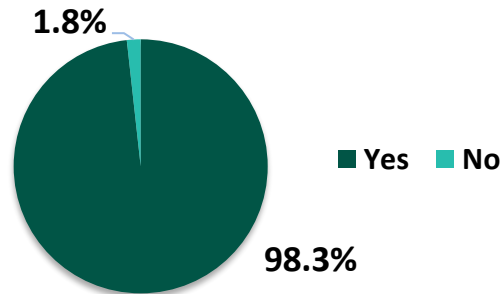




Family Practice Patient Satisfaction Survey Results
Surveys Sent: 69,660 Surveys Completed: 6,085
Response Rate: 8.74%
2020

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



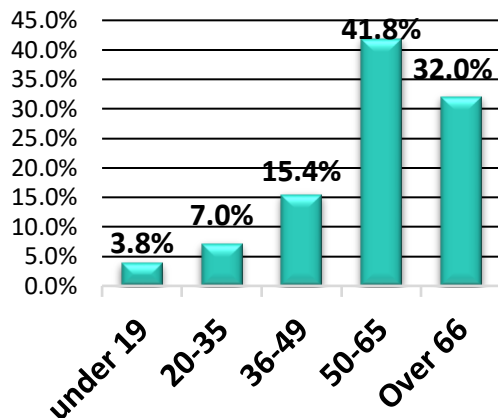
2. Please rate your most recent visit with AccessHealth on a scale of 1 to 10 with 10 being excellent:

9.46

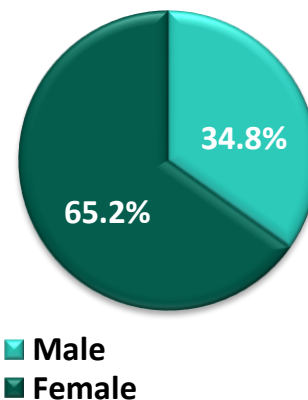
3. Do you get your prescriptions at an AccessHealth pharmacy?

*Yes (25.7%)
No (74.3%)*

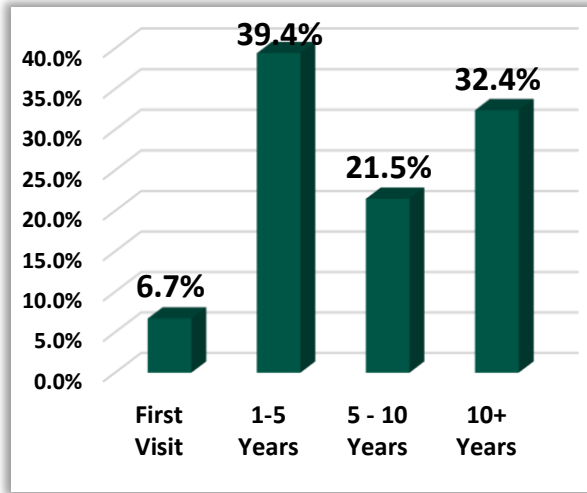
4. Age Group:



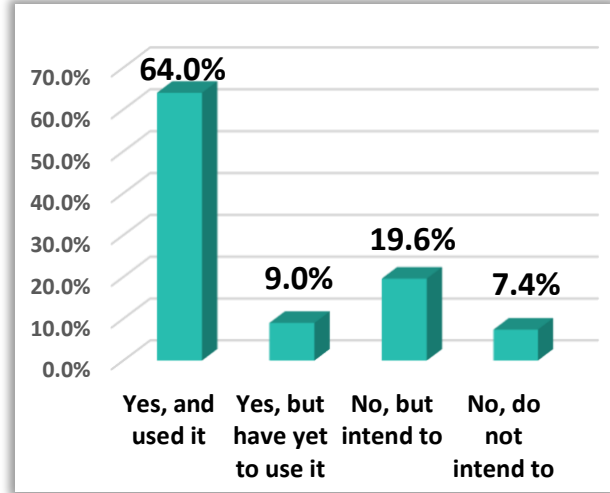
5. Sex:



