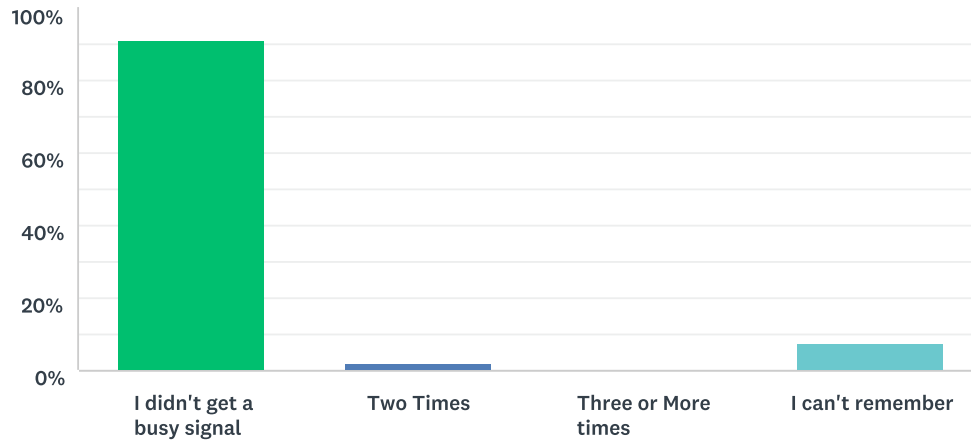


Q1 When you called our office to make this appointment, how many times did you get a busy signal?

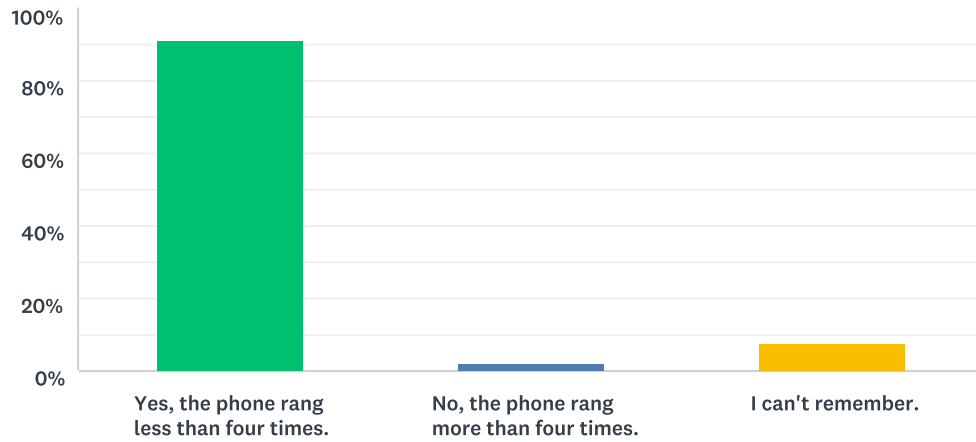
Answered: 110 Skipped: 2



ANSWER CHOICES	RESPONSES	
I didn't get a busy signal	90.91%	100
Two Times	1.82%	2
Three or More times	0.00%	0
I can't remember	7.27%	8
TOTAL		110

Q2 Was your call answered promptly?

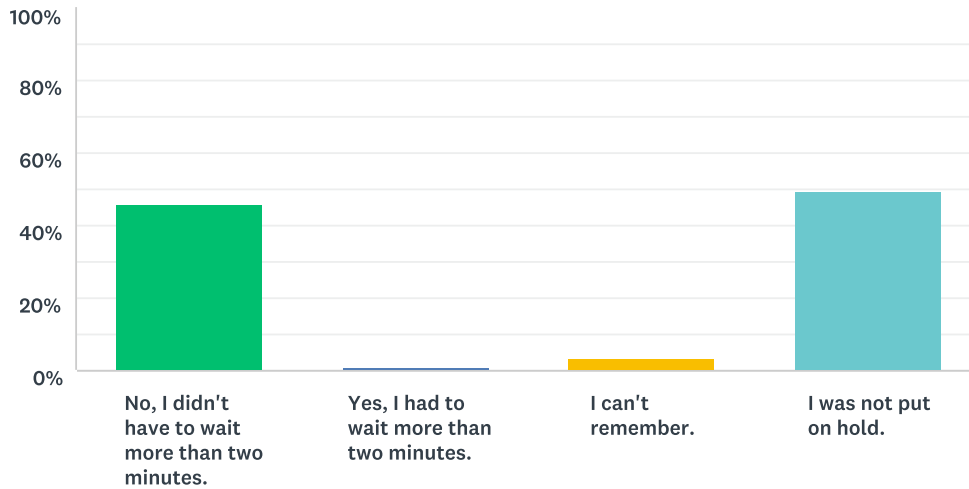
Answered: 110 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, the phone rang less than four times.	90.91%	100
No, the phone rang more than four times.	1.82%	2
I can't remember.	7.27%	8
TOTAL		110

