

<b>2019 Patient Satisfaction Survey Results</b>				
<b>Scheduling</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Sick/Problem visit: Able to get an appointment within a reasonable amount of time.	78%	19%	3%	0%
Physical/Well: Able to get an appointment within a reasonable amount of time.	76%	19%	5%	0%
The convenience of our hours and available appointment times.	73%	24%	2%	0%
The ability to see the provider of your choice.	86%	12%	2%	0%
The wait time to see your nurse was reasonable.	80%	18%	2%	0%
The wait to see your provider was reasonable.	76%	21%	2%	1%
<b>Wait Time</b>	<b>5-15 Minutes</b>	<b>20-30 Minutes</b>	<b>35-45 Minutes</b>	<b>Over 50 Minutes</b>
Wait time to see nurse.	91%	8%	1%	0%
Wait time to see provider.	82%	15%	2%	1%
<b>Facilities</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
The cleanliness and comfort of the office itself.	88%	10%	2%	0%
<b>Courtesy, helpfulness, and knowledge of our staff</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Receptionist	88%	11%	1%	0%
Schedulers	88%	10%	2%	0%
Nurse	88%	8%	1%	1%
Billing	82%	17%	1%	0%
<b>Communication and Coordination of Care</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Your ease in reaching our office by phone.	86%	13%	0%	0%
If your call required a return call form a nurse, the call was returned in a reasonable amount of time.	80%	17%	2%	1%
If your call required a return call form a provider, the call was returned in a reasonable amount of time.	79%	20%	1%	0%
Quality of information of medical advice provided by phone.	80%	18%	1%	1%
Our timeliness in completing any forms, peaperwork requests, or special referrals.	83%	14%	2%	0%
Keeping you informed of any delays with your appointment	79%	18%	3%	1%
Timely notification of test, lab, and/or imaging results	79%	18%	2%	0%
<b>Visit with the Provider</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Courtesy of Provider	93%	6%	1%	0%
Provider's patience and interest in your reason for visit.	93%	6%	1%	1%
Explanationas of diagnosis and treatment options.	91%	8%	1%	1%
Your overall satisfaction with the medical care you received.	91%	9%	0%	1%
Assistance and support for making changes in health habits and making health care decisions.	87%	11%	1%	1%
<b>General Office Questions</b>	<b>Yes</b>	<b>No</b>		
Have you used and website for patient services?	33%	66%		
Have you used our after-hours call service?	33%	67%		
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?	62%	38%		
<b>How many years have you been a patients in our practice?</b>	<b>Percentage</b>			
New Patient	5%			
1 to 2 years	10%			
2 to 3 years	16%			
over 4 years	69%			
<b>Overall Satisfaction with our practice.</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Rate your overall satisfaction with our practice.	92%	8%	0%	0%
<b>Average of 500 Surveys</b>				