6. How long have you been coming to AccessHealth?



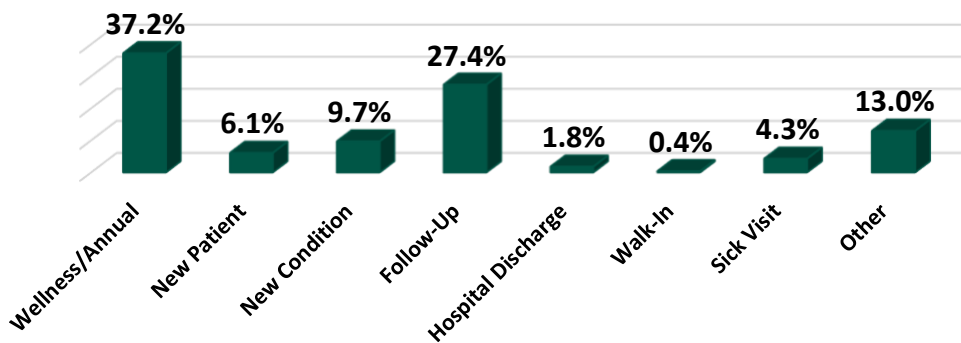
7. Have you registered for our patient portal?



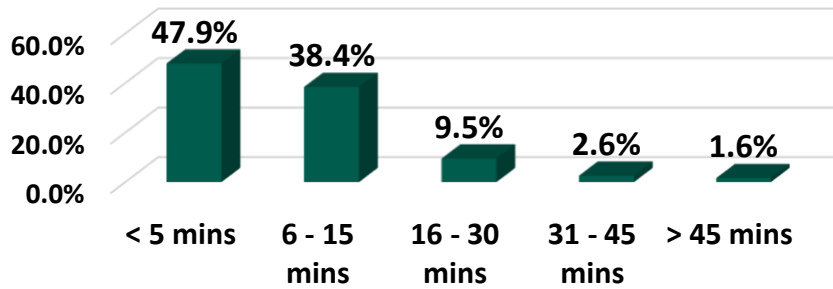
8. Infection Control:

	Yes	No
Did you observe members of your care team using hand sanitizer or washing their hands during your visit?	89.08%	10.92%
Was your care team wearing appropriate personal protective equipment (mask, face shield, gloves)?	98.80%	1.20%
Was the clinic clean?	98.78%	1.22%
Were you satisfied with the health center's protective measures (screening, waiting in car)?	98.58%	1.42%
Did you feel safe during your visit?	99.45%	0.55%

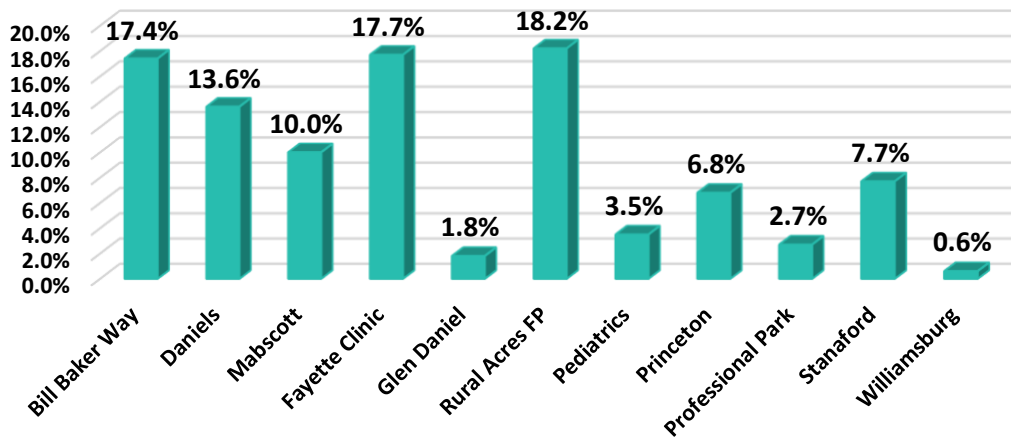
9. Reason for Today's Visit:



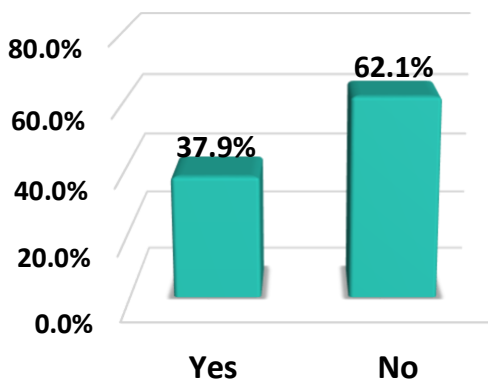
10. How long did you wait between your scheduled appointment time and when you were seen by your doctor?



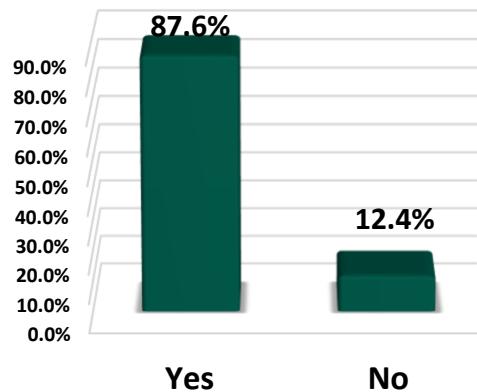
11. At which clinic were you seen?



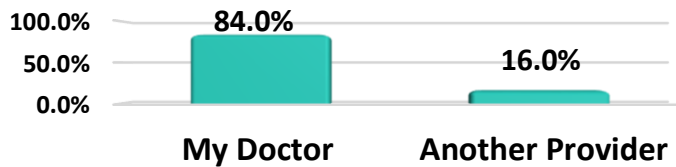
12. Have you requested or called for a same day appointment?



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
Ease of scheduling your appointment	94.37%	3.15%	1.28%	0.44%	0.76%
Ability to get in to be seen	93.73%	3.68%	1.22%	0.32%	1.06%
Appointment reminders	96.53%	2.31%	0.64%	0.04%	0.48%
Hours clinic is open	92.42%	5.28%	1.70%	0.20%	0.40%
Time in the waiting room	90.70%	6.98%	1.16%	0.22%	0.94%
Time in the exam room	89.24%	8.00%	1.47%	0.22%	1.07%
Keeping information private	97.48%	1.41%	0.48%	0.10%	0.52%
Wait time on follow-ups for a referral appointment	92.31%	5.06%	1.54%	0.19%	0.90%
After hours care information	87.51%	7.40%	3.45%	0.47%	1.17%

16. Doctor's Service:

A = Excellent, F = Poor

	A	B	C	D	F
Listened to you	97.00%	1.55%	0.40%	0.08%	0.97%
Spent enough time with you	96.16%	2.03%	0.70%	0.26%	0.84%
Provided information about new and/or current medications	94.76%	2.87%	1.12%	0.31%	0.94%
Was aware of care you received from other doctors	93.50%	3.97%	1.47%	0.25%	0.81%
Balanced personal interaction with you while using the computer	95.60%	2.51%	0.70%	0.27%	0.93%
Informed you about necessary follow-up care	95.29%	2.70%	0.78%	0.31%	0.92%
Explained things in a way that was easy to understand	96.87%	1.56%	0.57%	0.14%	0.87%
Please rate your overall experience with this provider:	95.88%	2.29%	0.62%	0.20%	1.01%

17. Clinic:

A = Excellent, F = Poor

	A	B	C	D	F
Neat and clean building	94.93%	3.95%	0.51%	0.08%	0.53%
Ease of finding where to go	95.57%	3.09%	0.55%	0.16%	0.63%
Comfort and safety while waiting	96.06%	2.70%	0.43%	0.16%	0.65%
Privacy	96.62%	2.06%	0.73%	0.08%	0.51%

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.

9.63

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

9.72

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.

9.00