



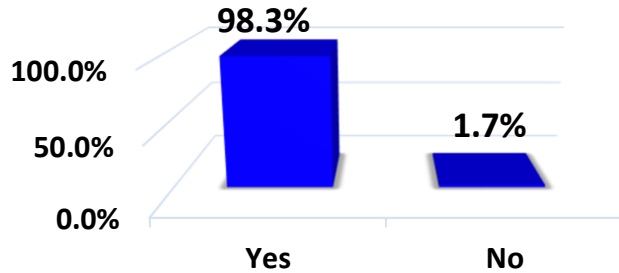
Family Practice Patient Satisfaction Survey Results

Surveys Sent: **71,685** Surveys Completed: **6,824**

Response Rate: **9.52%**

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:

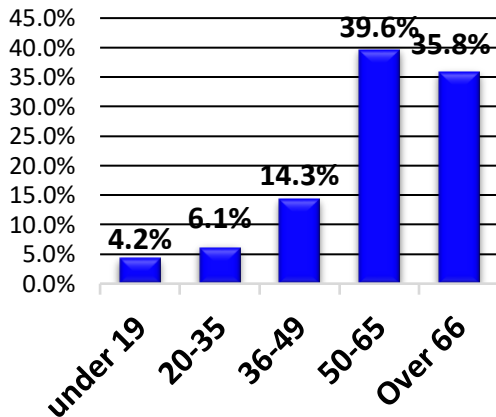
9.48

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

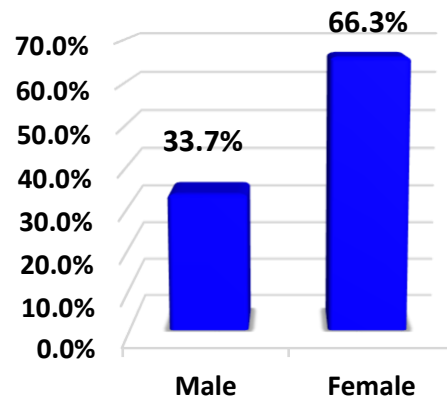
Yes (24.68%)

No (75.32%)

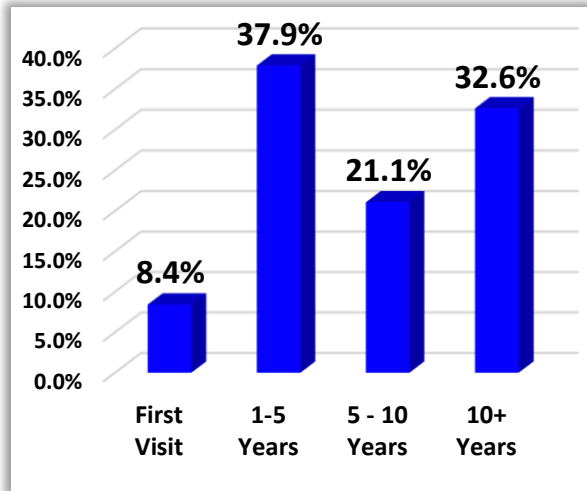
4. Age Group:



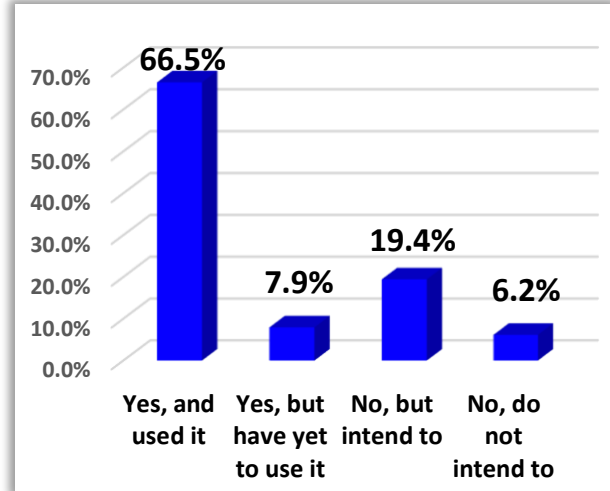
5. Sex:



6. How long have you been coming to AccessHealth?



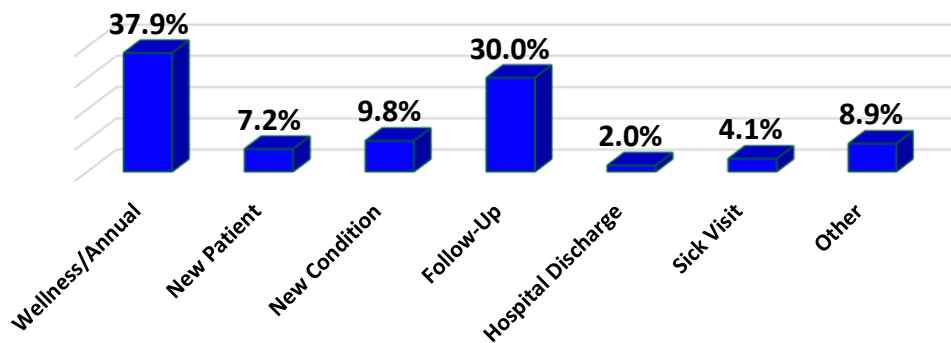
7. Have you registered for our patient portal?



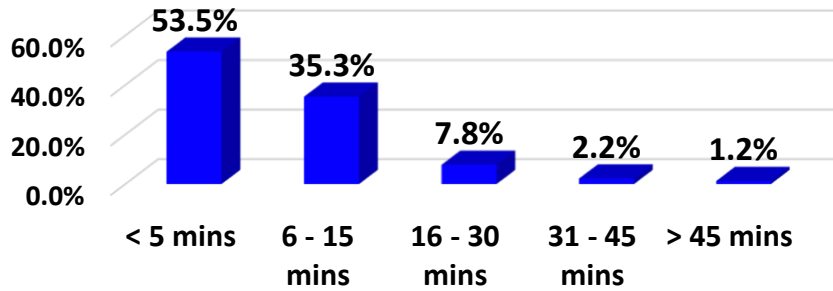
8. Infection Control:

	Yes	No
Did you observe members of your care team using hand sanitizer or washing their hands during your visit?	90.33%	9.67%
Was your care team wearing appropriate personal protective equipment (mask, face shield, gloves)?	98.44%	1.56%
Was the clinic clean?	99.61%	0.39%
Were you satisfied with the health center's protective measures (screening, waiting in car)?	98.82%	1.18%
Did you feel safe during your visit?	99.42%	0.58%

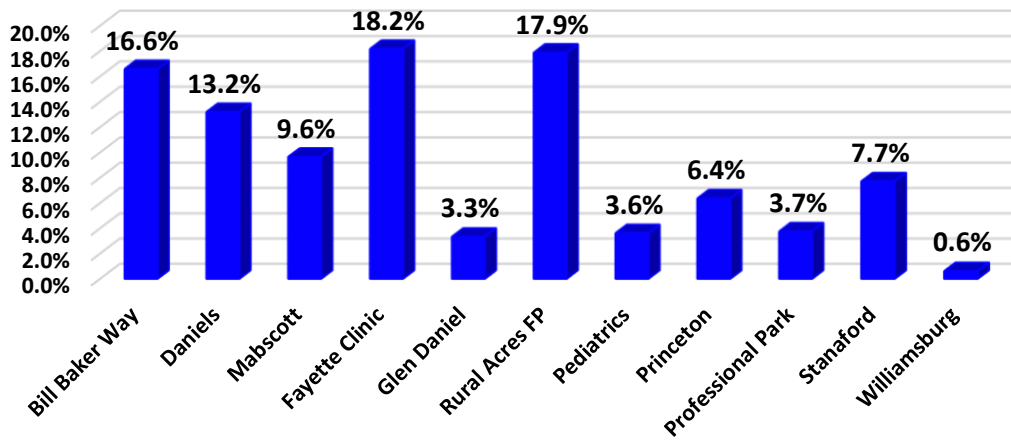
9. Reason for Today's Visit:



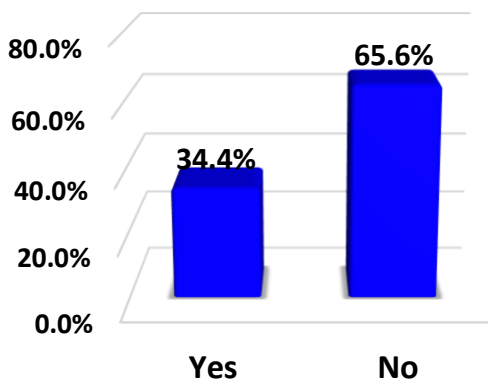
10. How long did you wait between your scheduled appointment time and when you were seen by your doctor?



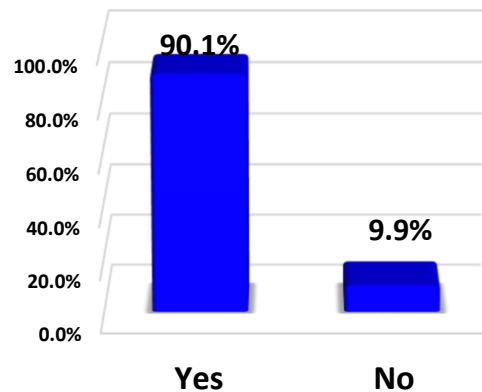
11. At which clinic were you seen?



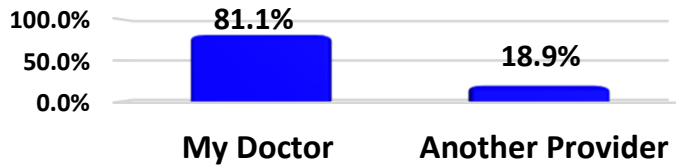
12. Have you requested or called for a same day appointment?



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	Total
Ease of scheduling your appointment	94.26%	3.50%	1.22%	0.34%	0.67%	5,801
Ability to get in to be seen	94.59%	3.60%	0.90%	0.26%	0.66%	5,801
Appointment reminders	96.72%	2.04%	0.59%	0.14%	0.52%	5,790
Hours clinic is open	94.39%	3.79%	1.32%	0.17%	0.33%	5,777
Time in the waiting room	92.80%	5.23%	1.02%	0.23%	0.73%	5,777
Time in the exam room	89.70%	7.13%	1.73%	0.43%	1.01%	5,766
Keeping information private	97.59%	1.51%	0.33%	0.07%	0.50%	5,760
Wait time on follow-ups for a referral appointment	93.16%	4.73%	1.16%	0.18%	0.76%	5,500
After hours care information	89.68%	6.16%	3.04%	0.31%	0.81%	5,193

16. Doctor's Service:

A = Excellent, F = Poor

	A	B	C	D	F	Total
Listened to you	96.94%	1.61%	0.50%	0.22%	0.73%	5,789
Spent enough time with you	96.11%	2.32%	0.61%	0.19%	0.78%	5,785
Provided information about new and/or current medications	94.93%	2.81%	1.02%	0.46%	0.78%	5,663
Was aware of care you received from other doctors	94.37%	3.51%	0.98%	0.41%	0.73%	5,610
Balanced personal interaction with you while using the computer	96.00%	2.23%	0.93%	0.25%	0.60%	5,696
Informed you about necessary follow-up care	95.84%	2.30%	0.93%	0.23%	0.70%	5,700
Explained things in a way that was easy to understand	97.19%	1.55%	0.54%	0.12%	0.61%	5,759
Please rate your overall experience with this provider:	95.94%	2.37%	0.57%	0.31%	0.80%	5,770

17. Clinic:

A = Excellent, F = Poor

	A	B	C	D	F	Total
Neat and clean building	96.49%	2.61%	0.50%	0.10%	0.30%	5,757
Ease of finding where to go	96.11%	2.79%	0.62%	0.17%	0.29%	5,763
Comfort and safety while waiting	97.01%	2.08%	0.43%	0.12%	0.35%	5,760
Privacy	96.95%	2.02%	0.50%	0.07%	0.45%	5,743

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.

9.65

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

9.75

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.

8.84