



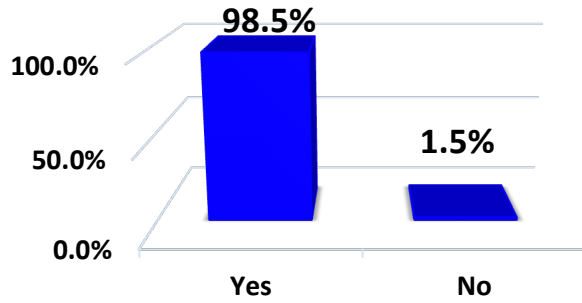
Imaging Patient Satisfaction Survey Results

Surveys Sent: **20,712** Surveys Completed: **2,135**

Response Rate: **10.31%**

2022

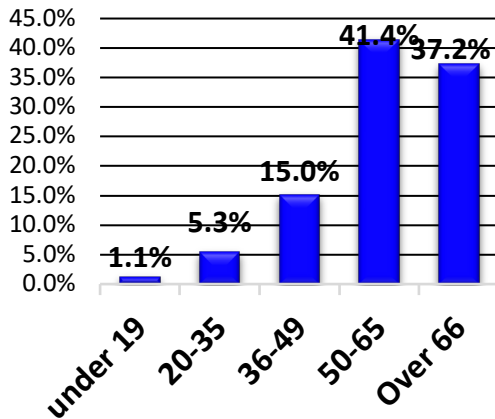
1. Will you recommend AccessHealth Imaging to your family and friends?



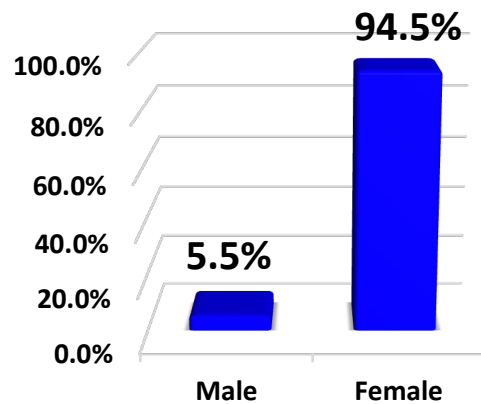
2. Please rate your most recent visit with Access Health Imaging on a scale of 1 to 10 with 10 being excellent:

9.55

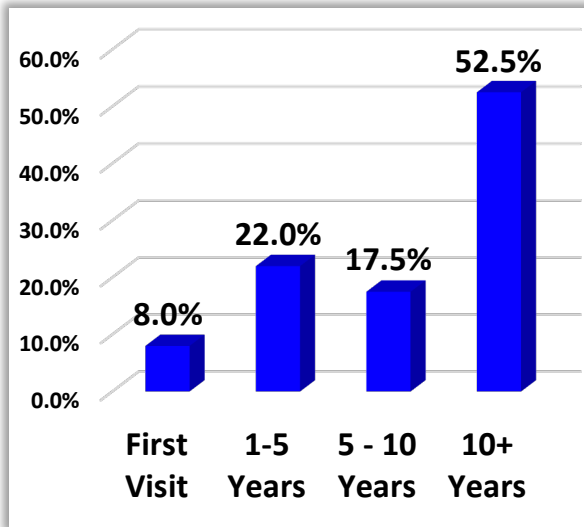
3. Age Group:



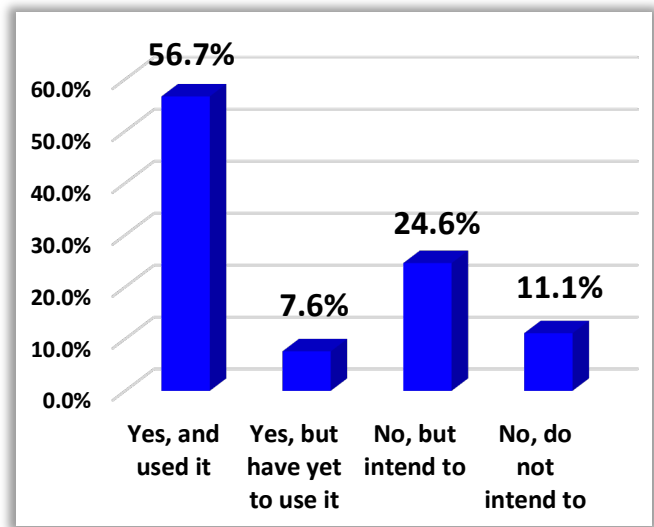
4. Sex:



