



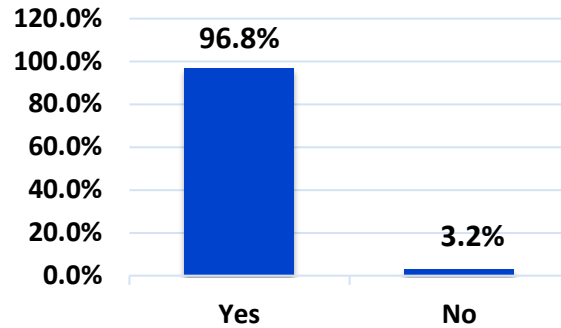
Behavioral Health Patient Satisfaction Survey Results

Surveys Sent: **11,587** Surveys Completed: **513**

Response Rate: **4.43%**

2022

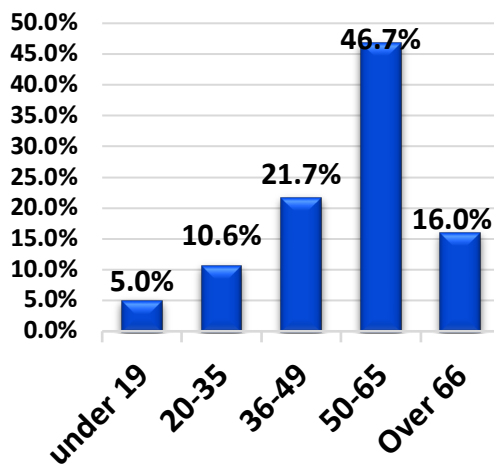
1. Will you recommend AccessHealth to your family and friends?



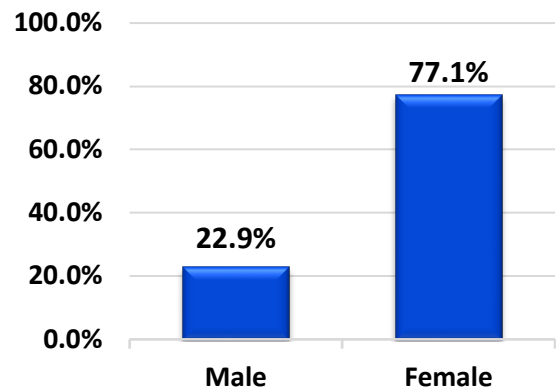
2. Please rate your most recent visit with AccessHealth on a scale of 1 to 10 with 10 being excellent:

9.20

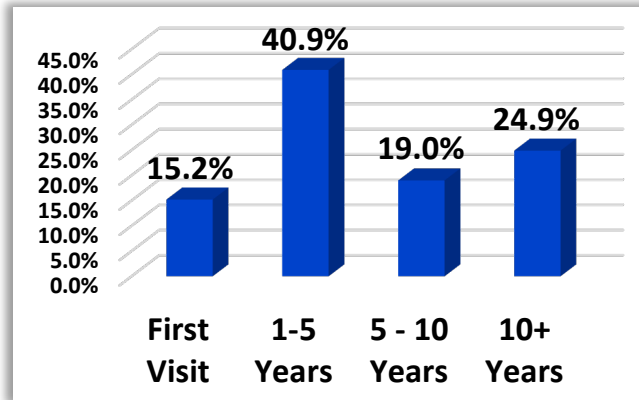
3. Age Group:



4. Sex:



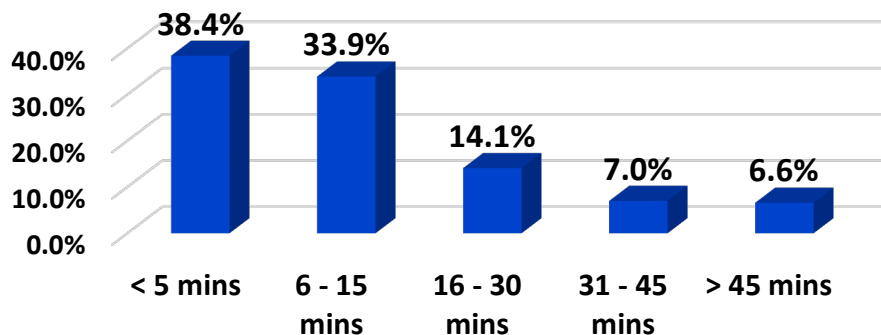
5. How long have you been coming to AccessHealth Behavioral Health?



6. Infection Control:

	Yes	No
Did you observe members of your care team using hand sanitizer or washing their hands during your visit?	67.00%	33.00%
Was the clinic clean?	99.01%	0.99%

7. 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	92.51%	3.75%	2.58%	0.23%	0.94%	427
Ability to get in to be seen	88.29%	4.68%	4.45%	0.94%	1.64%	427
Appointment reminders	94.16%	3.27%	1.17%	0.47%	0.93%	428
Hours clinic is open	92.29%	3.74%	2.80%	0.93%	0.23%	428
Time in the waiting room	79.15%	10.90%	5.21%	1.90%	2.84%	422
Time with your provider	92.52%	4.21%	0.93%	1.17%	1.17%	428
Keeping information private	96.00%	1.88%	0.71%	0.24%	1.18%	425
After hours care information	85.75%	5.44%	6.48%	1.30%	1.04%	386

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

	A	B	C	D	F	Total
Listened to you	95.77%	1.64%	0.94%	0.70%	0.94%	426
Spent enough time with you	94.81%	2.36%	0.94%	0.47%	1.42%	424
Provided information about new and/or current medications	91.95%	3.90%	2.93%	0.49%	0.73%	410
Was aware of care you received from other doctors	91.53%	3.15%	3.39%	0.97%	0.97%	413
Balanced personal interaction with you while using the computer	94.20%	2.17%	2.17%	0.24%	1.21%	414
Informed you about necessary follow-up care	95.04%	2.13%	1.65%	0.47%	0.71%	423
Explained things in a way that was easy to understand	95.31%	2.35%	1.41%	0.47%	0.47%	426
Please rate your overall experience with this provider:	94.16%	2.80%	0.93%	0.70%	1.40%	428

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

	A	B	C	D	F	Total
Neat and clean building	95.28%	3.30%	0.71%	0.24%	0.47%	424
Ease of finding where to go	88.39%	7.11%	3.32%	0.47%	0.71%	422
Comfort and safety while waiting	93.63%	4.01%	1.42%	0.24%	0.71%	424
Privacy	93.63%	3.30%	1.89%	0.24%	0.94%	424

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.

9.58

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

9.67

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.

9.12