



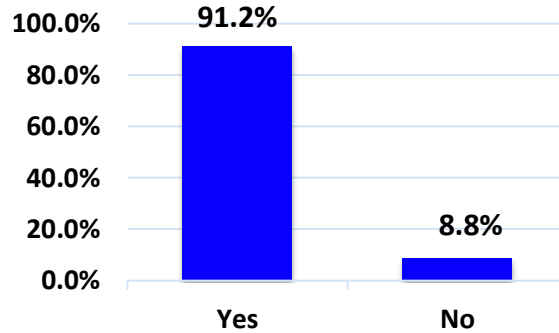
**Behavioral Health Patient Satisfaction Survey Results**

Surveys Sent: **10,895** Surveys Completed: **329**

Response Rate: **3.02%**

**2021**

**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:**

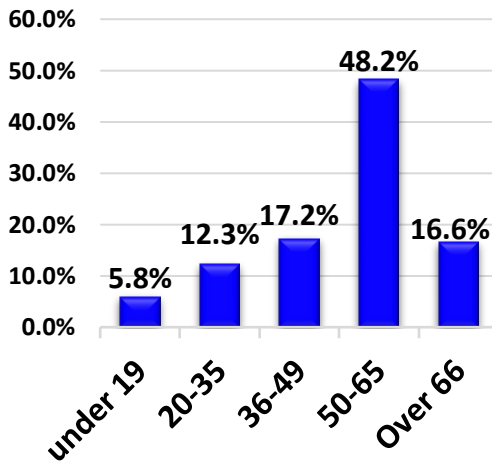
*8.59*

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

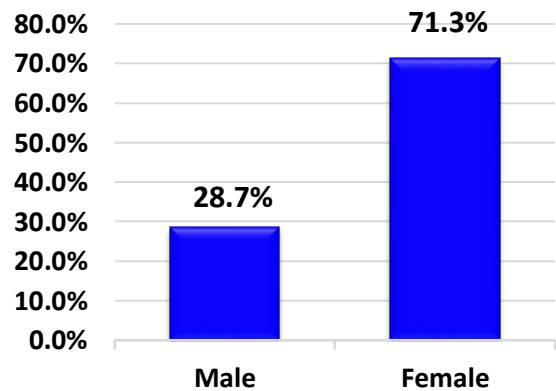
*Yes (18.77%)*

*No (81.23%)*

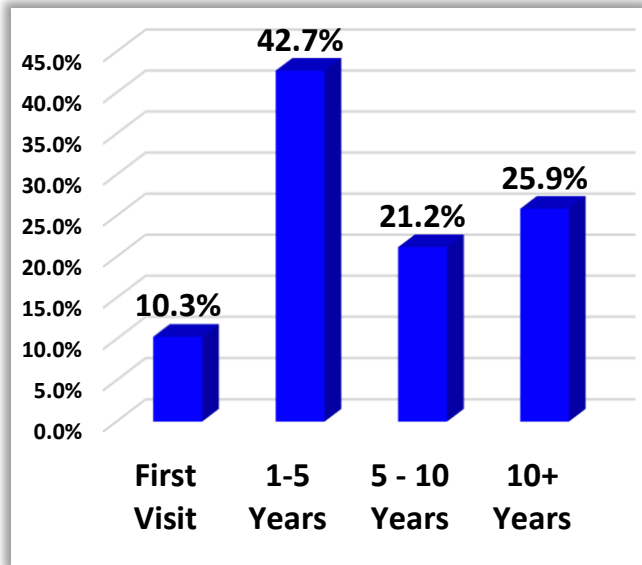
**4. Age Group:**



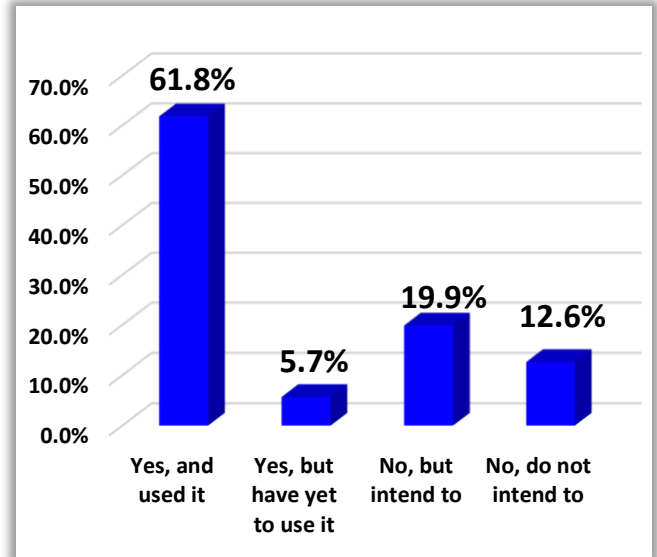
**5. Sex:**



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



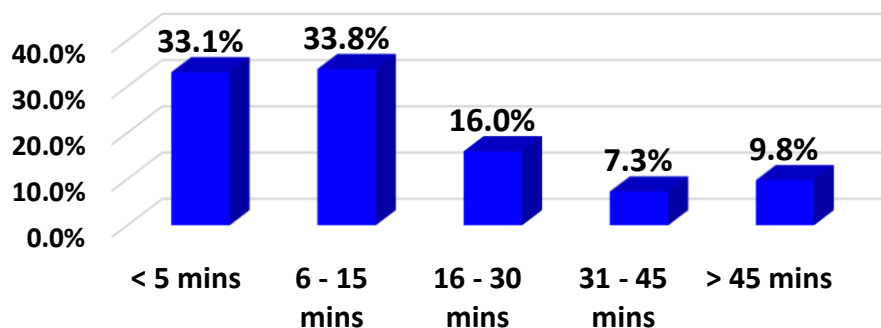
**7. Have you registered for our patient portal?**



**8. Infection Control:**

	Yes	No
Did you observe members of your care team using hand sanitizer or washing their hands during your visit?	71.97%	28.03%
Was your care team wearing appropriate personal protective equipment (mask, face shield, gloves)?	95.89%	4.11%
Was the clinic clean?	97.76%	2.24%
Were you satisfied with the health center's protective measures (screening, waiting in the car)?	96.23%	3.77%
Did you feel safe during your visit?	98.11%	1.89%

**9. 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	92.20%	1.77%	2.48%	1.06%	2.48%	282
Ability to get in to be seen	84.91%	5.26%	3.16%	3.16%	3.51%	285
Appointment reminders	91.90%	5.63%	0.70%	0.00%	1.76%	284
Hours clinic is open	91.52%	4.59%	2.12%	0.71%	1.06%	283
