



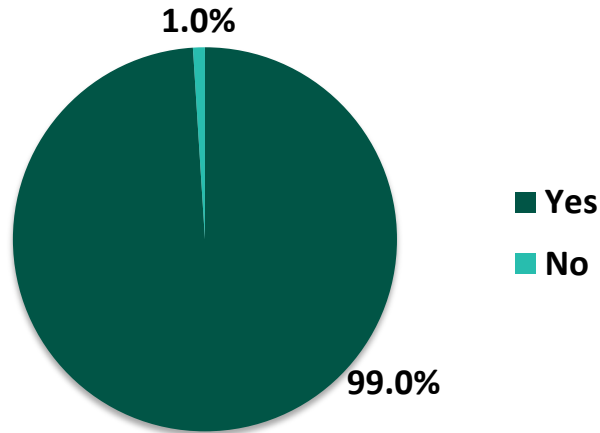
PMU Patient Satisfaction Survey Results

Surveys Sent: 15,214 Surveys Completed: 1,357

Response Rate: 8.92%

2019

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



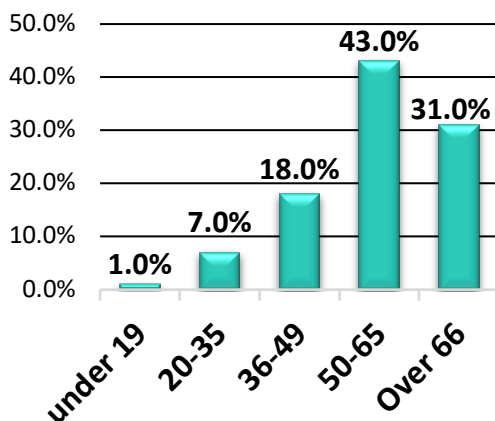
2. Please rate your most recent visit with AccessHealth on a scale of 1 to 10 with 10 being excellent:

9.48

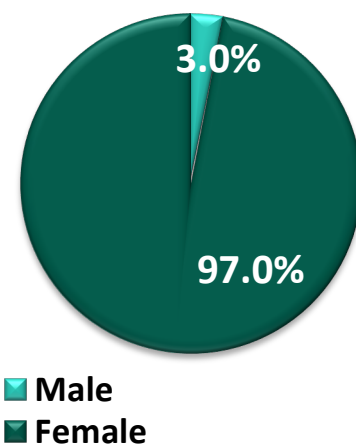
3. Do you get your prescriptions at an AccessHealth pharmacy?

Yes (11.33%)
No (88.67%)

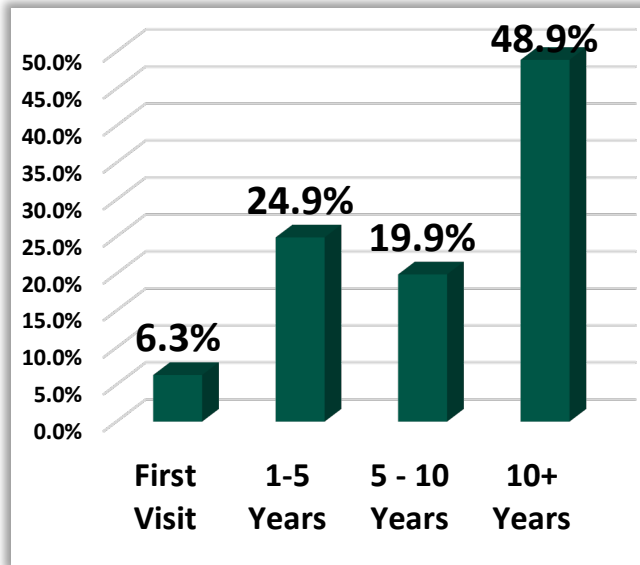
4. Age Group:



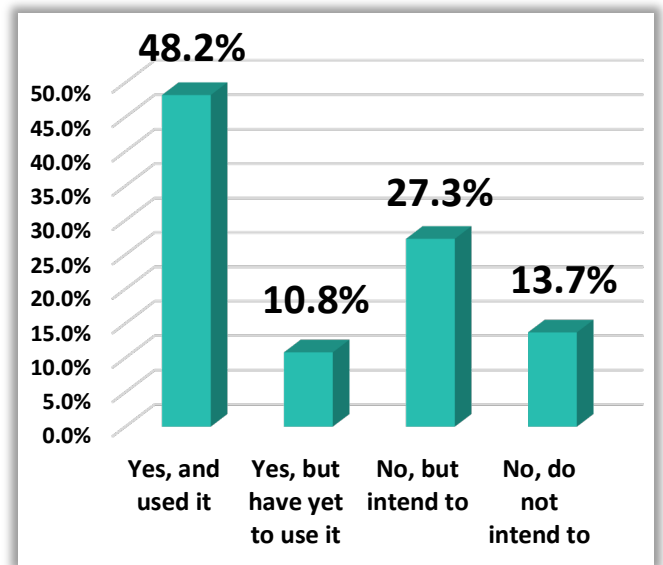
5. Sex:



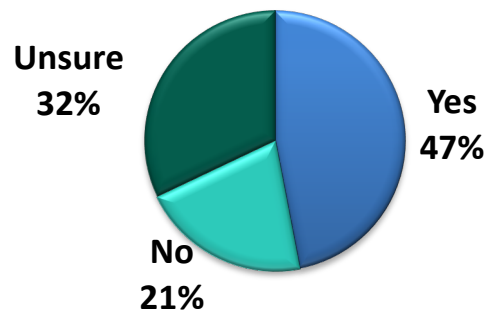
6. How long have you been coming to AccessHealth?



