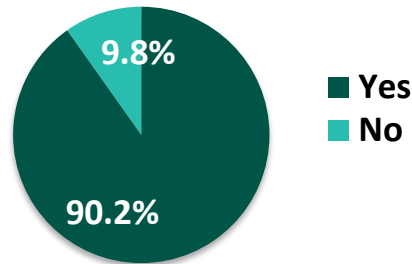




Behavioral Health Patient Satisfaction Survey Results
Surveys Sent: 8,654 Surveys Completed: 351
Response Rate: 4.0%
2020

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:

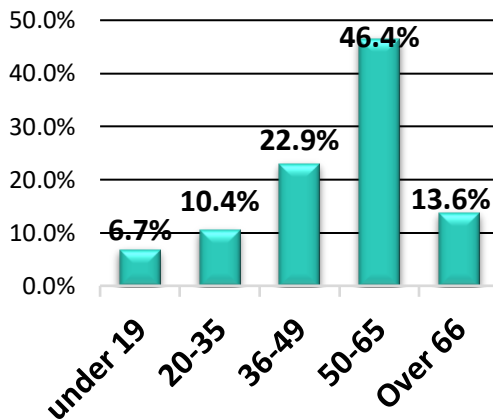
8.55

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

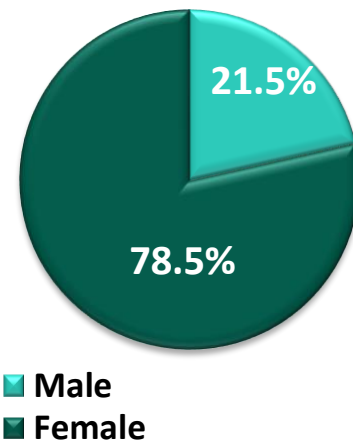
Yes (22.7%)

No (77.3%)

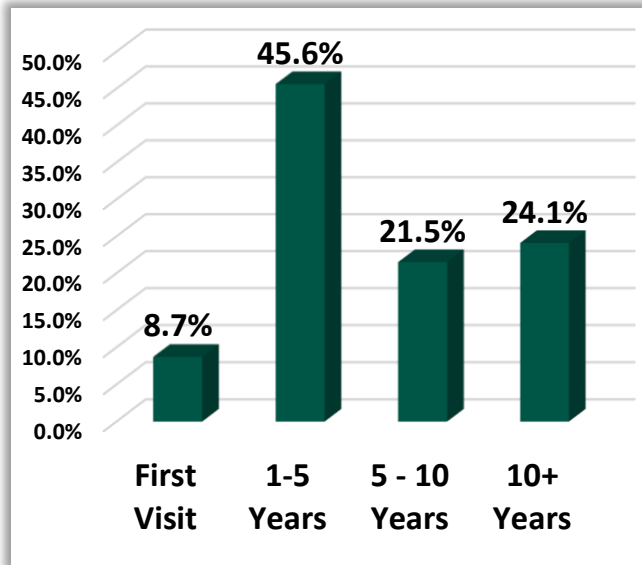
4. Age Group:



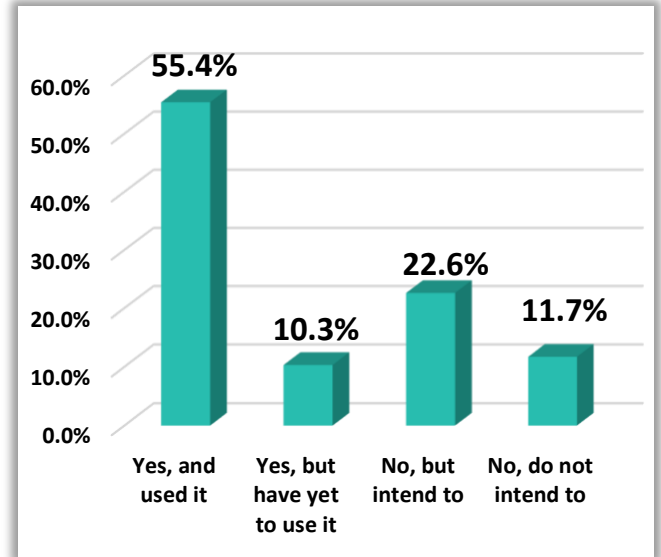
5. Sex:



