

Patient Satisfaction Survey 2020

	Excellent	Very Good	Neutral	Poor	N/A
1. Please rate your overall satisfaction with your appointment today.	77.78%	11.73%	0.00%	0.00%	0.00%

APPOINTMENTS

2. How would you rate the ease of getting through to the office by phone?	73.46%	19.14%	0.62%	1.23%	1.85%
3. Please rate your satisfaction with your appointment date and time.	79.63%	17.28%	1.85%	0.00%	0.00%
4. Please rate the friendliness and courtesy of the scheduling staff.	86.42%	9.88%	1.23%	0.00%	0.00%

CHECK-IN

5. Please rate the friendliness and courtesy of the staff at our check-in window.	89.51%	8.02%	1.23%	0.00%	0.00%
6. Please rate the satisfaction with the time your scheduled appointment until you were seen by your provider. <i>(Our goal is to have you seen within 20 minutes of your scheduled appointment time and finished within 45 minutes.)</i>	84.57%	10.49%	0.62%	0.00%	0.00%

PATIENT CARE

7. Please rate the friendliness, courtesy, and services provided by our nurses.	90.12%	7.41%	1.23%	0.00%	0.00%
8. Please rate the friendliness and courtesy of our Doctor, NP, or PA.	87.65%	6.79%	0.00%	0.62%	0.00%
9. Please write the name of the provider you saw today.					
10. Please rate how well the provider listened to your concerns.	80.86%	8.64%	0.00%	0.00%	0.00%
11. Was enough time spent with you?	87.04%	9.26%	0.62%	0.00%	0.00%
12. How would you rate the care that you received today?	87.65%	8.02%	0.00%	0.00%	0.00%
13. Please rate how promptly our staff returns your calls.	72.22%	12.35%	1.85%	0.00%	8.02%
14. How well did we inform you about your health condition and give you tools/education material for self-management at home?	72.84%	14.20%	1.85%	0.00%	6.79%
15. How well do you understand your medical condition as a result of your visit today?	77.16%	12.96%	1.23%	0.00%	3.09%
16. If you needed a referral to another provider, how well did we help you make the appointment?	48.77%	8.02%	1.23%	0.00%	25.31%
17. If you have been referred to a community-based program like the Diabetes Prevention Program, how helpful is/was the program?	32.10%	3.70%	1.23%	0.00%	37.04%

← Please see other side for additional questions. Thank you! →

Patient Satisfaction Survey 2020 (continued)

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FACILITY

18. How would you rate the waiting area?	69.14%	14.20%	1.85%	0.00%	0.62%
19. How would you rate the cleanliness of the facility?	87.04%	11.11%	1.23%	0.00%	0.00%
20. Please rate the parking area and exterior of our facility.	71.60%	19.14%	2.47%	0.00%	0.00%

21. What did you like about our office and/or provider(s)? (see separate page)

22. What could be done better to improve your satisfaction with our office/provider(s)? (see separate page)

23. What is your age? Average Age: 51

24. Would you recommend our office to a friend? Yes: 141 No: 0

THANK YOU for your time!

← Please see other side for additional questions. Thank you! →