

2018 Patient Satisfaction Survey Results				
Scheduling	Excellent	Good	Fair	Poor
Sick/Problem visit: Able to get an appointment within a reasonable amount of time.	76%	21%	2%	1%
Physical/Well: Able to get an appointment within a reasonable amount of time.	74%	23%	3%	1%
The convenience of our hours and available appointment times.	72%	26%	2%	0%
The ability to see the provider of your choice.	84%	15%	1%	1%
The wait time to see your nurse was reasonable.	80%	19%	1%	0%
The wait to see your provider was reasonable.	78%	20%	1%	1%
Wait Time	5-15 Minutes	20-30 Minutes	35-45 Minutes	Over 50 Minutes
Wait time to see nurse.	95%	5%	1%	0%
Wait time to see provider.	85%	13%	2%	0%
Facilities	Excellent	Good	Fair	Poor
The cleanliness and comfort of the office itself.	86%	14%	0%	0%
Courtesy, helpfulness, and knowledge of our staff	Excellent	Good	Fair	Poor
Receptionist	89%	11%	1%	0%
Schedulers	88%	11%	2%	0%
Nurse	90%	9%	1%	0%
Billing	83%	16%	1%	0%
Communication and Coordination of Care	Excellent	Good	Fair	Poor
Your ease in reaching our office by phone.	85%	15%	0%	0%
If your call required a return call form a nurse, the call was returned in a reasonable amount of time.	73%	23%	3%	1%
If your call required a return call form a provider, the call was returned in a reasonable amount of time.	75%	23%	2%	1%
Quality of information of medical advice provided by phone.	79%	19%	2%	0%
Our timeliness in completing any forms, peaperwork requests, or special referrals.	82%	17%	1%	0%
Keeping you informed of any delays with your appointment	81%	16%	2%	1%
Timely notification of test, lab, and/or imaging results	80%	19%	1%	0%
Visit with the Provider	Excellent	Good	Fair	Poor
Courtesy of Provider	93%	7%	1%	0%
Provider's patience and interest in your reason for visit.	93%	7%	1%	0%
Explanationas of diagnosis and treatment options.	90%	9%	1%	0%
Your overall satisfaction with the medical care you received.	90%	9%	1%	0%
Assistance and support for making changes in health habits and making health care decisions.	86%	13%	1%	0%
General Office Questions	Yes	No		
Have you used and website for patient services?	35%	65%		
Have you used our after-hours call service?	23%	77%		
Would you recommend this practice to a family member or friend?	99%	1%		
Would you like to see after-hours and/or Saturday clinic hours?	64%	36%		
How many years have you been a patients in our practice?	Percentage			
New Patient	11%			
1 to 2 years	16%			
2 to 3 years	20%			
over 4 years	53%			
Overall Satisfaction with our practice.	Excellent	Good	Fair	Poor
Rate your overall satisfaction with our practice.	90%	10%	0%	0%
Average of 600 Surveys				