Time in the waiting room	72.50%	13.21%	5.00%	3.21%	6.07%	280
Time with your provider	84.91%	7.72%	2.46%	0.70%	4.21%	285
Keeping information private	93.59%	1.78%	2.14%	1.07%	1.42%	281
After hours care information	82.75%	7.06%	4.71%	1.57%	3.92%	255

### 12. Provider's Service: *A = Excellent, F = Poor*

	A	B	C	D	F	Total
Listened to you	89.64%	4.64%	1.43%	0.71%	3.57%	280
Spent enough time with you	87.10%	5.73%	3.94%	0.72%	2.51%	279
Provided information about new and/or current medications	83.09%	5.51%	5.88%	1.84%	3.68%	272
Was aware of care you received from other doctors	85.50%	7.43%	2.97%	1.12%	2.97%	269
Balanced personal interaction with you while using the computer	87.13%	5.51%	3.31%	0.00%	4.04%	272
Informed you about necessary follow-up care	88.32%	5.84%	2.19%	0.36%	3.28%	274
Explained things in a way that was easy to understand	89.68%	3.91%	2.14%	1.07%	3.20%	281
Please rate your overall experience with this provider:	86.02%	6.09%	1.79%	1.43%	4.66%	279

### 13. Clinic: *A = Excellent; F = Poor*

	A	B	C	D	F	Total
Neat and clean building	90.94%	6.52%	1.09%	0.36%	1.09%	276
Ease of finding where to go	89.05%	5.47%	3.28%	1.82%	0.36%	274
Comfort and safety while waiting	92.39%	4.35%	1.45%	0.00%	1.81%	276
Privacy	91.01%	3.96%	1.80%	1.44%	1.80%	278

**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.**

**9.01**

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

**9.08**

**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.**

**8.74**