

2022 Patient Satisfaction Survey Results				
Scheduling	Excellent	Good	Fair	Poor
Sick/Problem visit: Able to get an appointment within a reasonable amount of time.	77%	17%	5%	2%
Physical/Well: Able to get an appointment within a reasonable amount of time.	72%	20%	7%	1%
The convenience of our hours and available appointment times.	68%	27%	5%	0%
The ability to see the provider of your choice.	76%	18%	4%	2%
The wait time to see your nurse was reasonable.	77%	21%	2%	0%
The wait to see your provider was reasonable.	80%	19%	2%	1%
Wait Time	5-15 Minutes	20-30 Minutes	35-45 Minutes	Over 50 Minutes
Wait time to see nurse.	97%	3%	1%	0%
Wait time to see provider.	86%	86%	86%	86%
Facilities	Excellent	Good	Fair	Poor
The cleanliness and comfort of the office itself.	86%	13%	1%	1%
Courtesy, helpfulness, and knowledge of our staff	Excellent	Good	Fair	Poor
Receptionist	80%	16%	3%	1%
Schedulers	83%	14%	2%	2%
Nurse	86%	10%	3%	1%
Billing	78%	19%	3%	1%
Communication and Coordination of Care	Excellent	Good	Fair	Poor
Your ease in reaching our office by phone.	87%	11%	2%	0%
If your call required a return call from a nurse, the call was returned in a reasonable amount of time.	70%	25%	5%	1%
If your call required a return call from a provider, the call was returned in a reasonable amount of time.	75%	19%	5%	1%
Quality of information of medical advice provided by phone.	76%	20%	4%	1%
Our timeliness in completing any forms, peaperwork requests, or special referrals.	77%	21%	2%	1%
Keeping you informed of any delays with your appointment	78%	17%	5%	1%
Timely notification of test, lab, and/or imaging results	80%	19%	2%	0%
Visit with the Provider	Excellent	Good	Fair	Poor
Courtesy of Provider	91%	6%	3%	0%
Provider's patience and interest in your reason for visit.	91%	7%	1%	1%
Explanationas of diagnosis and treatment options.	89%	10%	1%	1%
Your overall satisfaction with the medical care you received.	87%	11%	1%	1%
Assistance and support for making changes in health habits and making health care decisions.	88%	12%	1%	1%
General Office Questions	Yes	No		
Have you used and website for patient services?	44%	56%		
Have you used our after-hours call service?	39%	62%		
Would you recommend this practice to a family member or friend?	98%	2%		
Have you used an after-hours appointment?	10%	90%		
Overall Satisfaction	Excellent	Good	Fair	Poor
Policy changes due to Covid: The ability to socially distance yourself	84%	14%	1%	2%
Policy changes due to Covid: Separation of sick and well within our	81%	17%	1%	1%
Policy changes due to Covid: The protocol for sick patients calling from	81%	14%	5%	1%
Policy changes due to Covid: Overall satisfaction with our telehealth	77%	18%	5%	1%
How many years have you been a patients in our practice?	Percentage			
New Patient	4%			
1 to 2 years	13%			
2 to 3 years	9%			
over 4 years	75%			
Overall Satisfaction with our practice.	Excellent	Good	Fair	Poor
Rate your overall satisfaction with our practice.	84%	13%	2%	1%
Average of 200 Surveys				