



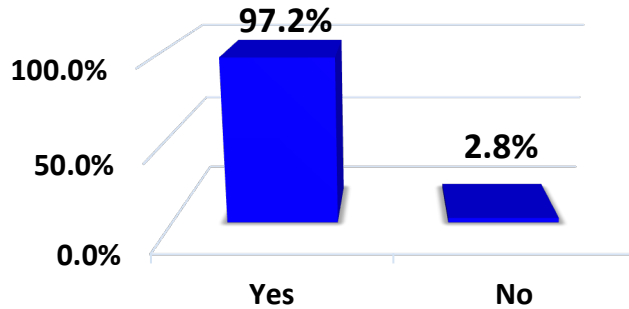
Women's Health Patient Satisfaction Survey Results

Surveys Sent: **27,997** Surveys Completed: **1,748**

Response Rate: **6.24%**

2022

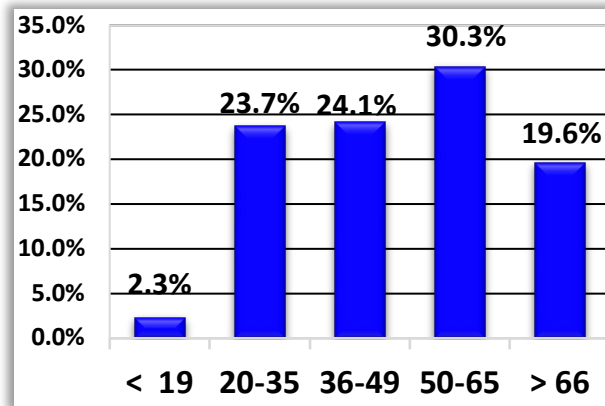
1. Will you recommend Access Health Women’s Health to your family and friends?



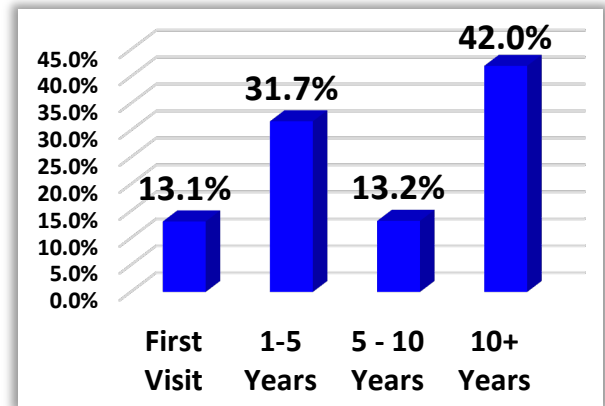
2. Please rate your most recent visit with AccessHealth on a scale of 1 to 10 with 10 being excellent:

9.32

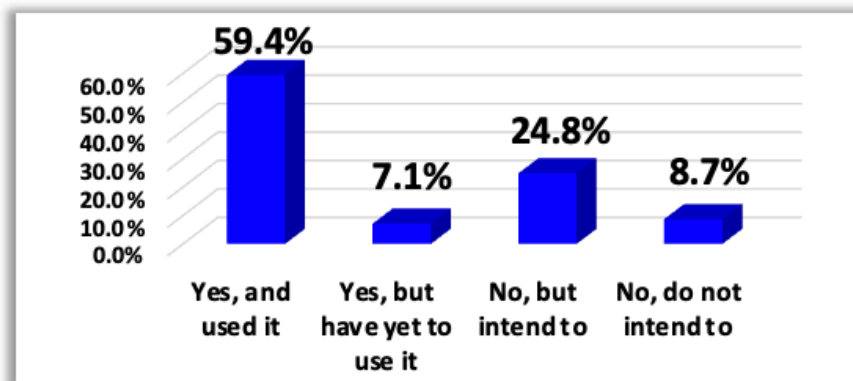
3. Age Group:



4. How long have you been coming to Access Health Women’s Health?



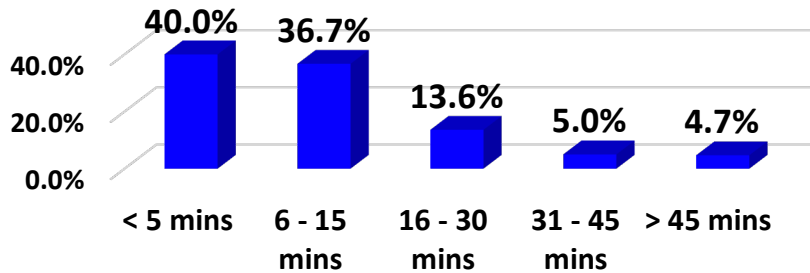
5. Have you registered for our patient portal?