Q3 If you were put on hold, did you have to wait more than two minutes before the receptionist came back on the line?

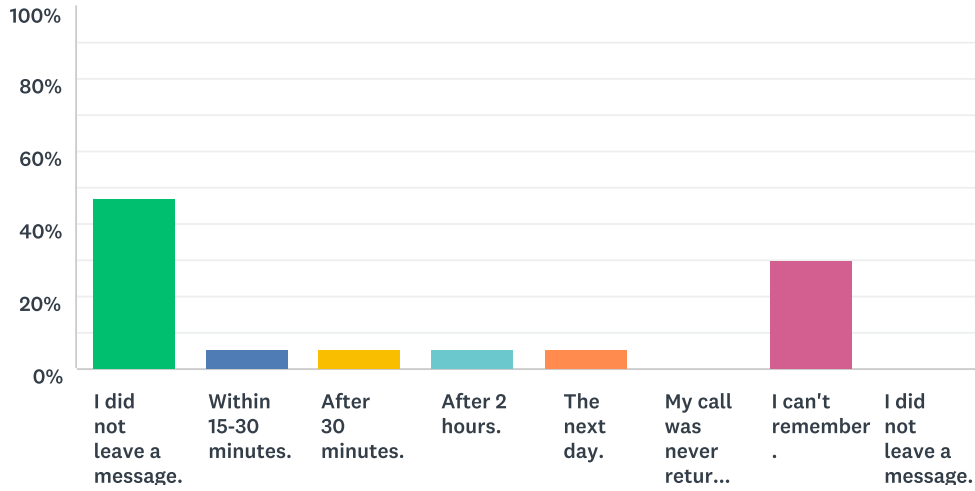
Answered: 109 Skipped: 3



ANSWER CHOICES	RESPONSES	
No, I didn't have to wait more than two minutes.	45.87%	50
Yes, I had to wait more than two minutes.	0.92%	1
I can't remember.	3.67%	4
I was not put on hold.	49.54%	54
TOTAL		109

Q4 If you called and left a message, when was your call returned?

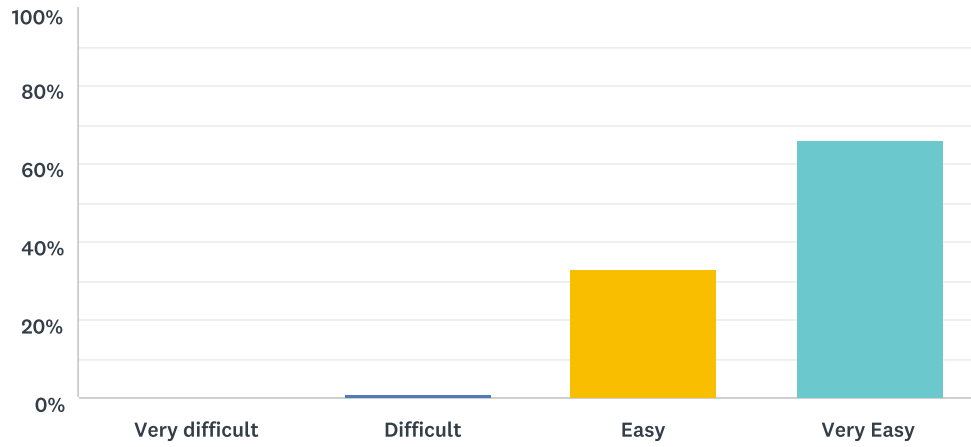
Answered: 87 Skipped: 25



ANSWER CHOICES	RESPONSES	
I did not leave a message.	47.13%	41
Within 15-30 minutes.	5.75%	5
After 30 minutes.	5.75%	5
After 2 hours.	5.75%	5
The next day.	5.75%	5
My call was never returned.	0.00%	0
I can't remember.	29.89%	26
I did not leave a message.	0.00%	0
TOTAL		87

Q5 Based on your contacts with our office over the past few months, how easy has it been for you to make appointments?

