



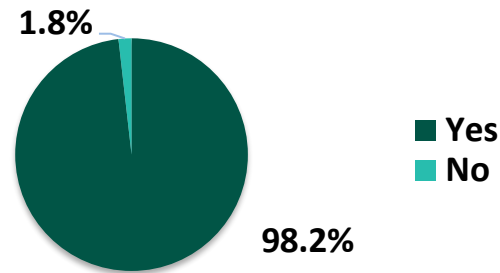
Imaging Patient Satisfaction Survey Results

Surveys Sent: 18,064 Surveys Completed: 1,664

Response Rate: 9.21%

2020

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



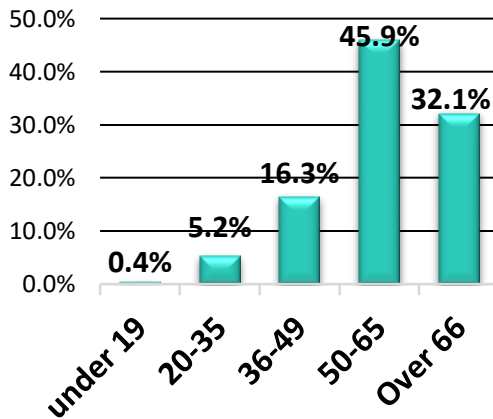
2. Please rate your most recent visit with AccessHealth on a scale of 1 to 10 with 10 being excellent:

9.47

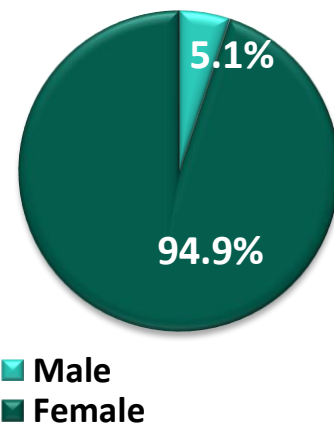
3. Do you get your prescriptions at an AccessHealth pharmacy?

*Yes (10.0%)
No (89.9%)*

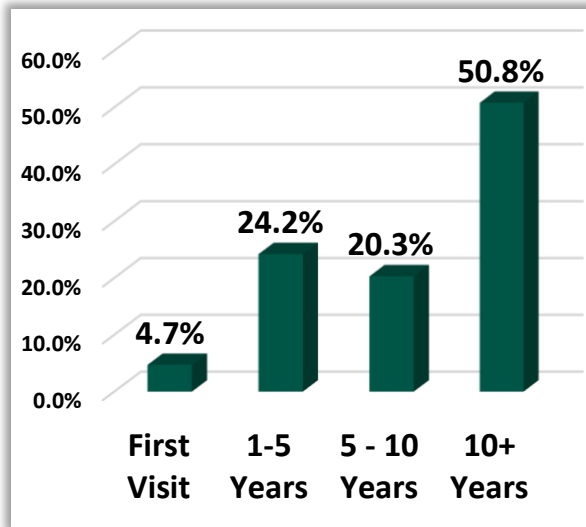
4. Age Group:



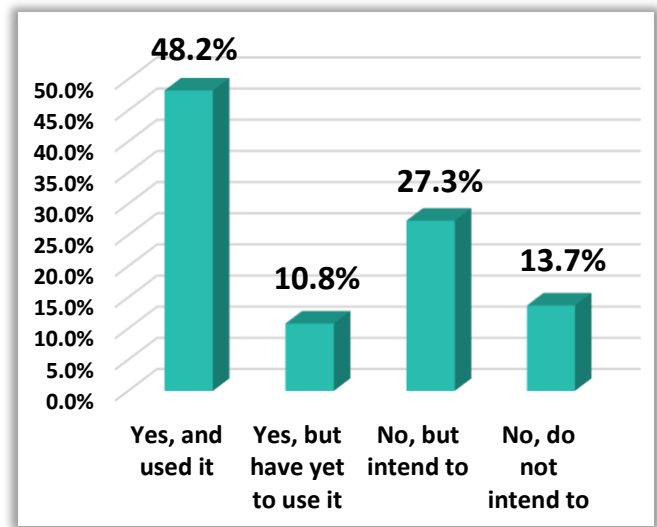
5. Sex:



6. How long have you been coming to AccessHealth?



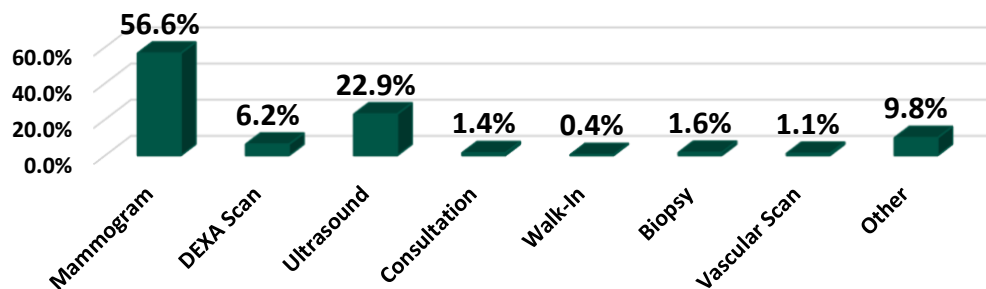
7. Have you registered for our patient portal?



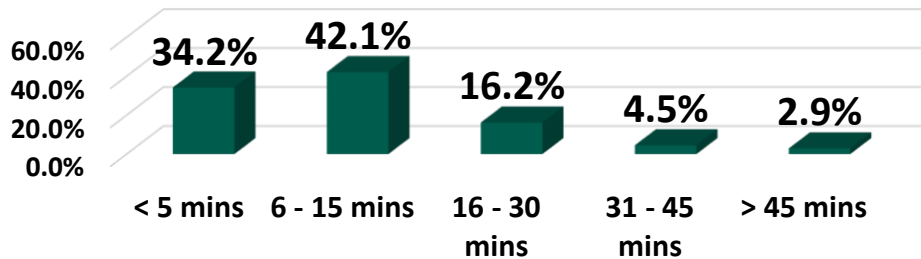
8. Infection Control:

	Yes	No
Did you observe members of your care team using hand sanitizer or washing their hands during your visit?	88.67%	11.33%
Was your care team wearing appropriate personal protective equipment (mask, face shield, gloves)?	100.00%	0.00%
Was the clinic clean?	99.68%	0.32%
Were you satisfied with the health center's protective measures (screening, waiting in your car)?	98.71%	1.29%
Did you feel safe during your visit?	100.00%	0.00%

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
Ease of scheduling your appointment	94.80%	3.54%	0.76%	0.28%	0.62%
Ability to get in to be seen	92.30%	4.58%	1.80%	0.28%	1.04%
Appointment reminders	96.25%	2.36%	0.76%	0.07%	0.56%
Hours clinic is open	95.47%	3.34%	0.70%	0.14%	0.35%
Time in the waiting room	81.93%	10.31%	4.62%	1.35%	1.78%
Time in the exam room	94.26%	4.55%	0.49%	0.07%	0.63%
Keeping information private	96.69%	2.40%	0.49%	0.07%	0.35%

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

	A	B	C	D	F
Listened to you.	96.77%	1.89%	0.56%	0.21%	0.56%
Answered any questions you had about your procedure.	96.55%	1.83%	0.84%	0.35%	0.42%
Made you feel comfortable.	96.86%	1.74%	0.49%	0.28%	0.63%
Spent enough time with you.	96.92%	1.68%	0.63%	0.21%	0.56%
Was aware of care you received from other doctors.	89.88%	6.31%	2.64%	0.22%	0.95%
Balanced personal interaction with you while using the computer.	94.80%	3.35%	0.78%	0.21%	0.86%
Informed you about necessary follow-up care.	90.39%	5.89%	2.61%	0.30%	0.82%
Explained things in a way that was easy to understand.	95.67%	2.20%	1.35%	0.14%	0.64%
Please rate your overall experience with your provider/technician.	95.72%	2.60%	0.77%	0.28%	0.63%

13. Clinic: A = Excellent; F = Poor

	A	B	C	D	F
Neat and clean building	96.66%	2.51%	0.49%	0.00%	0.35%
Ease of finding where to go	96.23%	2.65%	0.56%	0.14%	0.42%
Comfort and safety while waiting	95.36%	3.03%	0.56%	0.28%	0.77%
Privacy	96.68%	2.47%	0.42%	0.14%	0.28%

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

9.50

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

9.79

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:

9.42