



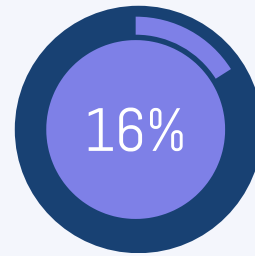
BEHAVIORAL HEALTH PATIENT SATISFACTION SURVEY RESULTS 2023



15,919
Surveys
Sent

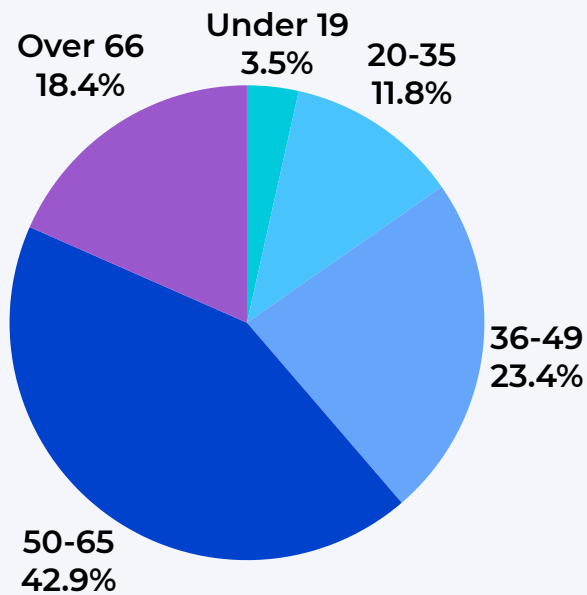


2,625
Surveys
Completed

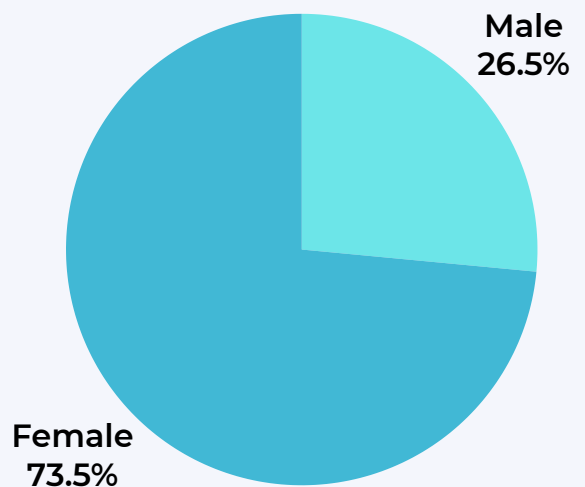


16.49%
Response
Rate

AGE GROUP:



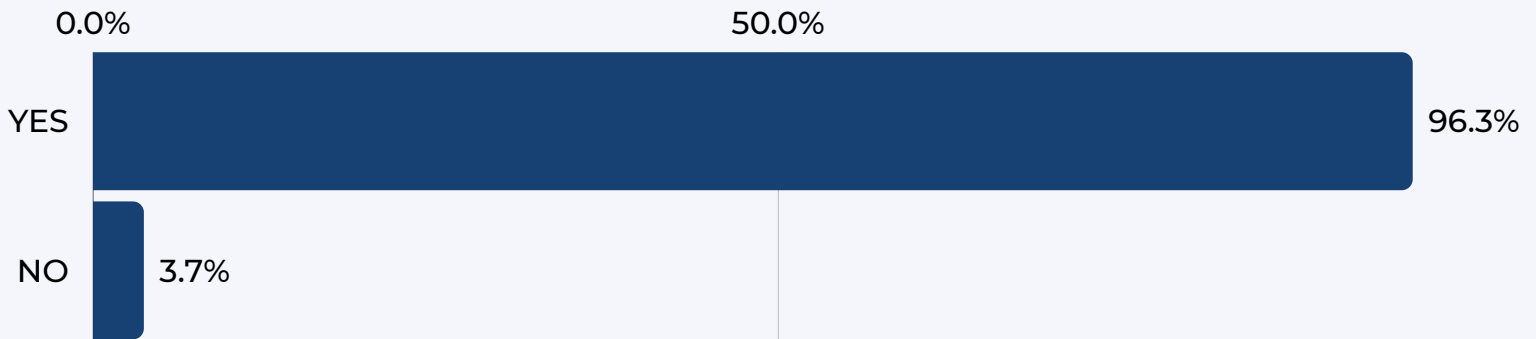
SEX:



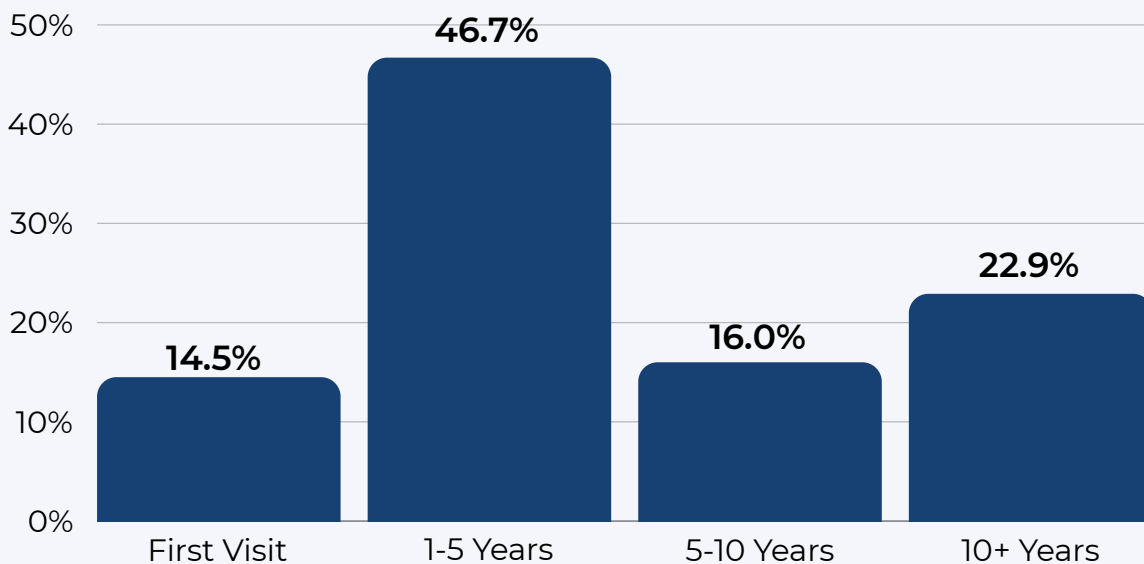
PLEASE RATE YOUR MOST RECENT VISIT WITH ACCESSHEALTH ON A SCALE OF 1 TO 10 WITH 10 BEING EXCELLENT:



WILL YOU RECOMMEND ACCESSHEALTH TO YOUR FAMILY AND FRIENDS?

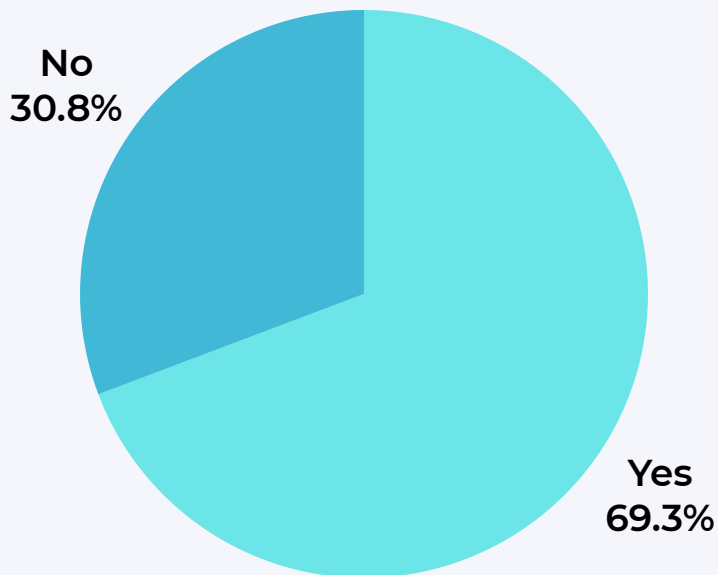


HOW LONG HAVE YOU BEEN COMING TO ACCESSHEALTH BEHAVIORAL HEALTH?

