

Categories	Response Options					
	Never = 0	Sometimes = 1	Usually = 2	Always = 3	N/A	Average
Getting Timely Appointments, Care and Information						
The survey asked patients how often they got appointments for care as soon as needed and timely answers to questions when they contacted the office.						
Question 6: Patient got appointment for urgent care as soon as needed	0	0	3	29	18	2.9
Question 8: Patient got appointment for non-urgent care as soon as needed	0	0	4	31	15	2.9
Question 10: Patient got answer to medical questions the same day he/she contacted provider's office	2	2	4	11	31	2.3
How well Providers Communicate with Patients						
The survey asked patients how often their providers explained things clearly, listened carefully, showed respect, and spent enough time with the patient.						
Question 11: Provider explained things in a way that was easy to understand	0	0	1	49	0	3.0
Question 12: Provider listened carefully to patient	0	0	1	49	0	3.0
Question 14: Provider showed respect for what patient had to say	0	0	0	50	0	3.0
Question 15: Provider spent enough time with patient	0	0	0	50	0	3.0
Providers' Use of Information to Coordinate Patient Care						
The survey asked patients how often their providers knew their medical history, followed up to give results of tests, and asked about prescription medications being taken.						
Question 13: Provider knew important information about patient's medical history	0	0	3	47	0	2.9
Question 17: Someone from provider's office followed up with patient to give results of blood test, x-ray , or other test	1	4	3	29	13	2.6
Question 20: Someone from provider's office talked about all prescription medications being taken	3	7	9	28	3	2.3
Helpful, Courteous, and Respectful Office Staff						
The survey asked patients how often office staff were helpful and treated them with courtesy and respect.						
Question 21: Clerks and receptionists were helpful	1	3	7	39	0	2.7
Question 22: Clerks and receptionists were courteous and respectful	0	1	5	44	0	2.9
Patients' Rating of the Provider						
The survey asked patients to rate their provider on a scale of 0 to 10, with 0 being the worst and 10 being the best.						
Question 18: Rating of Provider	1 to 5	6	7	8	9	10
	0	0	2	5	15	28

Average
9.4