

<b>2021 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.	89%	9%	2%	0%
Physical/Well: Able to get an appointment within a reasonable amount of time.	81%	15%	3%	1%
The convenience of our hours and available appointment times.	78%	20%	2%	0%
The ability to see the provider of your choice.	81%	17%	1%	1%
The wait time to see your nurse was reasonable.	87%	12%	1%	0%
The wait to see your provider was reasonable.	83%	14%	3%	0%
<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.	96%	4%	0%	0%
Wait time to see provider.	86%	12%	1%	0%
<b>Facilities</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
The cleanliness and comfort of the office itself.	89%	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	91%	7%	1%	0%
Schedulers	92%	7%	0%	0%
Nurse	92%	7%	0%	0%
Billing	89%	10%	0%	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.	89%	11%	0%	0%
If your call required a return call from a nurse, the call was returned in a reasonable amount of time.	85%	13%	2%	0%
If your call required a return call from a provider, the call was returned in a reasonable amount of time.	86%	12%	1%	1%
Quality of information of medical advice provided by phone.	87%	11%	2%	0%
Our timeliness in completing any forms, peaperwork requests, or soacial referrals.	90%	9%	1%	0%
Keeping you informed of any delays with your appointment	85%	14%	1%	0%
Timely notification of test, lab, and/or imaging results	85%	13%	1%	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.	91%	7%	2%	0%
Explanationas of diagnosis and treatment options.	91%	7%	2%	0%
Your overall satisfaction with the medical care you received.	91%	7%	2%	0%
Assistance and support for making changes in health habits and making health care decisions.	92%	5%	2%	0%
<b>General Office Questions</b>	<b>Yes</b>	<b>No</b>		
Have you used and website for patient services?	33%	67%		
Have you used our after-hours call service?	30%	70%		
Would you recommend this practice to a family member or friend?	99%	1%		
Have you used an after-hours appointment?	17%	83%		
<b>Overall Satisfaction</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Policy changes due to Covid: The ability to socially distance yourself from other patients in the office.	91%	8%	1%	0%
Policy changes due to Covid: Separation of sick and well within our offices.	90%	8%	2%	0%
Policy changes due to Covid: The protocol for sick patients calling from the care before entering the office.	92%	8%	0%	0%
Policy changes due to Covid: Overall satisfaction with our telehealth system.	89%	10%	1%	0%
<b>How many years have you been a patients in our practice?</b>	<b>Percentage</b>			
New Patient	4%			
1 to 2 years	13%			
2 to 3 years	16%			
over 4 years	67%			
<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%	7%	1%	0%
<b>Average of 250 Surveys</b>				