenatal care at AccessHealth?

9.25

14. On a scale of 1 to 10 with 10 being “Extremely Prepared”, how prepared were you for what to expect during your delivery based on the information you received from AccessHealth?

8.86

15. If your visit included a physical exam of any kind, was someone there with you during your examination for privacy reasons (such as a nurse or family member) and were you asked if you wanted someone to be present during the exam?



16. In - Office Service: A = Exceptional; F = Poor

	A	B	C	D	F	Total
Ease of scheduling your appointment	93.72%	4.76%	0.72%	0.18%	0.63%	1,114
Ability to get in to be seen	92.73%	5.39%	1.44%	0.00%	0.45%	1,114
Appointment reminders	95.59%	3.06%	0.63%	0.18%	0.54%	1,112
Hours clinic is open	93.77%	4.52%	0.72%	0.45%	0.54%	1,107
Time in the waiting room	85.09%	9.70%	2.96%	1.08%	1.17%	1,113
Time in the exam room	82.34%	11.44%	3.51%	0.90%	1.80%	1,110
Keeping information private	95.10%	3.09%	1.00%	0.36%	0.45%	1,102
Wait time on follow-ups for a referral appointment	90.57%	6.93%	1.54%	0.29%	0.67%	1,039
After hours care information	87.33%	8.52%	2.91%	0.31%	0.93%	963
					Answered	1,115
					Skipped	138

17. Doctor's Service: A = Exceptional; F = Poor

	A	B	C	D	F	Total
Listened to you	96.04%	1.62%	1.26%	0.18%	0.90%	1,110
Spent enough time with you	94.77%	2.88%	1.08%	0.27%	0.99%	1,110
Provided information about new and/or current medications	92.79%	3.46%	2.02%	0.67%	1.06%	1,040
Was aware of care you received from other doctors	91.95%	4.31%	2.15%	0.47%	1.12%	1,068
Balanced personal interaction with you while using the computer	94.65%	3.34%	1.05%	0.10%	0.86%	1,047
Informed you about necessary follow-up care	94.94%	2.76%	1.57%	0.09%	0.64%	1,086
Explained things in a way that was easy to understand	95.92%	2.27%	0.73%	0.45%	0.63%	1,103
Please rate your overall experience with this provider:	94.14%	2.98%	1.35%	0.54%	0.99%	1,109
					Answered	1,111
					Skipped	142

18. Clinic: A = Exceptional; F = Poor

	A	B	C	D	F	Total
Neat and clean building	86.05%	9.90%	3.06%	0.36%	0.63%	1,111
Ease of finding where to go	90.92%	7.01%	1.62%	0.18%	0.27%	1,112
Comfort and safety while waiting	94.50%	3.87%	1.26%	0.09%	0.27%	1,110
Privacy	93.76%	4.88%	0.81%	0.18%	0.36%	1,106
					Answered	1,113
					Skipped	140

19. 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.

9.53

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

9.55

21. 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.

9.22