

**Patient Experience Survey- NOVEMBER 2019**

Patient Age: <1 11%  
 1-5 30%  
 6-12 32%  
 >13 27%

Patient Race/Ethnicity: 2% Black/African American  
 91% White

Patient Sex: 56% Female  
 44% Male

2% Asian  
 4% Hispanic or Latino (All Races)  
 1% Other

Are you: 5% The Patient  
 14% Primary Care Giver  
 0% Secondary Care Giver  
 80% Parent/Legal Guardian  
 0% Spouse  
 0% Sibling  
 0% Child  
 1% Extended Family Member

Patient Insurance: 72% Private/Commercial  
 16% Medicaid/SCHIP  
 2% Medicare  
 4% Medicare and Medicaid  
 0% Uninsured/Self Pay  
 6% Other

Residence: 100% Family/Permanent Residence  
 0% Long Term Care  
 0% Foster Care  
 0% 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
<b>Ease of getting care:</b>					
<i>Ability to get in to be seen-</i>	83%	16%	1%	0%	0%
<b>Hours clinic open</b>	78%	20%	2%	0%	0%
Convenience of clinic's location	77%	20%	3%	0%	0%
Prompt return on calls	75%	23%	2%	0%	0%
<b>Waiting:</b>					
<b>Time in waiting/exam room</b>	54%	33%	11%	1%	1%
Waiting for referrals to specialist appointments	77%	18%	4%	1%	0%
Waiting for tests to be performed	69%	25%	6%	0%	0%
Waiting for test results	67%	29%	4%	0%	0%
<b>Staff:</b>					
<b>Provider: (Physician, Physician Assistant, Nurse Practitioner)</b>					
Listens to you	83%	15%	2%	0%	0%
Takes enough time with you	83%	16%	1%	0%	0%
Explains what you want to know	83%	15%	2%	0%	0%

◁ Gives you good advice and treatment	84%	14%	2%	0%	0%
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Please circle how well you think we are doing in the following areas:	GREAT 5	GOOD 4	OK 3	FAIR 2	POOR 1
<b><i>Nurses and Medical Assistants:</i></b>					
Friendly and helpful to you	85%	14%	1%	0%	0%
Answers your questions	85%	13%	2%	0%	0%
<b>Facility:</b>					
Neat and clean building	81%	16%	3%	0%	0%
Ease of finding where to go	86%	12%	2%	0%	0%
Comfort and Safety while waiting	86%	12%	1%	1%	0%
<b>Confidentiality:</b>					
Keeping my personal information private	89%	9%	2%	0%	0%
The likelihood of referring your friends and relatives to us	81%	15%	3%	1%	0%
<b>FRONT DESK: Friendliness/Helpfulness of Front Desk Staff</b>	83%	14%	3%	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 be assigned to a specific doctor for your care?**

YES	NO	NO RESPONSE
94%	6%	
96%	4%	
58%	42%	
69%	31%	
56%	44%	
56%	44%	
80%	20%	
93%	7%	
42%	58%	
90%	10%	
98%	2%	
42%	58%	