



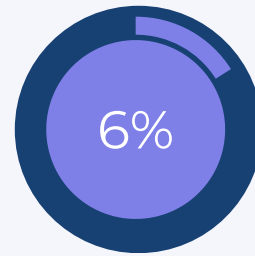
WOMEN'S HEALTH PATIENT SATISFACTION SURVEY RESULTS 2023



30,020
Surveys
Sent

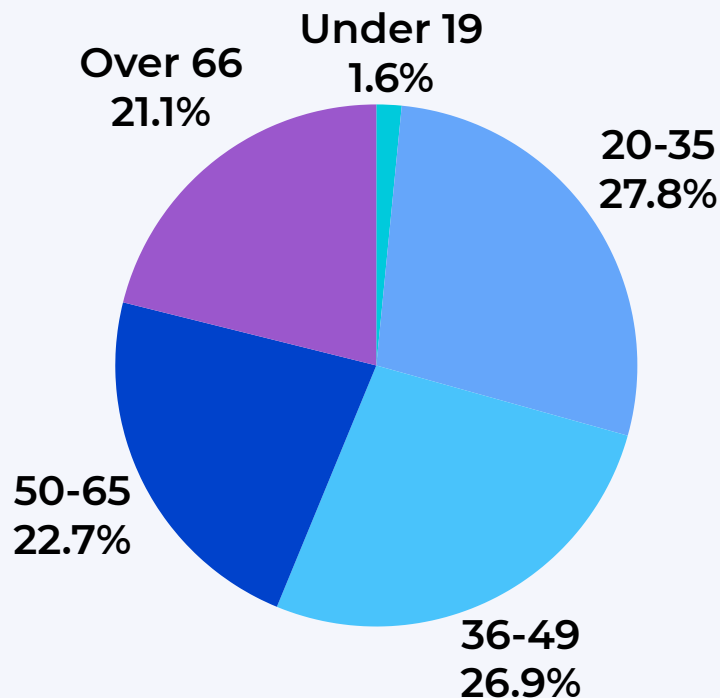


1,958
Surveys
Completed



6.52%
Response
Rate

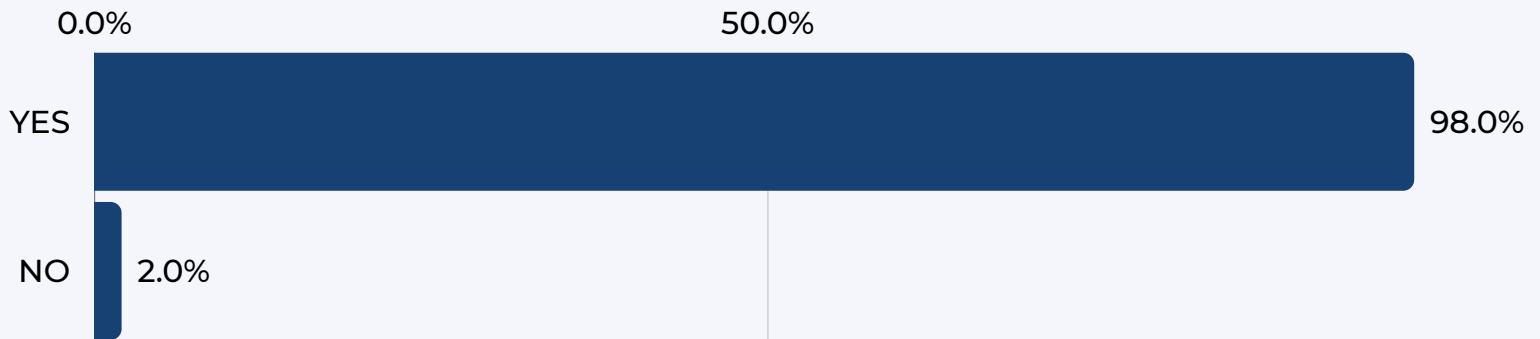
AGE GROUP:



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



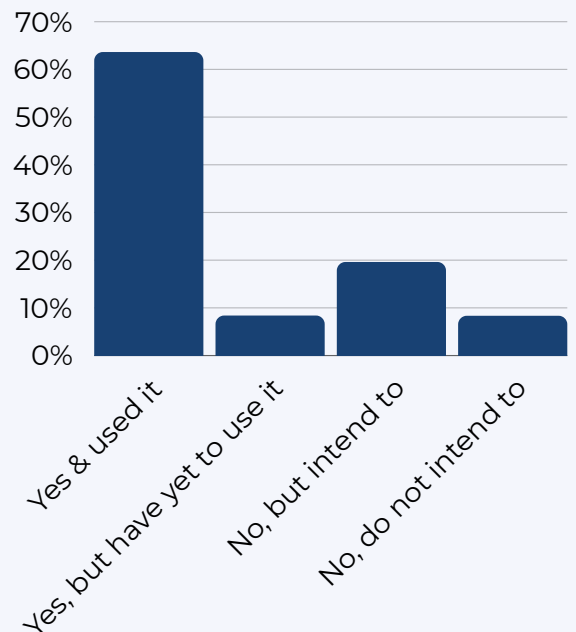
WILL YOU RECOMMEND ACCESSHEALTH TO YOUR FAMILY AND FRIENDS?



HOW LONG HAVE YOU BEEN COMING TO ACCESSHEALTH WOMEN'S HEALTH?

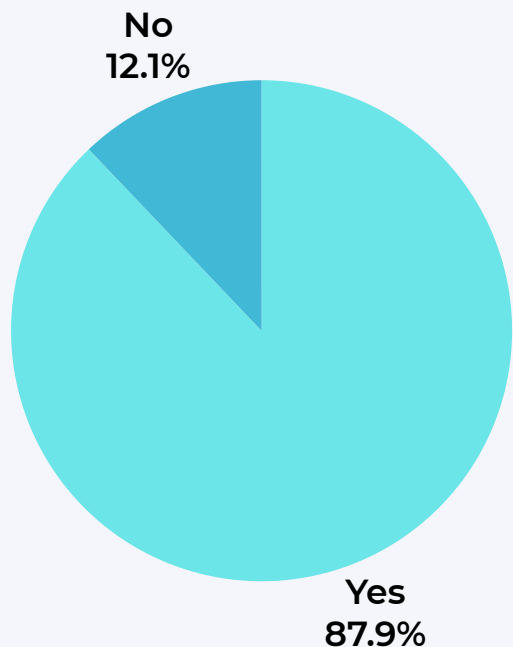


HAVE YOU REGISTERED FOR OUR PATIENT PORTAL?