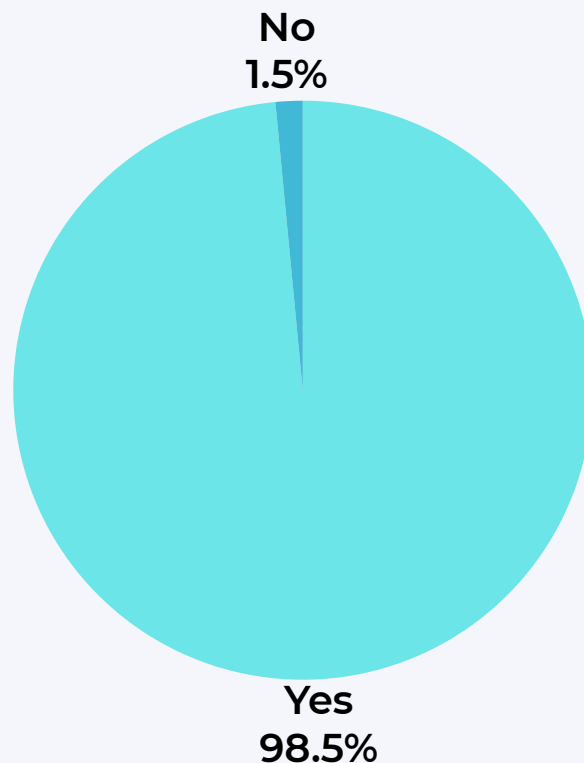


INFECTION CONTROL

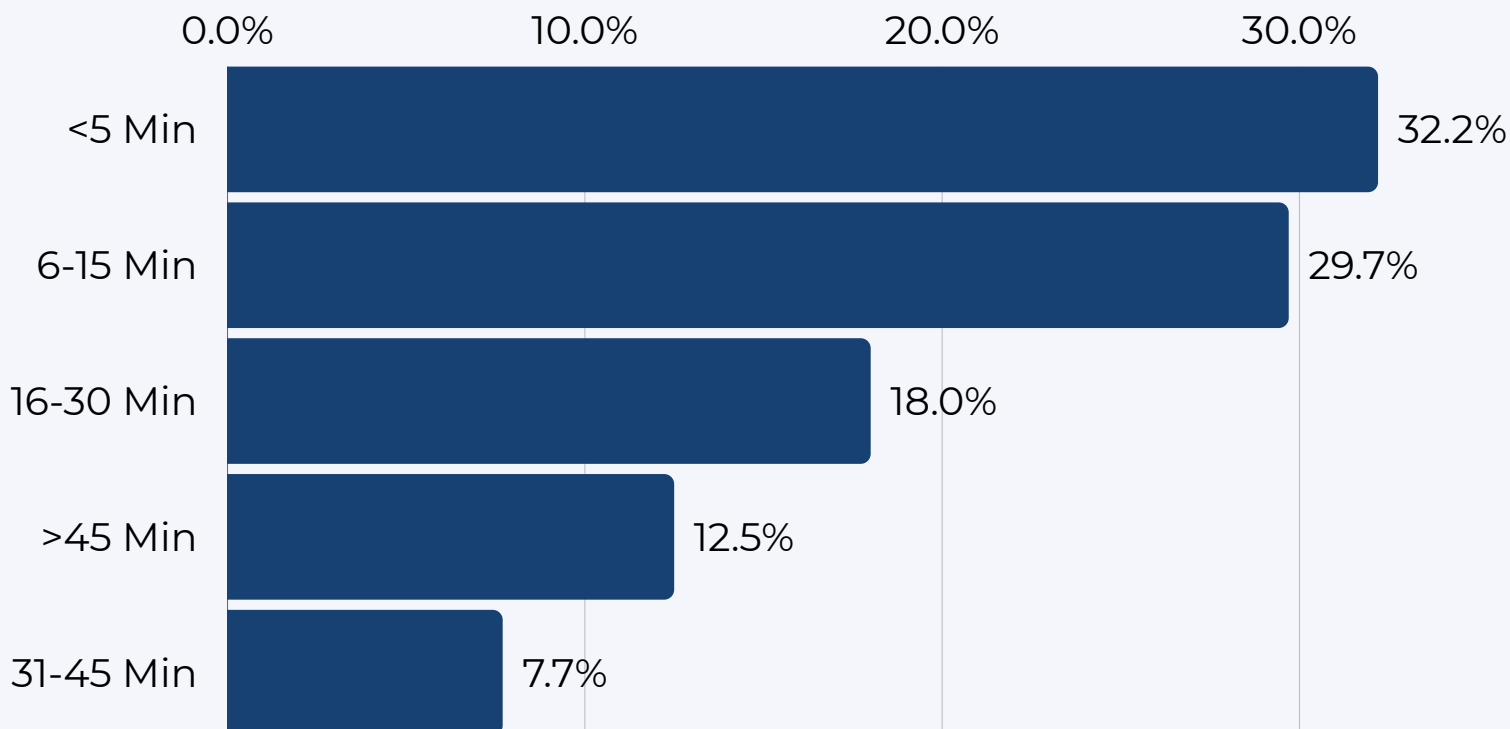
Did you observe members of your care team using hand sanitizer or washing their hands during your visit?



