



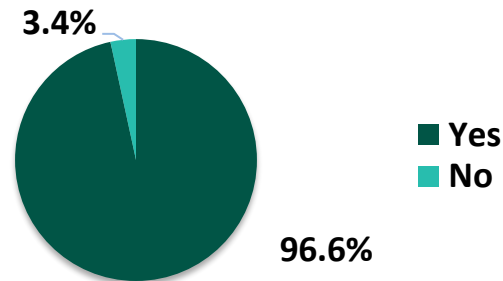
OBGYN Patient Satisfaction Survey Results

Surveys Sent: 30,551 Surveys Completed: 1,680

Response Rate: 5.50%

2020

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



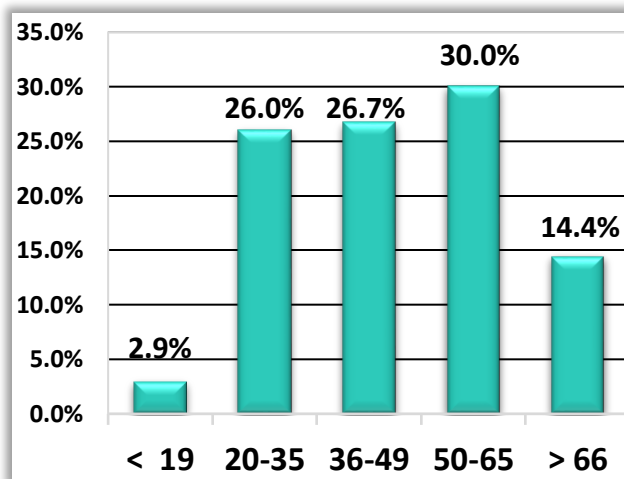
2. Please rate your most recent visit with AccessHealth on a scale of 1 to 10 with 10 being excellent:

9.20

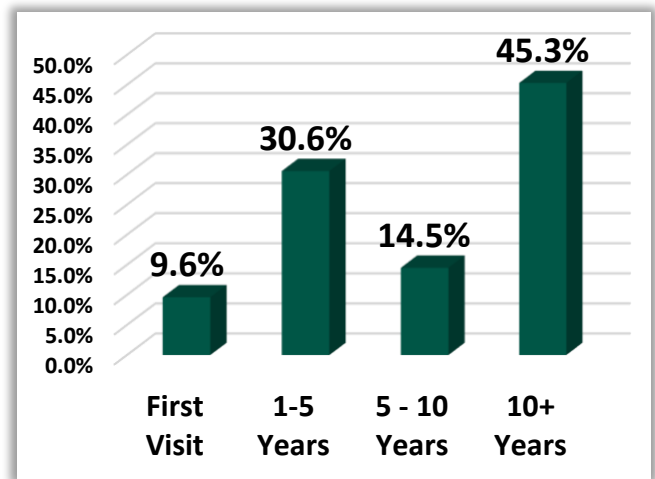
3. Do you get your prescriptions at an AccessHealth pharmacy?

Yes (8.7%)
No (91.3%)

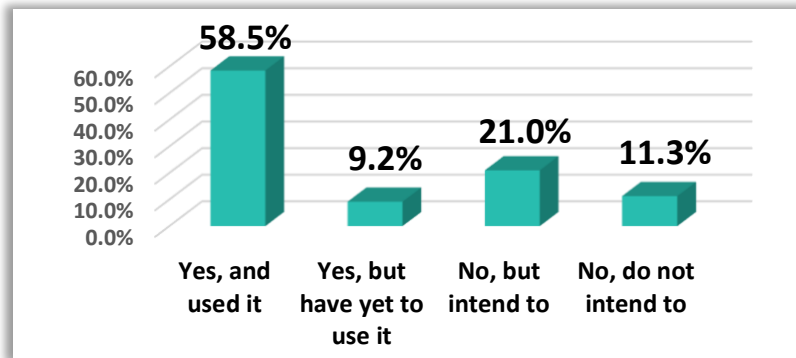
4. Age Group:



