



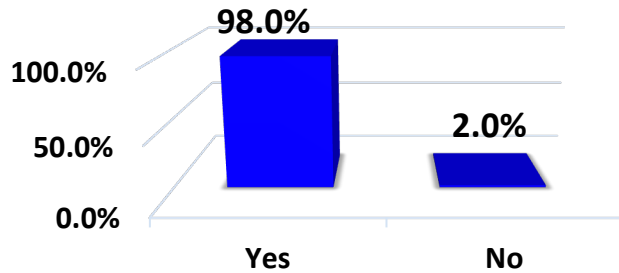
Family Practice Patient Satisfaction Survey Results

Surveys Sent: **70,509** Surveys Completed: **5,797**

Response Rate: **8.22%**

2022

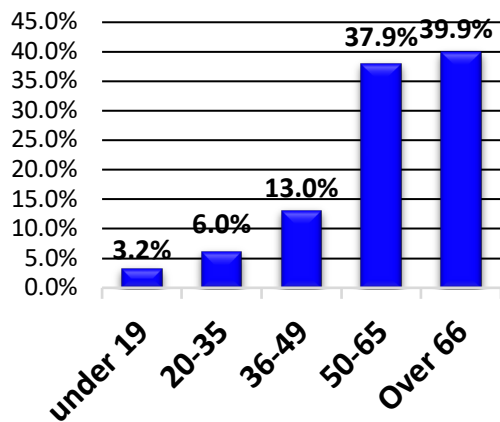
1. Will you recommend AccessHealth to your family and friends?



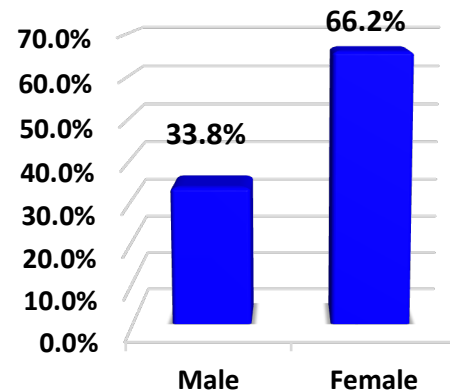
2. Please rate your most recent visit with AccessHealth on a scale of 1 to 10 with 10 being excellent:

9.51

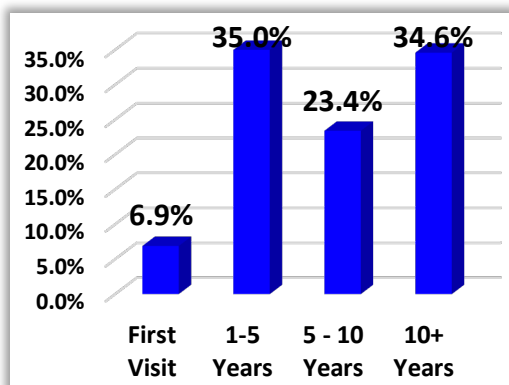
3. Age Group:



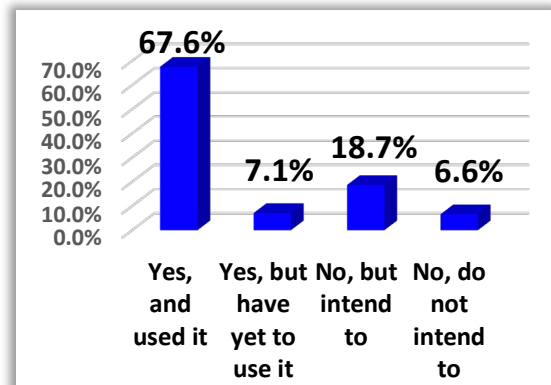
4. Sex:



5. How long have you been coming to AccessHealth?



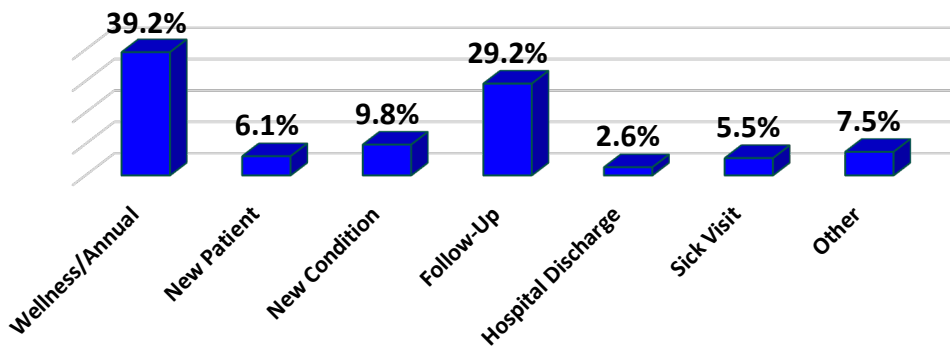
6. Have you registered for our patient portal?



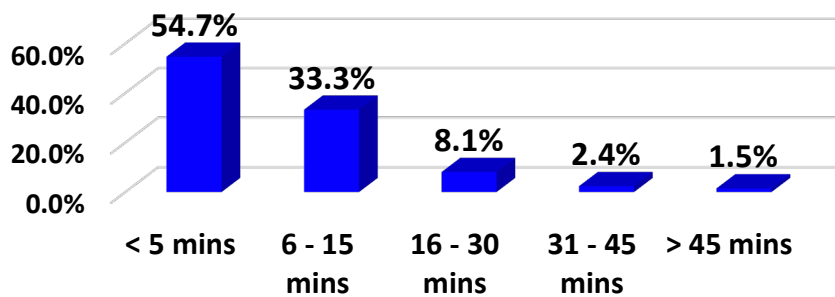
7. Infection Control:

	Yes	No
Did you observe members of your care team using hand sanitizer or washing their hands during your visit?	90.18%	9.82%
Was the clinic clean?	99.62%	0.38%

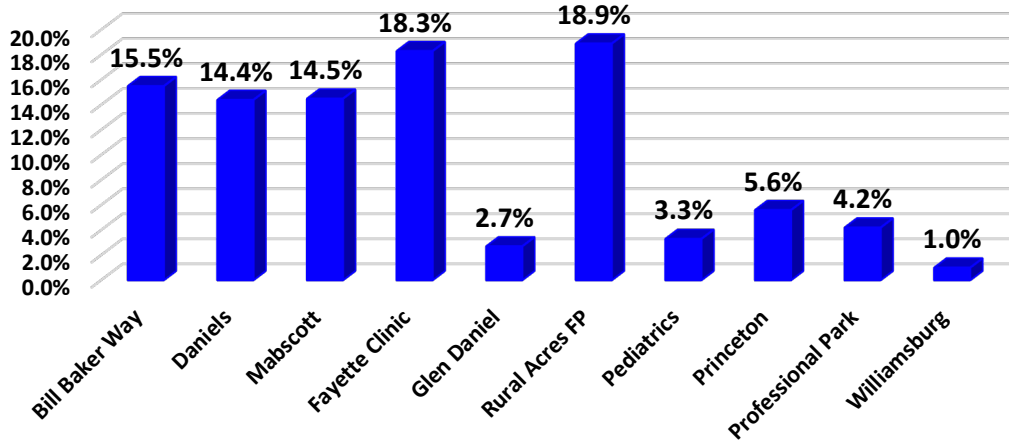
8. Reason for Today's Visit:



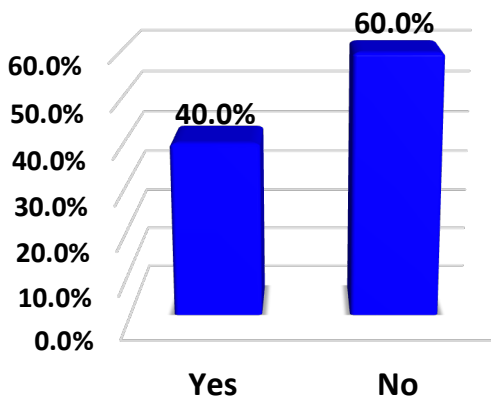
9. How long did you wait between your scheduled appointment time and when you were seen by your doctor?