Was the clinic clean?

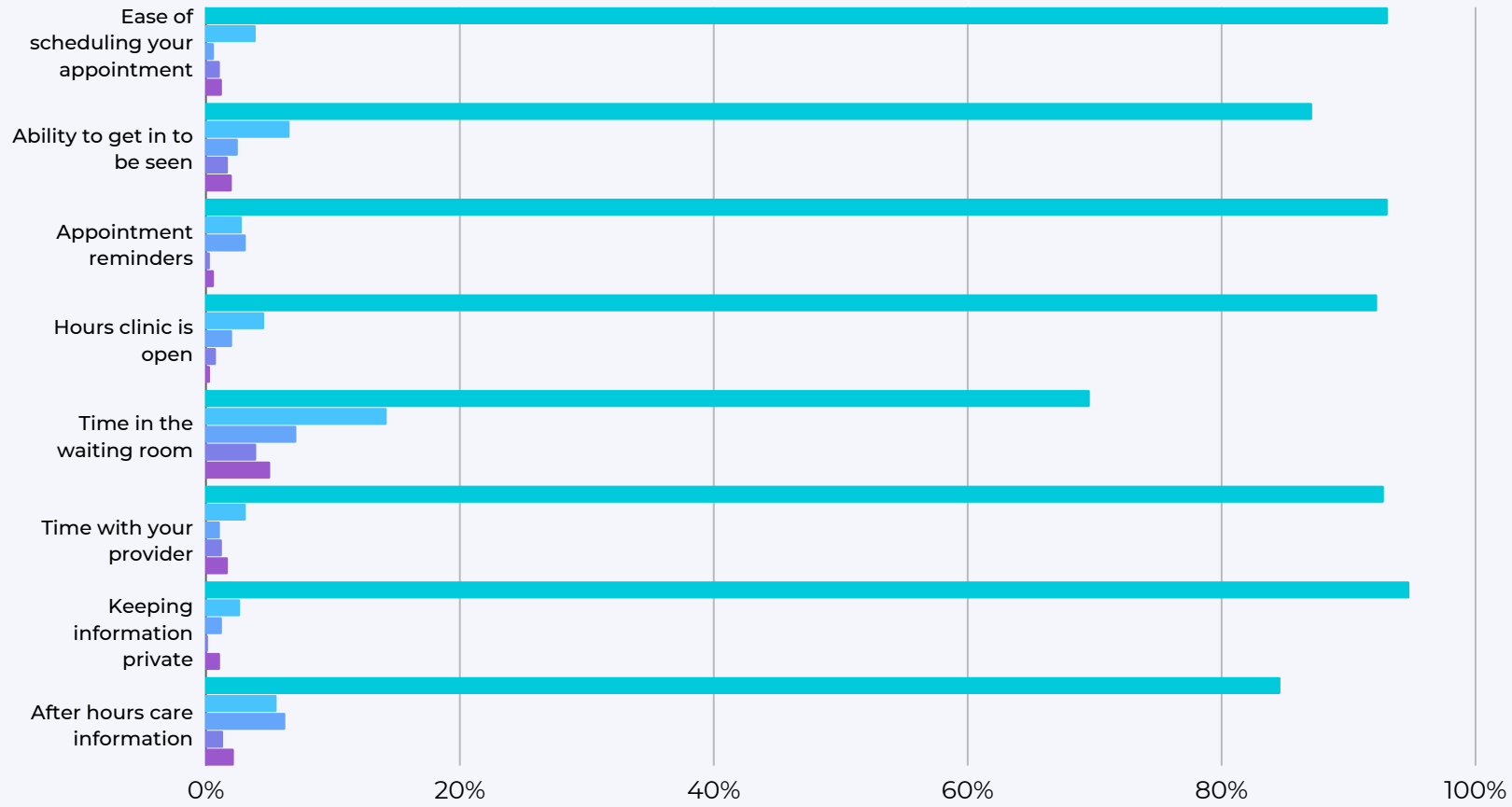


HOW LONG DID YOU WAIT BETWEEN YOUR SCHEDULED APPOINTMENT TIME AND WHEN YOU WERE SEEN BY YOUR DOCTOR?