5. How long have you been coming to AccessHealth?



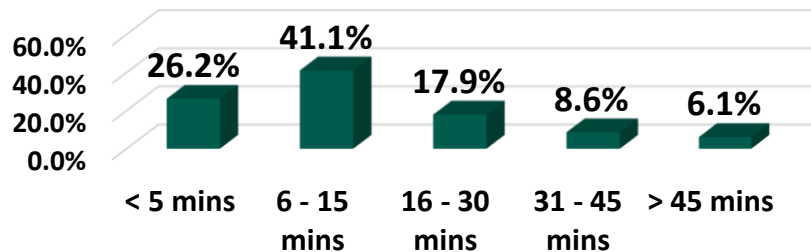
5. Have you registered for our patient portal?



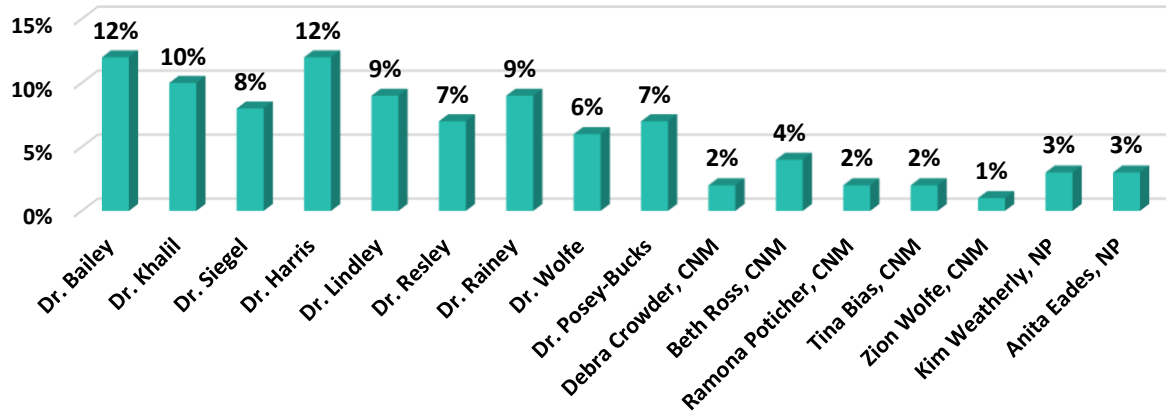
6. Infection Control:

	Yes	No
Did you observe members of your care team using hand sanitizer or washing their hands during your visit?	89.91%	10.09%
Was your care team wearing appropriate personal protective equipment (mask, face shield, gloves)?	99.56%	0.44%
Was the clinic clean?	98.68%	1.32%
Were you satisfied with the health center's protective measures (screening, waiting in your car)?	99.12%	0.88%
Did you feel safe during your visit?	100.00%	0.00%

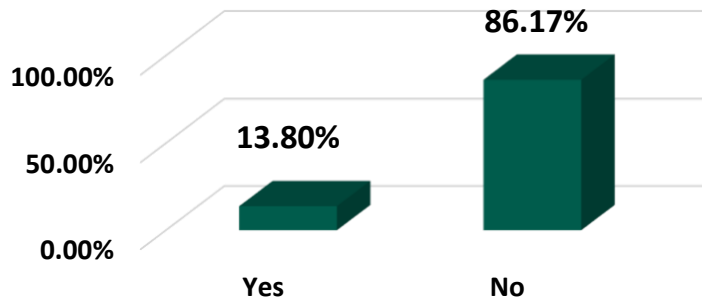
7. How long did you wait between your scheduled appointment time and when you were seen by your doctor?



