



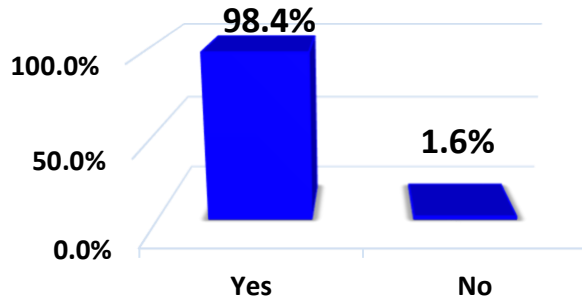
## **Imaging Patient Satisfaction Survey Results**

Surveys Sent: **20,431** Surveys Completed: **2,209**

Response Rate: **10.81%**

**2021**

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



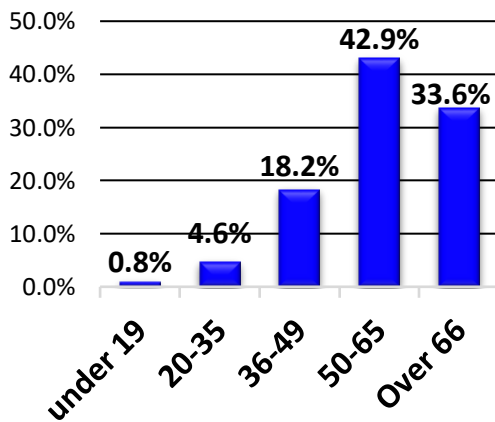
**2. Please rate your most recent visit with Access Health Imaging on a scale of 1 to 10 with 10 being excellent:**

*9.52*

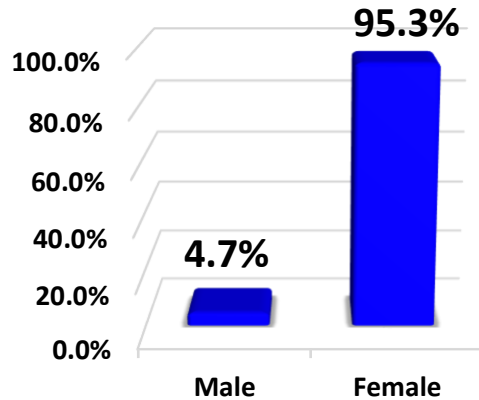
**3. Do you get your prescriptions at an AccessHealth pharmacy?**