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



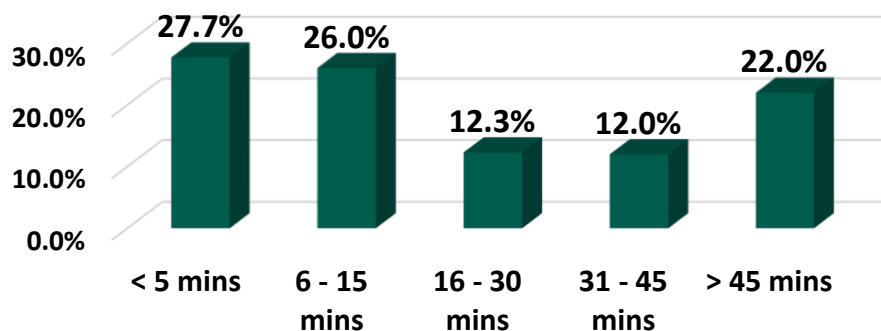
7. Have you registered for our patient portal?



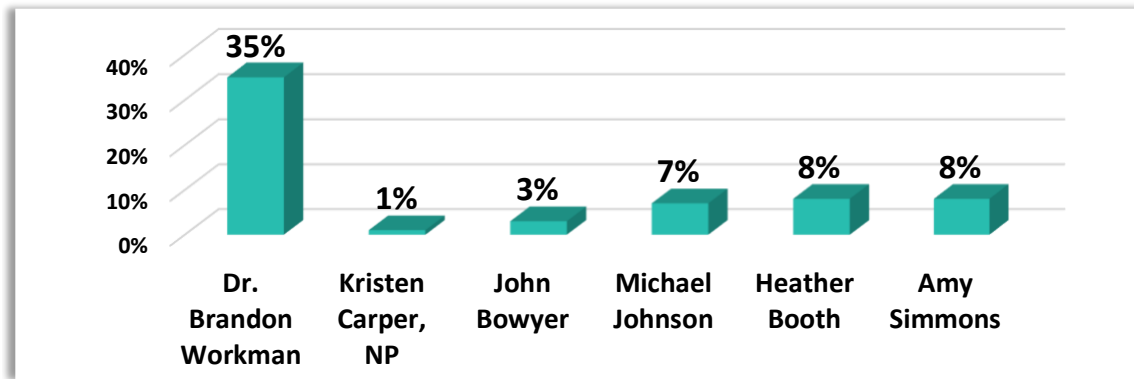
8. Infection Control:

	Yes	No
Did you observe members of your care team using hand sanitizer or washing their hands during your visit?	61.54%	38.46%
Was your care team wearing appropriate personal protective equipment (mask, face shield, gloves)?	97.44%	2.56%
Was the clinic clean?	100.00%	0.00%
Were you satisfied with the health center's protective measures (screening, waiting in the car)?	97.50%	2.50%
Did you feel safe during your visit?	97.50%	2.50%

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
Ease of scheduling your appointment	91.38%	3.79%	1.38%	0.69%	2.76%
Ability to get in to be seen	79.38%	6.87%	5.50%	1.72%	6.53%
Appointment reminders	91.07%	5.50%	0.34%	1.03%	2.06%
Hours clinic is open	83.39%	10.73%	2.42%	1.38%	2.08%
Time in the waiting room	64.08%	11.97%	4.93%	4.58%	14.44%
Time with your provider	82.07%	5.52%	4.14%	2.41%	5.86%
Keeping information private	90.59%	3.48%	1.74%	2.09%	2.09%
After hours care information	76.43%	8.75%	7.60%	2.28%	4.94%

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

	A	B	C	D	F
Listened to you	88.15%	4.18%	2.44%	0.70%	4.53%
Spent enough time with you	85.71%	4.53%	3.83%	1.05%	4.88%
Provided information about new and/or current medications	85.04%	2.92%	3.65%	3.65%	4.74%
Was aware of care you received from other doctors	84.70%	3.56%	5.34%	1.42%	4.98%
Balanced personal interaction with you while using the computer	85.26%	5.61%	3.86%	1.05%	4.21%
Informed you about necessary follow-up care	89.79%	3.17%	2.11%	1.06%	3.87%
Explained things in a way that was easy to understand	88.46%	3.85%	2.80%	0.70%	4.20%
Please rate your overall experience with this provider:	84.19%	4.47%	4.12%	1.37%	5.84%

13. Clinic: A = Excellent; F = Poor

	A	B	C	D	F
Neat and clean building	84.10%	10.60%	2.47%	0.35%	2.47%
Ease of finding where to go	82.87%	9.09%	3.50%	1.40%	3.15%
Comfort and safety while waiting	82.11%	7.37%	4.56%	1.40%	4.56%
Privacy	84.51%	7.75%	2.11%	1.06%	4.58%

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.

8.81

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

8.98

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.

8.46