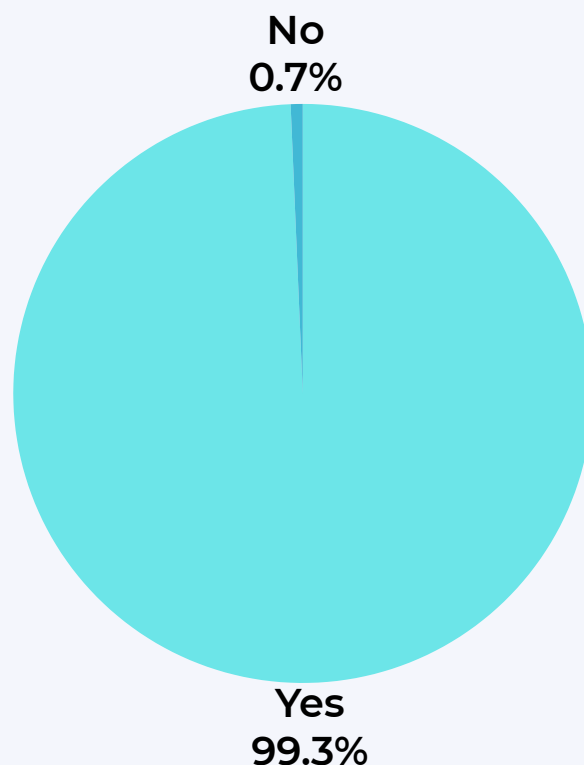


INFECTION CONTROL

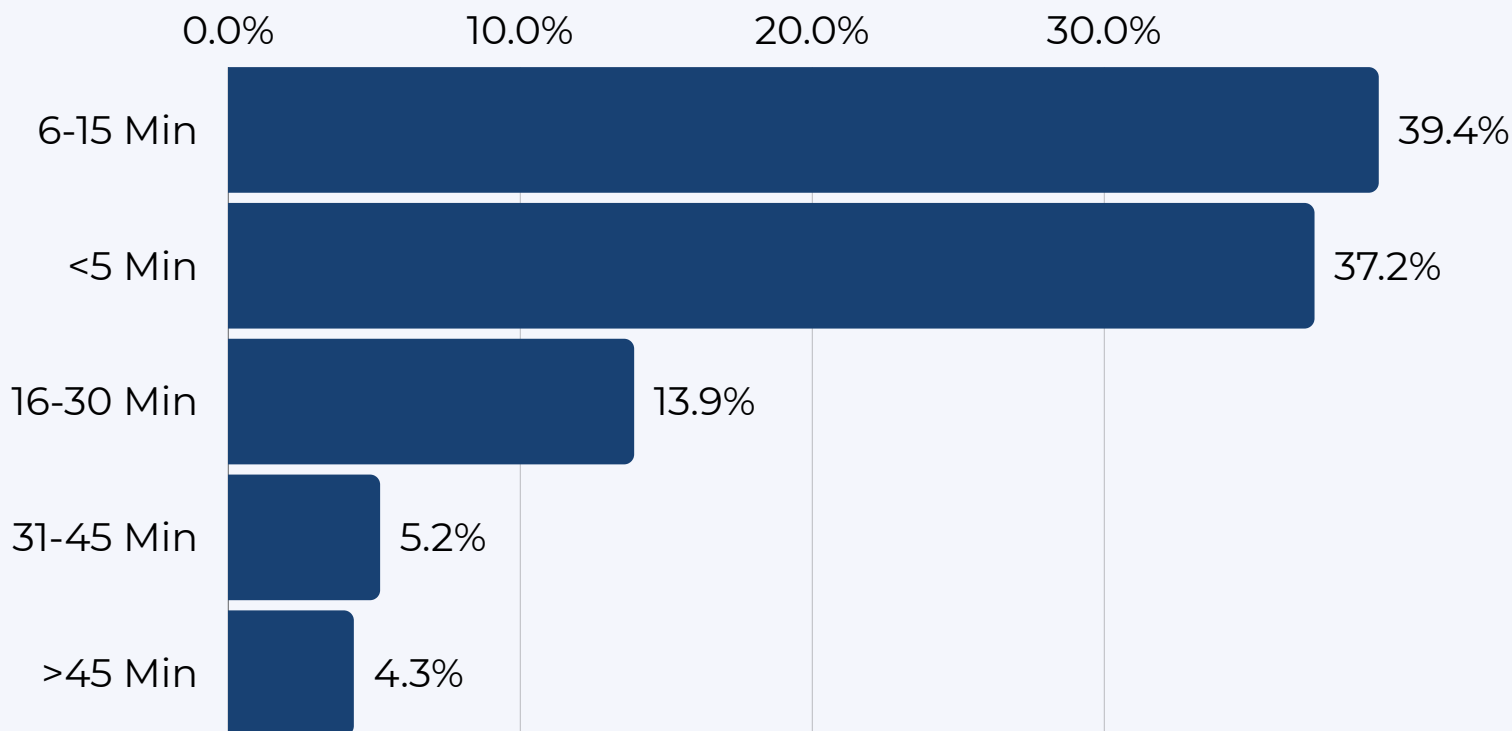
Did you observe members of your care team using hand sanitizer or washing their hands during your visit?



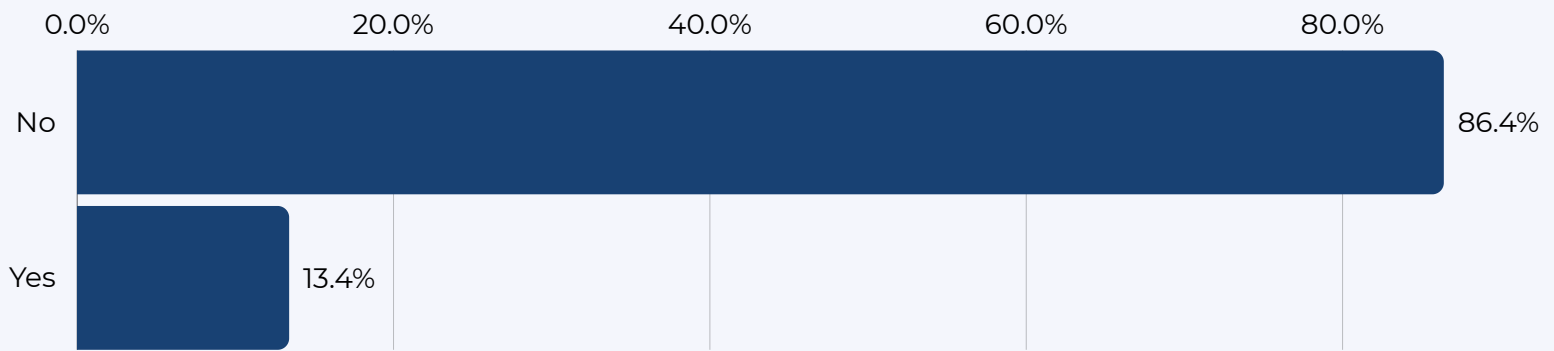
Was the clinic clean?