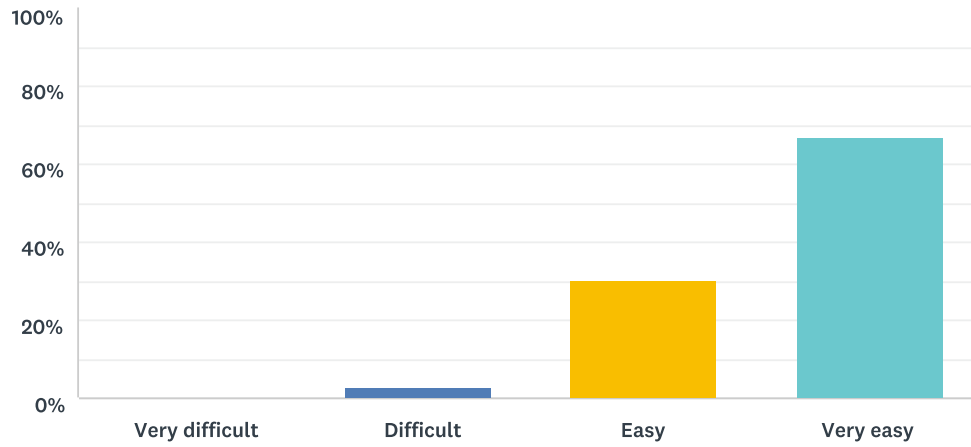
Answered: 112 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very difficult	0.00%	0
Difficult	0.89%	1
Easy	33.04%	37
Very Easy	66.07%	74
TOTAL		112

Q6 How easy has it been for you to get prescriptions filled?

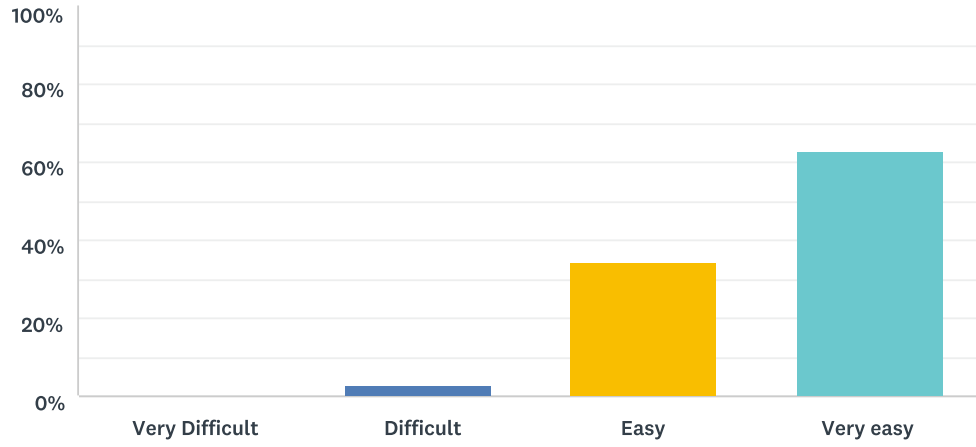
Answered: 109 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very difficult	0.00%	0
Difficult	2.75%	3
Easy	30.28%	33
Very easy	66.97%	73
TOTAL		109

Q7 How easy has it been to get lab results?

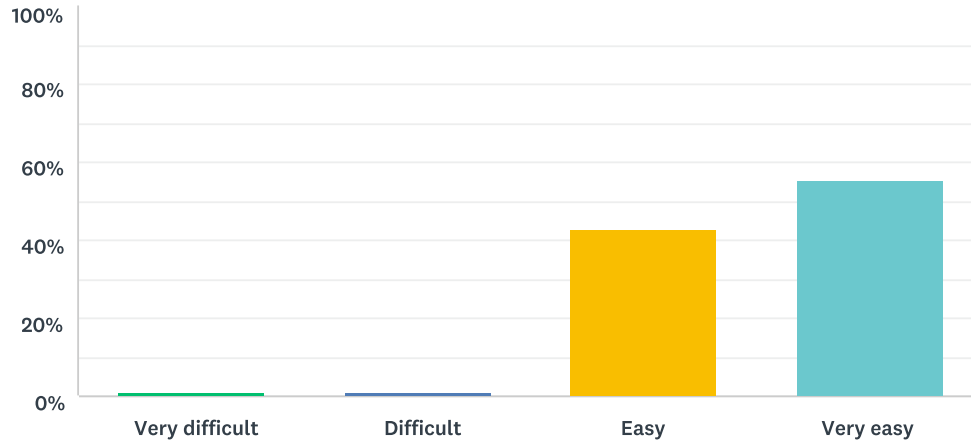
Answered: 110 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Difficult	0.00%	0
Difficult	2.73%	3
Easy	34.55%	38
Very easy	62.73%	69
TOTAL		110

Q8 How easy has it been to talk to a nurse?