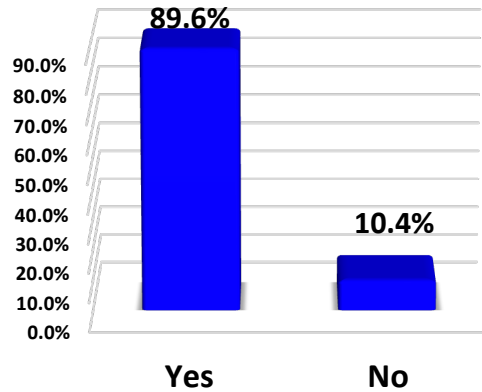
10. At which clinic were you seen?



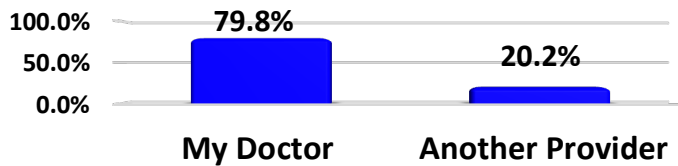
11. Have you requested or called for a same day appointment?



12. 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	94.79%	3.23%	1.14%	0.18%	0.67%	5,104
Ability to get in to be seen	93.98%	3.80%	1.26%	0.20%	0.76%	5,099
Appointment reminders	96.19%	2.32%	0.75%	0.18%	0.57%	5,092
Hours clinic is open	93.12%	4.80%	1.45%	0.18%	0.45%	5,087
Time in the waiting room	91.96%	5.90%	1.22%	0.28%	0.65%	5,086
Time in the exam room	89.26%	7.47%	1.93%	0.57%	0.77%	5,085
Keeping information private	97.75%	1.36%	0.40%	0.10%	0.40%	5,062
Wait time on follow-ups for a referral appointment	92.93%	5.06%	1.14%	0.23%	0.64%	4,823
After hours care information	88.66%	7.07%	3.04%	0.44%	0.79%	4,543

16. Doctor's Service: *A = Excellent, F = Poor*

	A	B	C	D	F	Total
Listened to you	96.85%	1.77%	0.43%	0.22%	0.73%	5,084
Spent enough time with you	96.38%	2.13%	0.55%	0.30%	0.65%	5,082
Provided information about new and/or current medications	95.31%	2.72%	0.87%	0.32%	0.79%	4,968
Was aware of care you received from other doctors	94.41%	3.55%	1.13%	0.30%	0.61%	4,934
Balanced personal interaction with you while using the computer	96.31%	2.22%	0.71%	0.12%	0.65%	4,956
Informed you about necessary follow-up care	96.00%	2.56%	0.52%	0.26%	0.66%	5,000
Explained things in a way that was easy to understand	96.93%	1.86%	0.46%	0.18%	0.57%	5,054
Please rate your overall experience with this provider:	96.09%	2.37%	0.55%	0.28%	0.71%	5,068

17. Clinic: *A = Excellent, F = Poor*

	A	B	C	D	F	Total
Neat and clean building	96.21%	2.84%	0.59%	0.12%	0.24%	5,071
Ease of finding where to go	95.88%	2.94%	0.71%	0.18%	0.30%	5,072
Comfort and safety while waiting	96.58%	2.39%	0.55%	0.12%	0.36%	5,065
Privacy	96.76%	2.21%	0.46%	0.22%	0.36%	5,032

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.

9.67

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

9.76

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