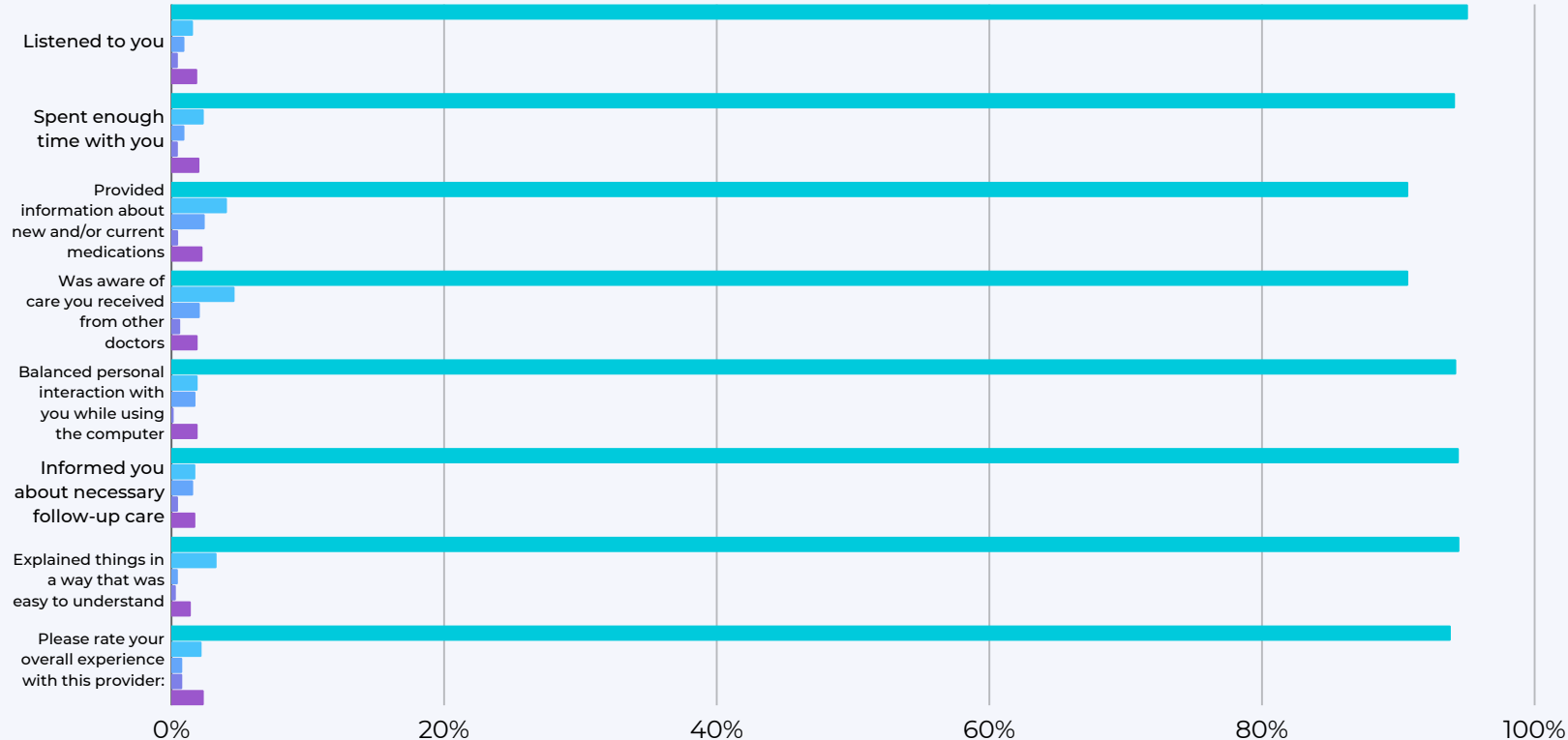
IN-OFFICE SERVICE: A = EXCELLENT, F = POOR

A B C D F



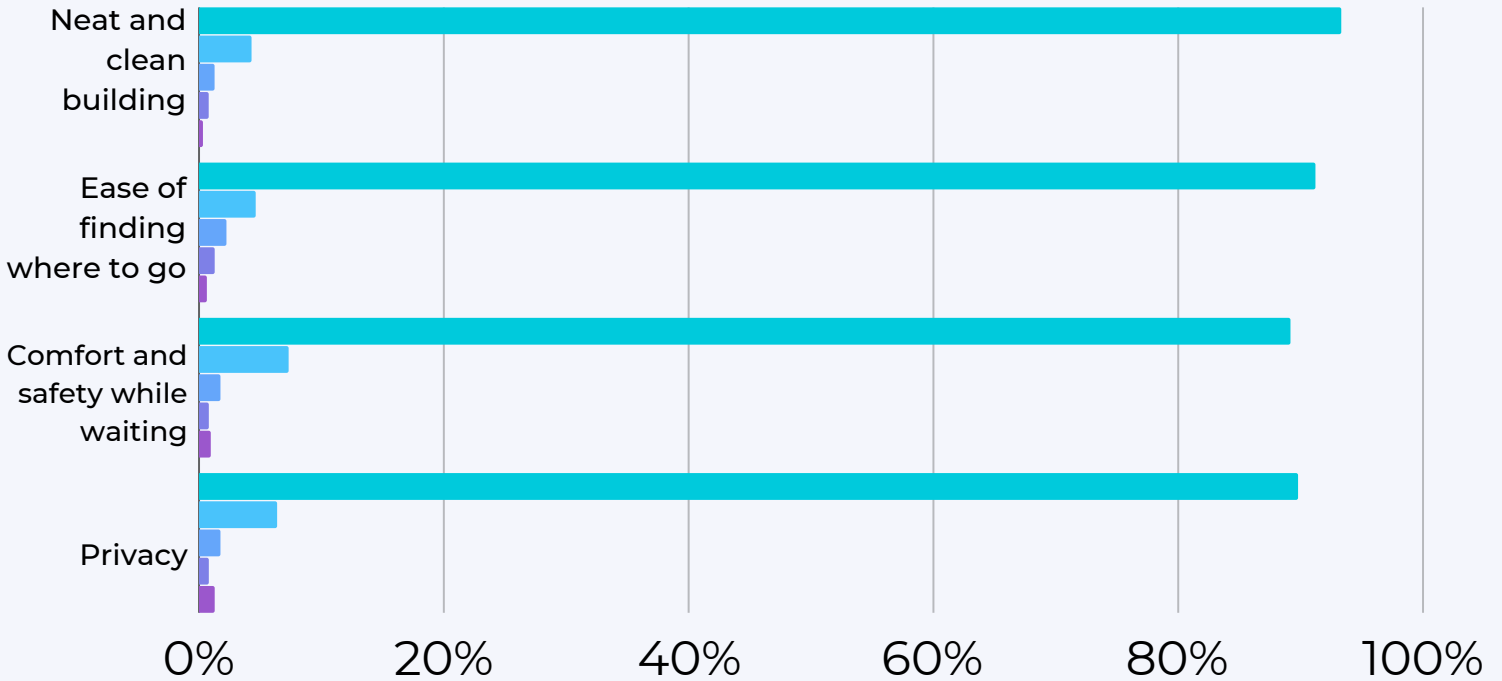
PROVIDER'S SERVICE: A = EXCELLENT, F = POOR

A B C D F



CLINIC: A = EXCELLENT; F = POOR

■ A ■ B ■ C ■ D ■ F



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.



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

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.