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



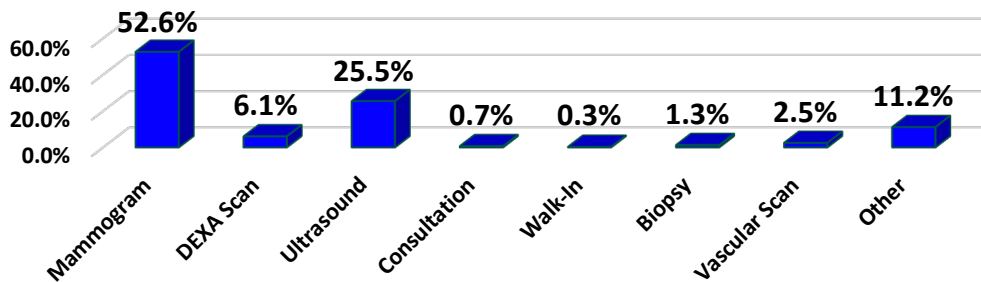
6. Have you registered for our patient portal?



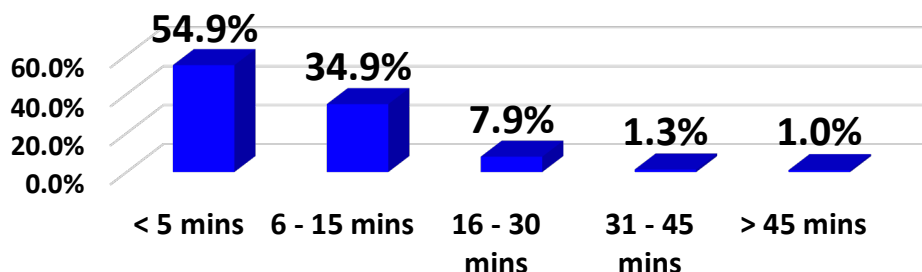
7. Infection Control:

	Yes	No
Did you observe members of your care team using hand sanitizer or washing their hands during your visit?	80.73%	19.27%
Was the clinic clean?	99.67%	0.33%

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. In-Office Service: A = Excellent; F = Poor

	A	B	C	D	F	Total
Ease of scheduling your appointment	95.47%	3.04%	0.75%	0.11%	0.64%	1,878
Ability to get in to be seen	93.40%	4.69%	0.96%	0.37%	0.59%	1,878
Appointment reminders	95.90%	2.61%	0.85%	0.21%	0.43%	1,878
Hours clinic is open	96.09%	3.00%	0.48%	0.11%	0.32%	1,867
Time in the waiting room	89.11%	7.21%	2.51%	0.48%	0.69%	1,873
Time in the exam room	96.58%	2.46%	0.37%	0.05%	0.53%	1,873
Keeping information private	97.03%	1.78%	0.54%	0.27%	0.38%	1,852

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

	A	B	C	D	F	Total
Listened to you.	97.11%	1.34%	0.59%	0.37%	0.59%	1,870
Answered any questions you had about your procedure.	96.93%	1.78%	0.43%	0.22%	0.65%	1,857
Made you feel comfortable.	96.91%	1.22%	0.59%	0.43%	0.85%	1,878
Spent enough time with you.	97.21%	1.34%	0.54%	0.37%	0.54%	1,867
Was aware of care you received from other doctors.	90.14%	6.20%	2.42%	0.28%	0.96%	1,774
Balanced personal interaction with you while using the computer.	95.59%	2.12%	0.93%	0.33%	1.03%	1,837
Informed you about necessary follow-up care.	89.97%	4.90%	2.91%	0.91%	1.31%	1,755
Explained things in a way that was easy to understand.	95.70%	2.18%	1.09%	0.33%	0.71%	1,838
Please rate your overall experience with your provider/technician.	96.58%	1.66%	0.64%	0.27%	0.86%	1,871

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

	A	B	C	D	F	Total
Neat and clean building	97.54%	1.92%	0.16%	0.05%	0.32%	1,873
Ease of finding where to go	97.60%	1.65%	0.32%	0.11%	0.32%	1,874
Comfort and safety while waiting	96.47%	2.35%	0.53%	0.16%	0.48%	1,871
Privacy	97.95%	1.24%	0.22%	0.16%	0.43%	1,850

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

9.61

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

9.77

13. 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:

9.37