

Patient Experience Survey- November 2019

Patient Age: <1 15%
 1-5 31%
 6-12 32%
 >13 23%

Patient Race/Ethnicity: 3% Black/African American
 87% White (Not Hispanic or Latino)
 5% Asian
 2% Hispanic or Latino (All Races)
 1% Other

Patient Sex: 43% Female
 57% Male

Are you: 6% The Patient
 15% Primary Care Giver
 1% Secondary Care Giver
 76% Parent/Legal Guardian
 0% Spouse
 0% Sibling
 1% Child
 1% Extended Family Member

Patient Insurance: 75% Private/Commercial
 10% Medicaid/SCHIP
 0% Medicare
 4% Medicare and Medicaid
 0% Uninsured/Self Pay
 6% Other

Residence: 99% Family/Permanent Residence
 0% Long Term Care
 0% Foster Care
 1% No Permanent Residence

Please circle how well you think we are doing in the following areas:	GREAT	GOOD	OK	FAIR	POOR
	5	4	3	2	1
Ease of getting care:					
<i>Ability to get in to be seen-</i>	85%	14%	1%	0%	0%
Hours clinic open	71%	22%	7%	0.5%	0%
Convenience of clinic's location	83%	16%	1%	0.5%	0%
Prompt return on calls	74%	23%	3%	0%	0%
Waiting:					
Time in waiting/exam room	56%	31%	11%	3%	0.5%
Waiting for referrals to specialist appointments	75%	23%	12%	0.5%	0%
Waiting for tests to be performed	64%	29%	5%	1%	0%
Waiting for test results	68%	25%	6%	0%	0%

Staff:					
Provider: (Physician, Physician Assistant, Nurse Practitioner)					
Listens to you	80%	18%	1%	1%	0%
Takes enough time with you	80%	16%	2%	1%	0%
Explains what you want to know	81%	15%	3%	1%	0%
Gives you good advice and treatment	81%	15%	3%	1%	0%

Please circle how well you think we are doing in the following areas:	GREAT 5	GOOD 4	OK 3	FAIR 2	POOR 1
Nurses and Medical Assistants:					
Friendly and helpful to you	88%	10%	2%	0%	0%
Answers your questions	85%	13%	2%	0%	0%
Facility:					
Neat and clean building	84%	14%	2%	0%	0%
Ease of finding where to go	89%	10%	2%	0%	0%
Comfort and Safety while waiting	88%	10%	2%	0%	0%
Confidentiality:					
Keeping my personal information private	85%	12%	2%	0%	0%
The likelihood of referring your friends and relatives to us	80%	18%	2%	0%	0%
FRONT DESK: Friendliness/Helpfulness of Front Desk Staff	89%	9%	2%	0%	0%

You may need other services that we do not provide. Have we helped you find other services you need?

Have the community resources we have provided helped you?

Were you asked if you had visits with other healthcare providers since your last visit with us?

Were you helped with making appointments to see other providers or for specialty care?

Did anyone ask if you have problems with the medicine you take?

Did someone talk with you about your goals for your health?

Did you get a copy of your care plan?

Do you feel that we help you to make healthy lifestyle choices?

Have you ever been given information on what it means to have a "health home" or a "medical home"?

If yes, do you feel that we are your health/medical home?

Do you consider this practice your regular source of care?

Would you prefer to pick a specific doctor for your care?

YES	NO	NO RESPONSE
88%	12%	
91%	9%	
63%	27%	
62%	38%	
51%	49%	
54%	46%	
75%	25%	
96%	4%	
28%	72%	
83%	17%	
99%	1%	
37%	63%	