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

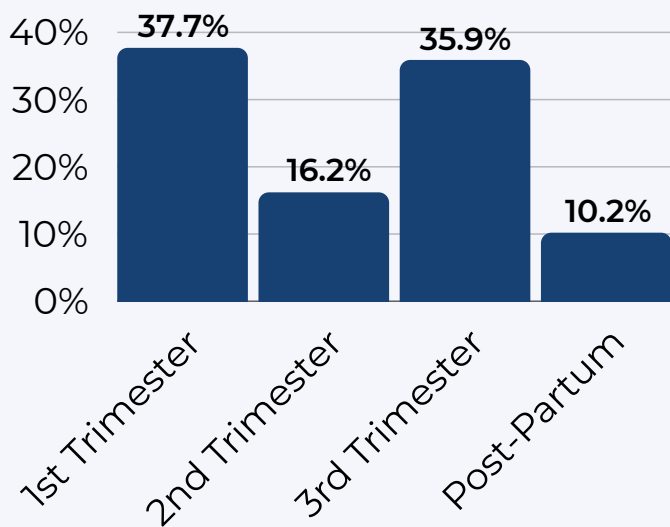


WAS YOUR VISIT FOR A CURRENT OR RECENT PREGNANCY?

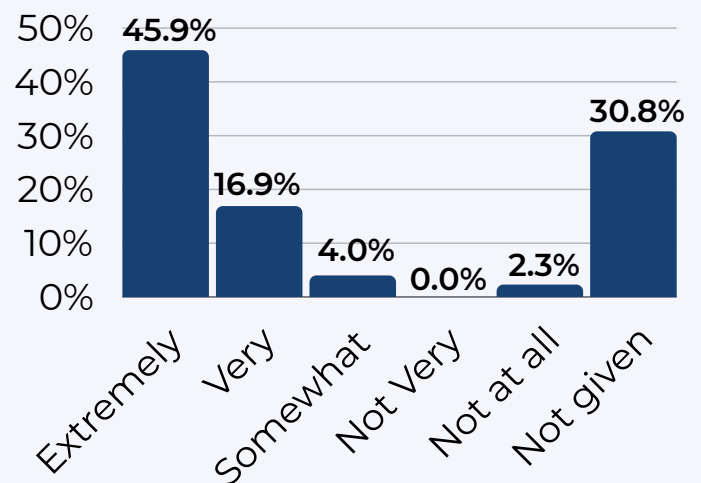


THE FOLLOWING FIVE QUESTIONS WERE ANSWERED BY PATIENTS WHOSE APPOINTMENT WAS FOR A CURRENT OR RECENT PREGNANCY:

When in your pregnancy was this visit?



