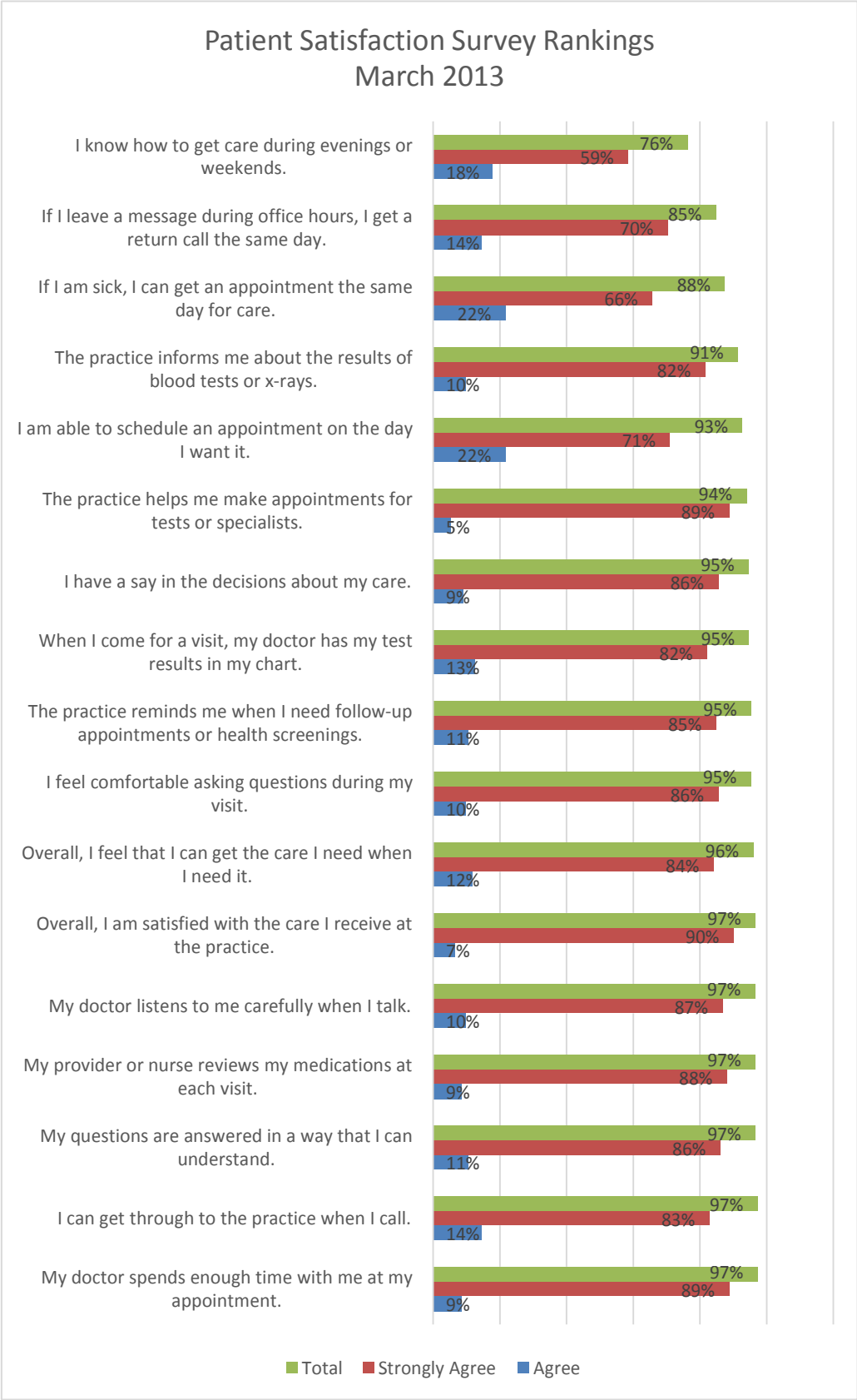
Patient Satisfaction Survey Rankings
March 2013
I know how to get care during evenings or weekends.
76%
59%
18%
If I leave a message during office hours, I get a return call the same day.
85%
70%
14%
If I am sick, I can get an appointment the same day for care.
88%
66%
22%
The practice informs me about the results of blood tests or x-rays.
91%
82%
10%
I am able to schedule an appointment on the day I want it.
93%
71%
22%
The practice helps me make appointments for tests or specialists.
94%
89%
5%
I have a say in the decisions about my care.
95%
86%
9%
When I come for a visit, my doctor has my test results in my chart.
95%
82%
13%
The practice reminds me when I need follow-up appointments or health screenings.
95%
85%
11%
I feel comfortable asking questions during my visit.
95%
86%
10%
Overall, I feel that I can get the care I need when I need it.
96%
84%
12%
Overall, I am satisfied with the care I receive at the practice.
97%
90%
7%
My doctor listens to me carefully when I talk.
97%
87%
10%
My provider or nurse reviews my medications at each visit.
97%
88%
9%
My questions are answered in a way that I can understand.
97%
86%
11%
I can get through to the practice when I call.
97%
83%
14%
My doctor spends enough time with me at my appointment.
97%
89%
9%
Total
Strongly Agree
Agree