8. Which provider did you see?

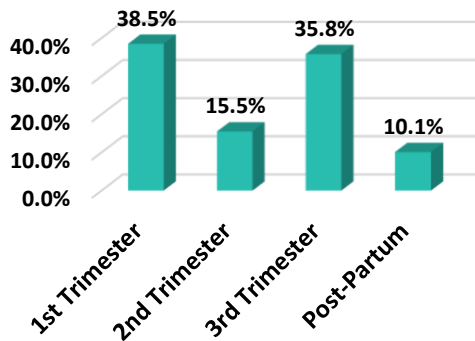


9. Was your visit for a current or recent pregnancy?

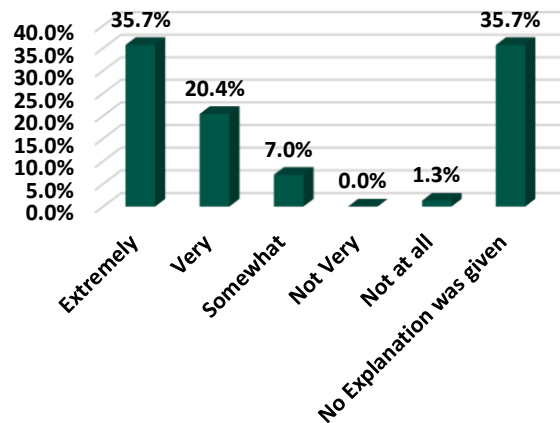


The Following five questions were answered by patients whose appointment was for a current or recent pregnancy:

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?

8.96

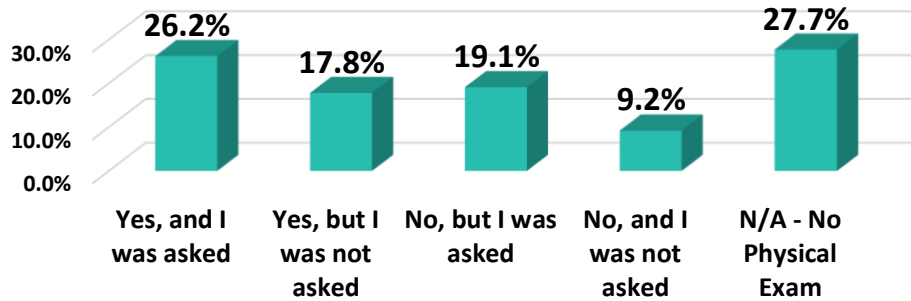
13. On a scale of 1 to 10 with 10 being “Extremely Satisfied”, how satisfied were you with your prenatal care at AccessHealth?

8.80

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?

8.36

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
Ease of scheduling your appointment	90.90%	6.25%	1.43%	0.34%	1.09%
Ability to get in to be seen	87.25%	8.55%	2.31%	0.61%	1.29%
Appointment reminders	95.11%	3.19%	1.02%	0.14%	0.54%
Hours clinic is open	93.11%	4.77%	1.50%	0.27%	0.34%
Time in the waiting room	78.58%	12.81%	4.75%	1.79%	2.07%
Time in the exam room	81.45%	12.41%	2.66%	1.43%	2.05%
Keeping information private	94.67%	3.21%	1.03%	0.34%	0.75%
Wait time on follow-ups for a referral appointment	91.00%	6.14%	1.76%	0.07%	1.02%
After hours care information	86.42%	7.10%	4.37%	0.47%	1.64%

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

	A	B	C	D	F
Listened to you	94.11%	2.47%	1.23%	0.48%	1.71%
Spent enough time with you	94.04%	3.08%	1.17%	0.34%	1.37%
Provided information about new and/or current medications	92.02%	3.77%	1.92%	0.52%	1.77%
Was aware of care you received from other doctors	90.86%	5.00%	2.07%	0.50%	1.57%
Balanced personal interaction with you while using the computer	93.22%	4.04%	1.15%	0.14%	1.44%
Informed you about necessary follow-up care	93.95%	2.96%	1.27%	0.56%	1.27%
Explained things in a way that was easy to understand	94.48%	2.48%	1.38%	0.48%	1.17%
Please rate your overall experience with this provider	93.08%	3.15%	0.89%	1.44%	1.44%

18. Clinic: A = Exceptional; F = Poor

	A	B	C	D	F
Neat and clean building	91.67%	6.14%	1.71%	0.07%	0.41%
Ease of finding where to go	91.88%	6.48%	1.30%	0.14%	0.20%
Comfort and safety while waiting	92.87%	4.73%	1.51%	0.34%	0.55%
Privacy	93.41%	4.46%	1.44%	0.14%	0.55%

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.

9.42

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

9.57

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.

9.13