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



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



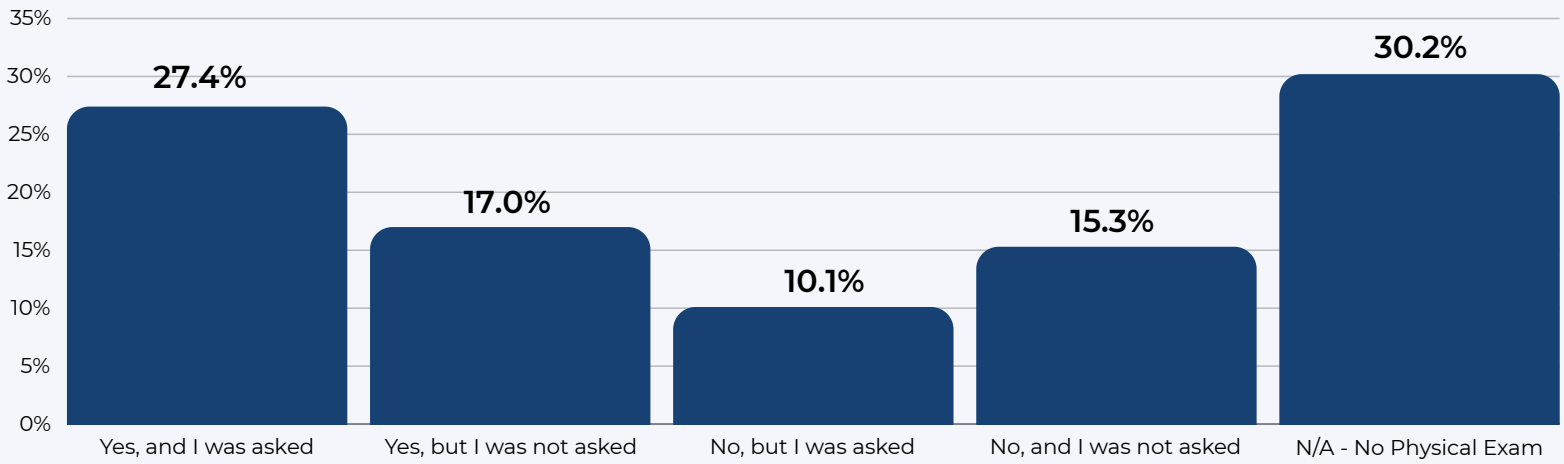
On a scale of 1 to 10 with 10 being "Extremely Satisfied", how satisfied were you with your prenatal care at AccessHealth?



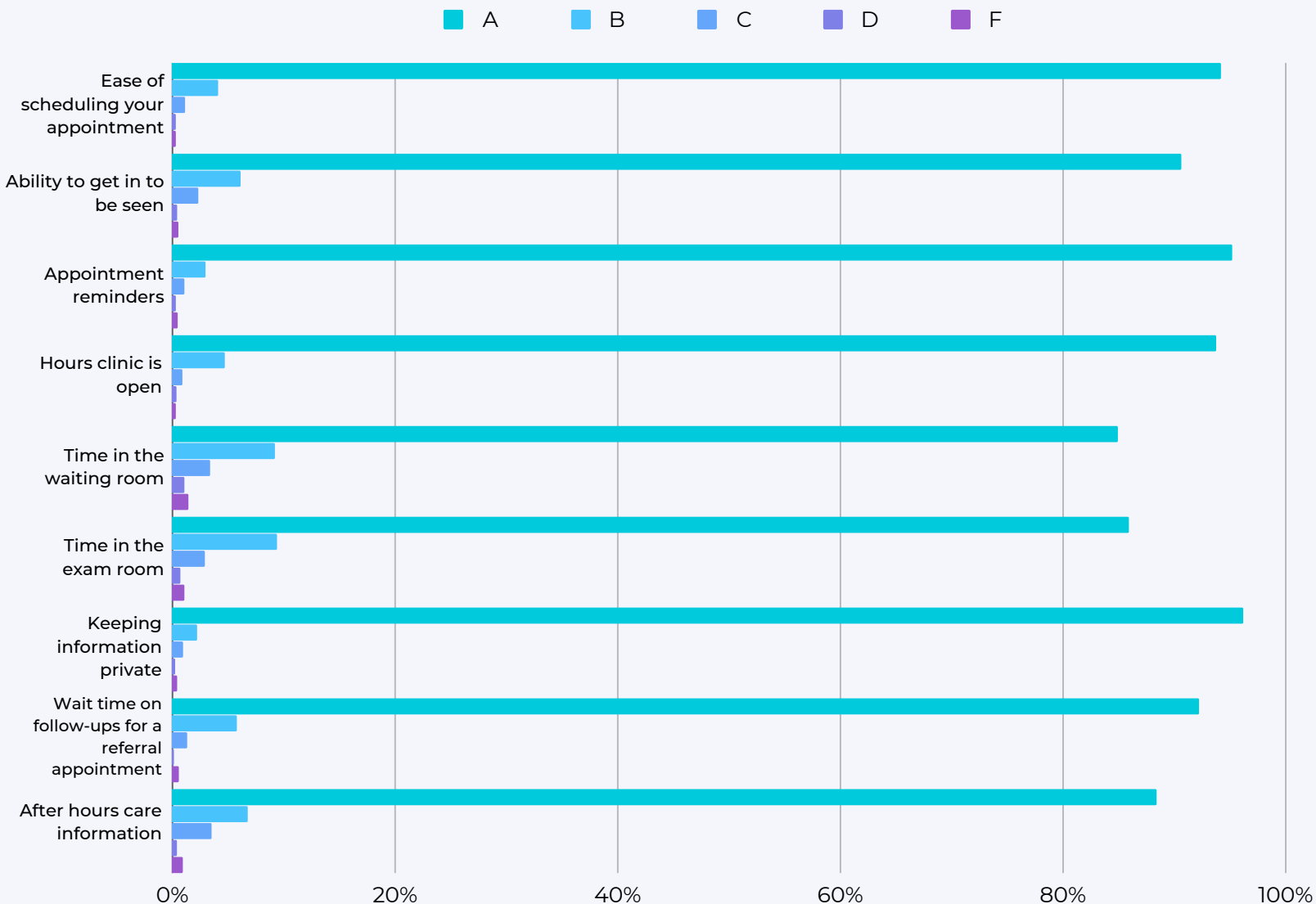
On a scale of 1 to 10 with 10 being "Extremely Prepared", how prepared were you for what to expect during your delivery based on the information you received from AccessHealth?