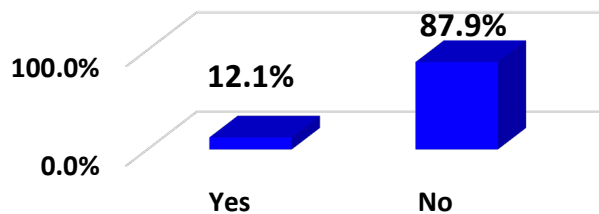
6. Infection Control:

	Yes	No
Did you observe members of your care team using hand sanitizer or washing their hands during your visit?	88.93%	11.07%
Was the clinic clean?	99.42%	0.58%

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

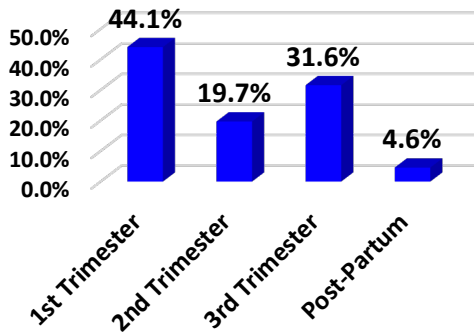


8. Was your visit for a current or recent pregnancy?

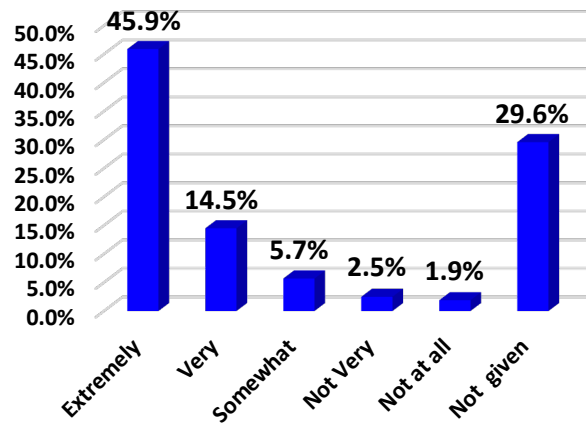


The Following five questions were answered by patients whose appointment was for a current or recent pregnancy:

9. When in your pregnancy was this visit?



10. How clear was your AccessHealth provider in explaining appropriate weight gain and reviewing your birth plan?



11. On a scale of 1 to 10 with 10 being “Extremely Comfortable”, how comfortable were you with your AccessHealth OBGYN provider?

9.15

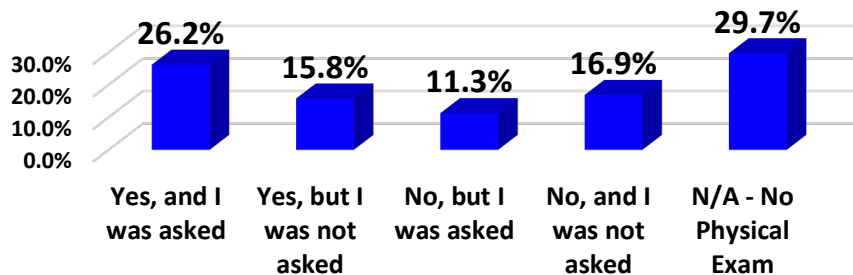
12. On a scale of 1 to 10 with 10 being “Extremely Satisfied”, how satisfied were you with your prenatal care at AccessHealth?

8.79

13. On a scale of 1 to 10 with 10 being “Extremely Prepared”, how prepared were you for what to expect during your delivery based on the information you received from AccessHealth?

8.32

14. If your visit included a physical exam of any kind, was someone there with you during your examination for privacy reasons (such as a nurse or family member) and were you asked if you wanted someone to be present during the exam?



15. In - Office Service: A = Exceptional; F = Poor

	A	B	C	D	F	Total
Ease of scheduling your appointment	92.64%	4.36%	2.08%	0.46%	0.46%	1,535
Ability to get in to be seen	91.19%	5.94%	1.37%	0.65%	0.85%	1,533
Appointment reminders	95.37%	3.26%	0.85%	0.20%	0.33%	1,532
Hours clinic is open	93.21%	4.70%	1.57%	0.20%	0.33%	1,531
Time in the waiting room	86.71%	7.66%	3.21%	0.65%	1.77%	1,528
Time in the exam room	86.44%	9.06%	2.22%	0.59%	1.69%	1,534
Keeping information private	96.14%	2.88%	0.46%	0.20%	0.33%	1,527
Wait time on follow-ups for a referral appointment	92.05%	5.69%	1.37%	0.55%	0.34%	1,459
After hours care information	87.15%	7.30%	3.65%	0.58%	1.31%	1,370

16. Doctor's Service: A = Exceptional; F = Poor

	A	B	C	D	F	Total
Listened to you	95.36%	1.70%	1.11%	0.65%	1.18%	1,530
Spent enough time with you	95.03%	2.09%	1.11%	0.59%	1.18%	1,529
Provided information about new and/or current medications	92.72%	3.19%	2.56%	0.21%	1.32%	1,443
Was aware of care you received from other doctors	91.89%	4.02%	2.28%	0.74%	1.07%	1,492
Balanced personal interaction with you while using the computer	94.62%	2.62%	1.55%	0.40%	0.81%	1,487
Informed you about necessary follow-up care	94.68%	2.39%	1.53%	0.40%	1.00%	1,504
Explained things in a way that was easy to understand	95.86%	1.77%	0.98%	0.26%	1.12%	1,523
Please rate your overall experience with this provider:	94.50%	2.16%	1.31%	0.52%	1.51%	1,528

17. Clinic: A = Exceptional; F = Poor

	A	B	C	D	F	Total
Neat and clean building	94.83%	4.19%	0.72%	0.07%	0.20%	1,528
Ease of finding where to go	93.92%	4.32%	1.05%	0.20%	0.52%	1,529
Comfort and safety while waiting	96.01%	2.88%	0.52%	0.26%	0.33%	1,527
Privacy	95.66%	2.83%	0.86%	0.20%	0.46%	1,520

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.

9.50

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

9.60

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.

9.03