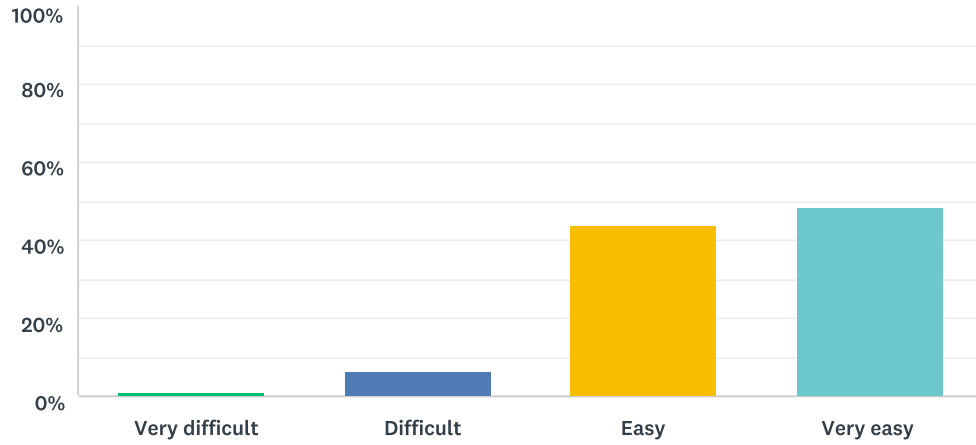
Answered: 108 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very difficult	0.93%	1
Difficult	0.93%	1
Easy	42.59%	46
Very easy	55.56%	60
TOTAL		108

Q9 How easy has it been to talk to your doctor/provider?

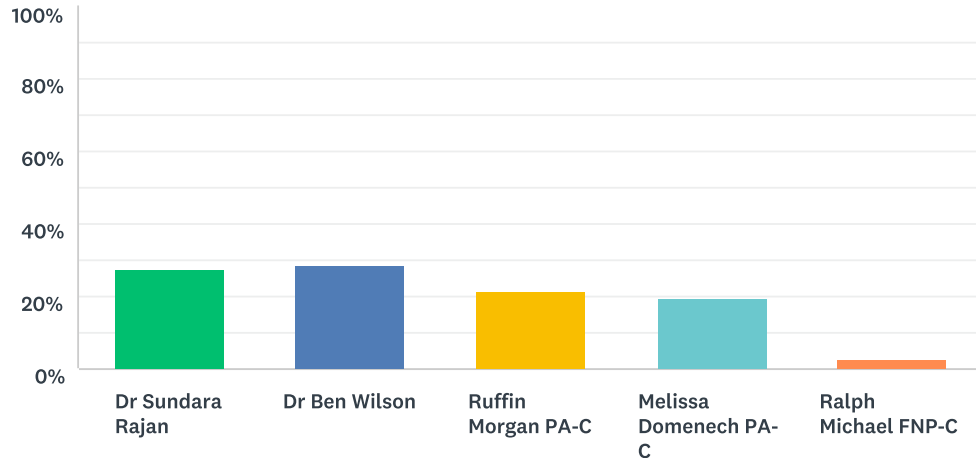
Answered: 107 Skipped: 5



ANSWER CHOICES	RESPONSES	
Very difficult	0.93%	1
Difficult	6.54%	7
Easy	43.93%	47
Very easy	48.60%	52
TOTAL		107

Q10 Who is your doctor/Provider

Answered: 112 Skipped: 0



ANSWER CHOICES	RESPONSES	
Dr Sundara Rajan	27.68%	31
Dr Ben Wilson	28.57%	32
Ruffin Morgan PA-C	21.43%	24
Melissa Domenech PA-C	19.64%	22
Ralph Michael FNP-C	2.68%	3
TOTAL		112