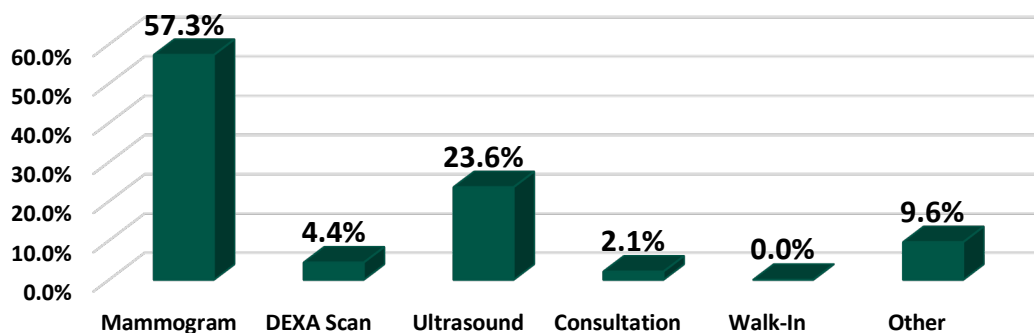
7. Have you registered for our patient portal?



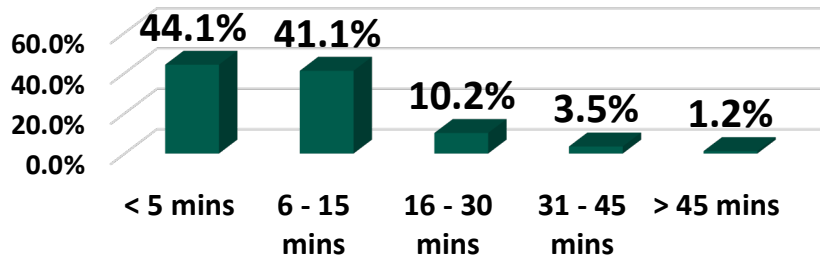
8. Did you observe a member of your healthcare team cleaning their hands during your visit?



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. In-Office Service: A = Excellent; F = Poor

	A	B	C	D	F	Total
Ease of scheduling your appointment	94.66%	3.53%	0.74%	0.25%	0.82%	1,218
Ability to get in to be seen	92.12%	5.34%	1.15%	0.41%	0.99%	1,218
Appointment reminders	95.80%	2.89%	0.58%	0.25%	0.49%	1,213
Hours clinic is open	95.63%	3.29%	0.66%	0.08%	0.33%	1,214
Time in the waiting room	83.42%	11.33%	2.55%	1.56%	1.15%	1,218
Time in the exam room	93.82%	4.12%	1.15%	0.16%	0.74%	1,213
Keeping information private	95.59%	2.58%	1.00%	0.42%	0.42%	1,202
					Answered	1,222
					Skipped	135

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

	A	B	C	D	F	Total
Listened to you.	96.04%	2.48%	0.41%	0.25%	0.83%	1,211
Answered any questions you had about your procedure.	96.18%	1.99%	0.83%	0.17%	0.83%	1,204
Made you feel comfortable.	96.21%	1.89%	0.41%	0.58%	0.91%	1,214
Spent enough time with you.	96.12%	2.15%	0.74%	0.25%	0.74%	1,212
Was aware of care you received from other doctors.	88.11%	7.67%	2.67%	0.52%	1.03%	1,161
Balanced personal interaction with you while using the computer.	94.23%	3.77%	1.00%	0.42%	0.59%	1,195
Informed you about necessary follow-up care.	89.75%	6.31%	2.19%	0.61%	1.14%	1,141
Explained things in a way that was easy to understand.	95.30%	2.77%	0.76%	0.59%	0.59%	1,192
Please rate your overall experience with your provider/technician.	95.69%	2.24%	0.91%	0.33%	0.83%	1,206

Answered 1,217
Skipped 140

13. Clinic: A = Excellent; F = Poor

	A	B	C	D	F	Total
Neat and clean building	96.12%	2.56%	0.91%	0.08%	0.33%	1,211
Ease of finding where to go	96.60%	2.07%	0.91%	0.08%	0.33%	1,207
Comfort and safety while waiting	95.46%	3.22%	0.50%	0.33%	0.50%	1,211
Privacy	95.44%	3.23%	0.91%	0.00%	0.41%	1,207
					Answered	1,214
					Skipped	143

14. On a scale of 1 to 10 with 10 being “strongly agree,” check-in and check-out was completed in a timely manner:

9.61

15. On a scale of 1 to 10 with 10 being “strong agree,” your technician was respectful and courteous:

9.75

16. 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:

9.36