*Yes (9.57%)  
No (90.43%)*

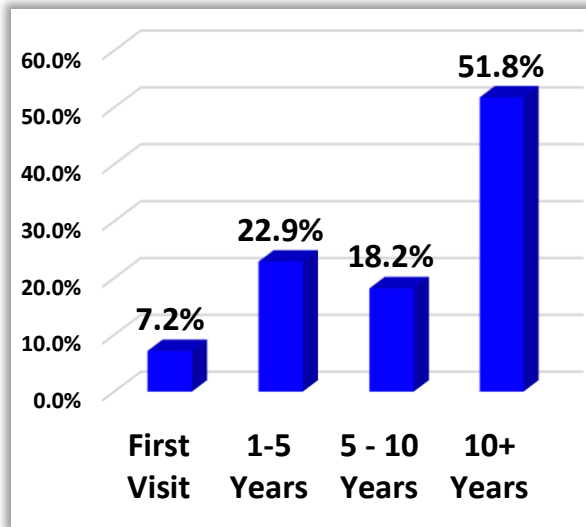
**4. Age Group:**



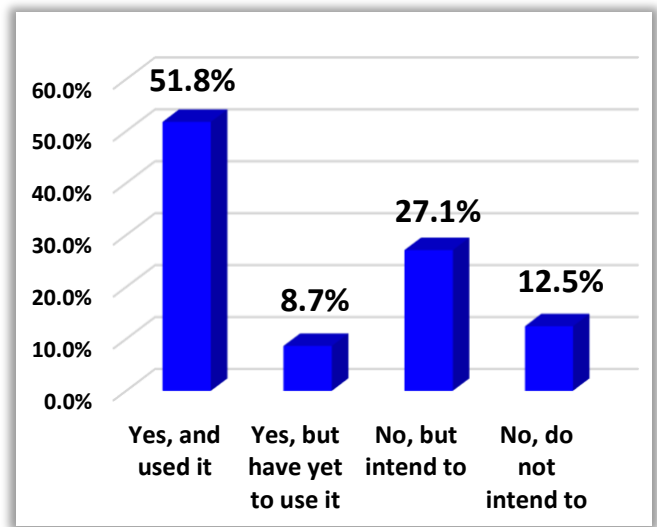
**5. Sex:**



### 6. How long have you been coming to Access Health Imaging?



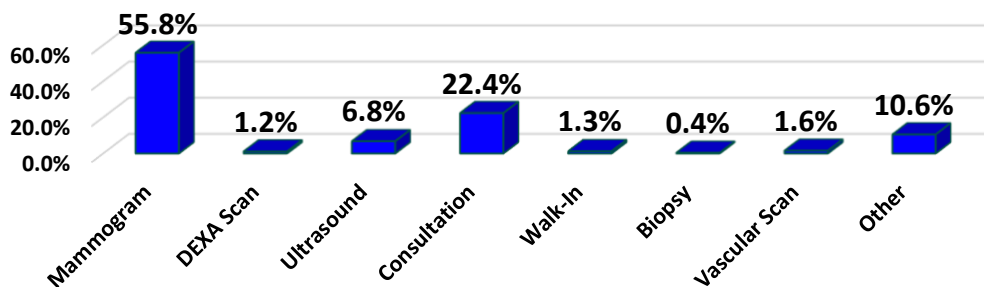
### 7. Have you registered for our patient portal?



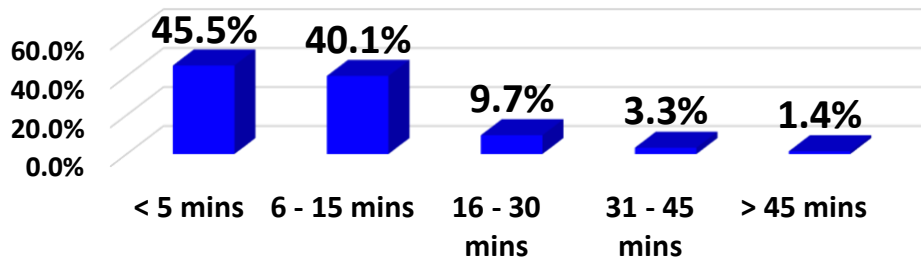
### 8. Infection Control:

	Yes	No
Did you observe members of your care team using hand sanitizer or washing their hands during your visit?	82.24%	17.76%
Was your care team wearing appropriate personal protective equipment (mask, face shield, gloves)?	98.08%	1.92%
Was the clinic clean?	99.59%	0.41%
Were you satisfied with the health center's protective measures (screening, waiting in your car)?	98.81%	1.19%
Did you feel safe during your visit?	99.27%	0.73%

### 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	Total
Ease of scheduling your appointment	94.76%	3.13%	1.18%	0.41%	0.51%	1,948
Ability to get in to be seen	93.22%	4.62%	1.13%	0.15%	0.87%	1,948
Appointment reminders	94.37%	3.00%	1.55%	0.31%	0.77%	1,936
Hours clinic is open	96.30%	2.47%	0.72%	0.15%	0.36%	1,944
Time in the waiting room	87.49%	7.52%	2.83%	0.82%	1.34%	1,942
Time in the exam room	96.20%	2.42%	0.31%	0.31%	0.77%	1,946
Keeping information private	97.41%	1.82%	0.21%	0.21%	0.36%	1,927

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

	A	B	C	D	F	Total
Listened to you.	97.42%	1.19%	0.31%	0.21%	0.88%	1,940
Answered any questions you had about your procedure.	97.15%	1.40%	0.47%	0.21%	0.78%	1,931
Made you feel comfortable.	96.86%	1.39%	0.46%	0.15%	1.13%	1,940
Spent enough time with you.	97.63%	1.19%	0.36%	0.05%	0.77%	1,937
Was aware of care you received from other doctors.	89.86%	6.18%	2.55%	0.33%	1.08%	1,844
Balanced personal interaction with you while using the computer.	95.07%	2.89%	0.94%	0.16%	0.94%	1,906
Informed you about necessary follow-up care.	91.02%	5.09%	2.03%	0.71%	1.15%	1,826
Explained things in a way that was easy to understand.	96.07%	1.99%	1.05%	0.26%	0.63%	1,910
Please rate your overall experience with your provider/technician.	96.18%	2.01%	0.41%	0.41%	0.98%	1,938

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

	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>Total</b>
<b>Neat and clean building</b>	97.11%	1.86%	0.36%	0.15%	0.52%	1,938
<b>Ease of finding where to go</b>	97.12%	2.06%	0.15%	0.21%	0.46%	1,944
<b>Comfort and safety while waiting</b>	97.37%	1.45%	0.31%	0.31%	0.57%	1,936
<b>Privacy</b>	97.71%	1.56%	0.16%	0.05%	0.52%	1,919

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

***9.57***

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

***9.77***

**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:**

***9.34***