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?

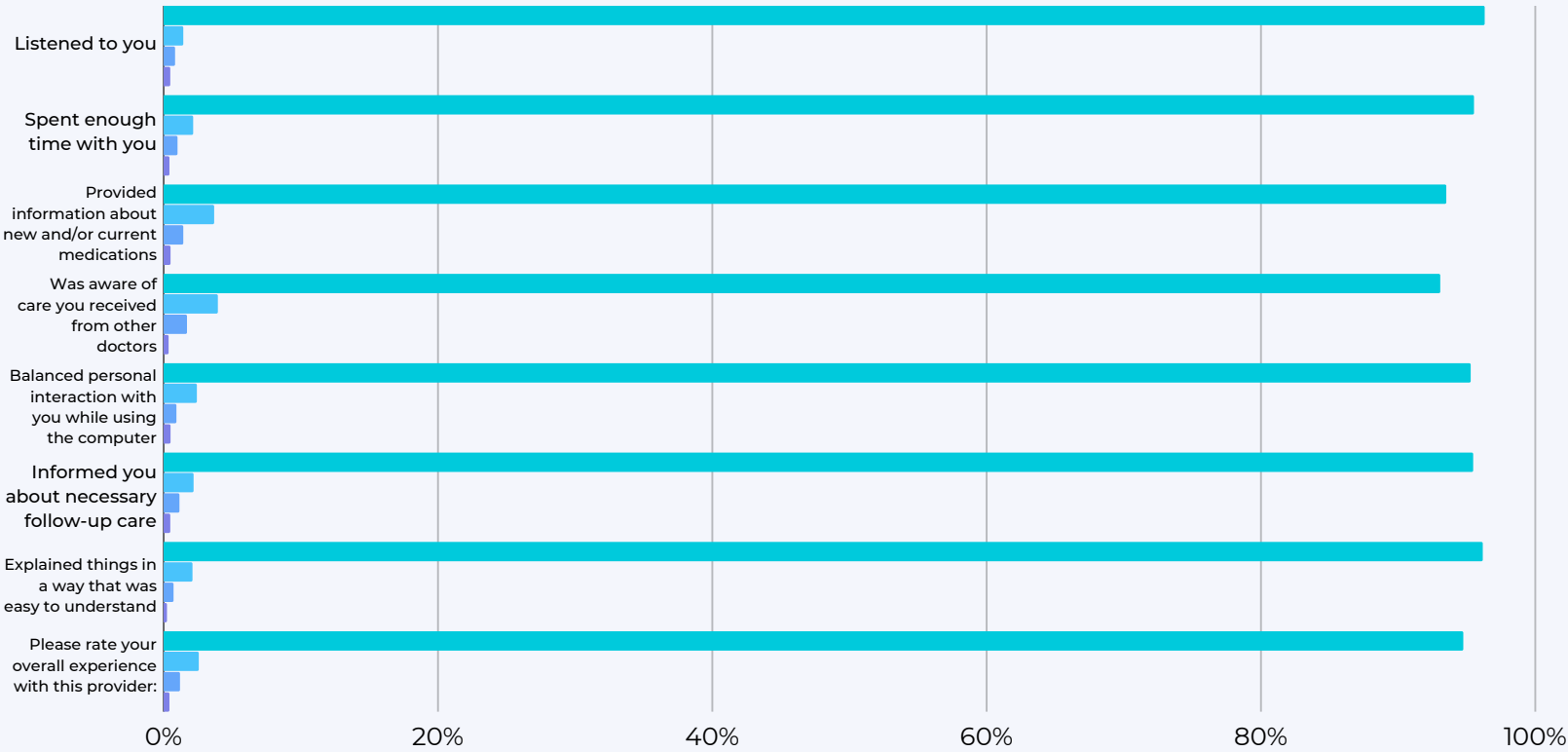


IN-OFFICE SERVICE: A = EXCELLENT, F = POOR



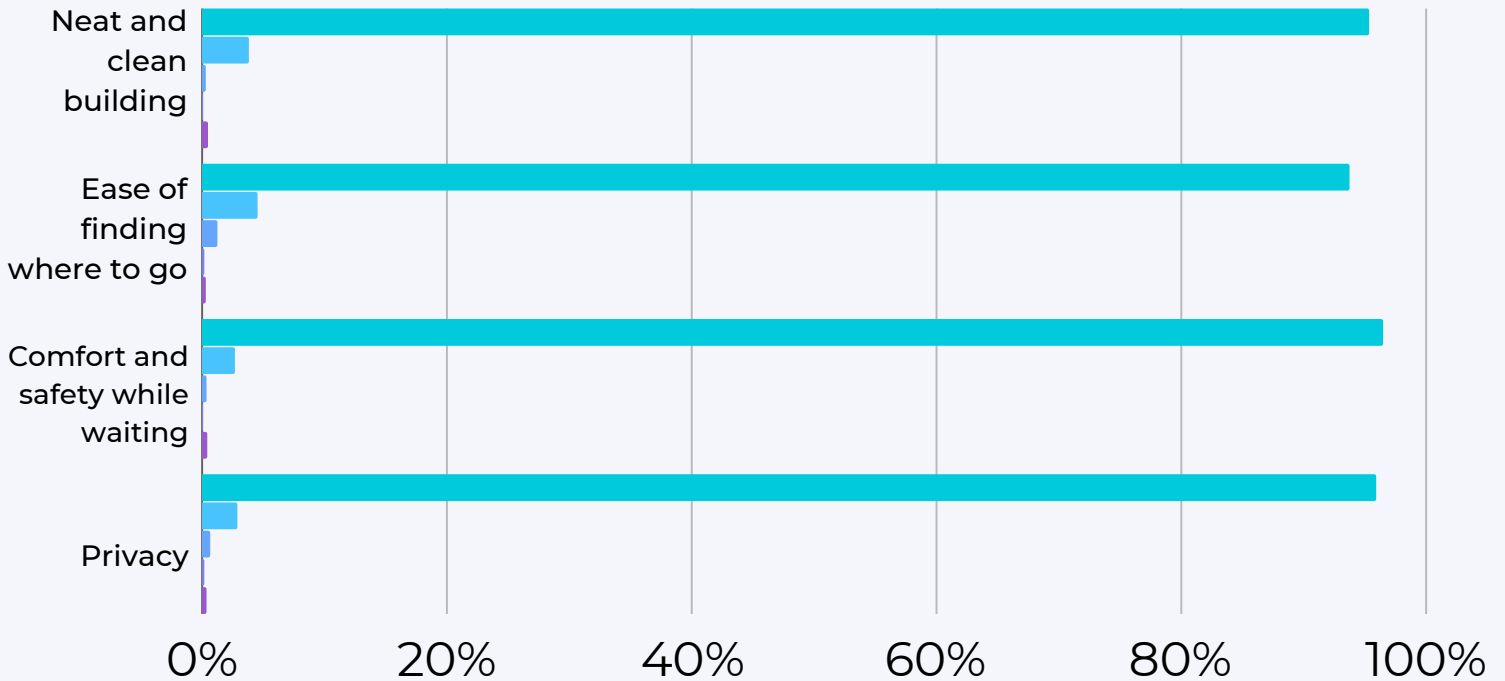
DOCTOR'S SERVICE: A = EXCELLENT, F = POOR

A B C D

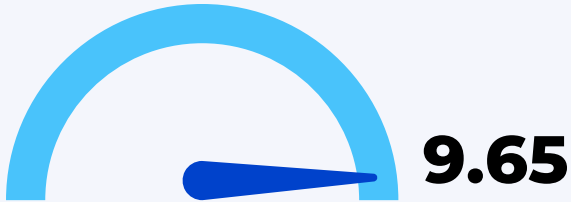


CLINIC: A = EXCELLENT; F = POOR

A B C D F



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.



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

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.

