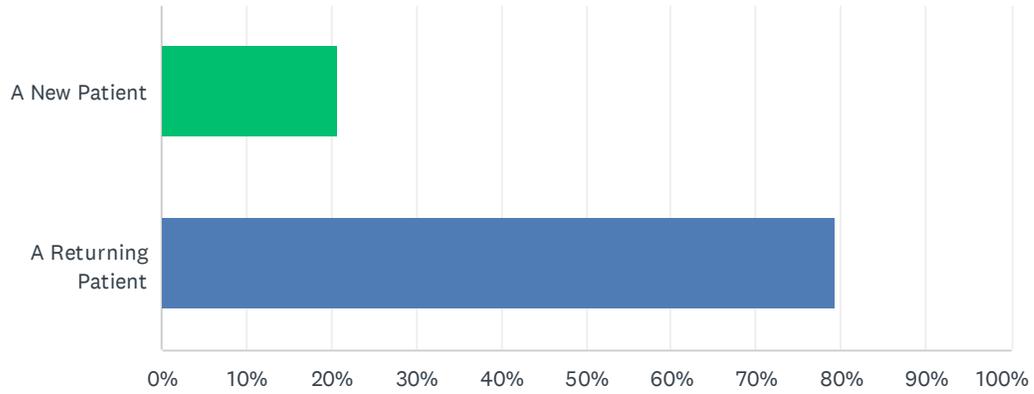


### Q1 Are you:

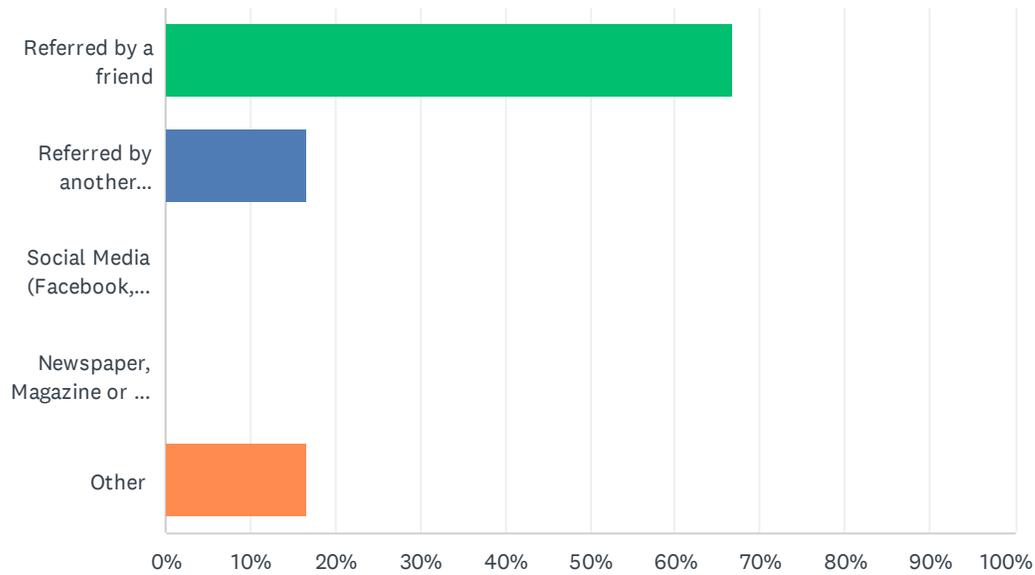
Answered: 29 Skipped: 0



ANSWER CHOICES	RESPONSES	
A New Patient	20.69%	6
A Returning Patient	79.31%	23
TOTAL		29

## Q2 How did you hear about our services?

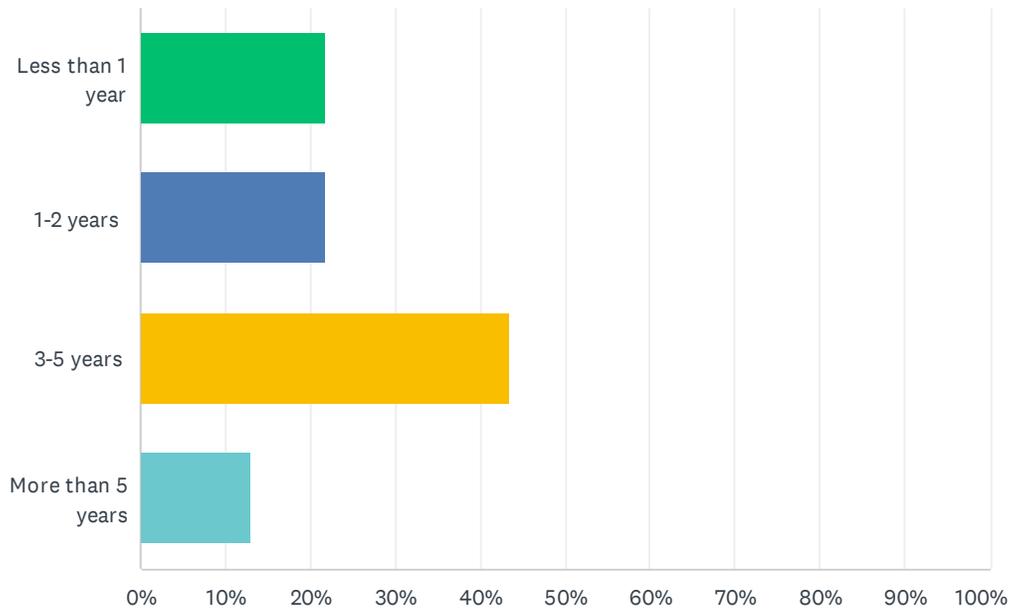
Answered: 6 Skipped: 23



ANSWER CHOICES	RESPONSES	
Referred by a friend	66.67%	4
Referred by another practice	16.67%	1
Social Media (Facebook, twitter, ect.)	0.00%	0
Newspaper, Magazine or any other printed material	0.00%	0
Other	16.67%	1
<b>TOTAL</b>		<b>6</b>

### Q3 How long have you been a patient with us?

Answered: 23 Skipped: 6



ANSWER CHOICES	RESPONSES
Less than 1 year	21.74% 5
1-2 years	21.74% 5
3-5 years	43.48% 10
More than 5 years	13.04% 3
TOTAL	23

## Q4 Are you aware of our sliding scale fee program?

Answered: 0 Skipped: 29

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
TOTAL		0

## Q5 Has the amount you have to pay out of pocket ever stopped you from seeking care with us?

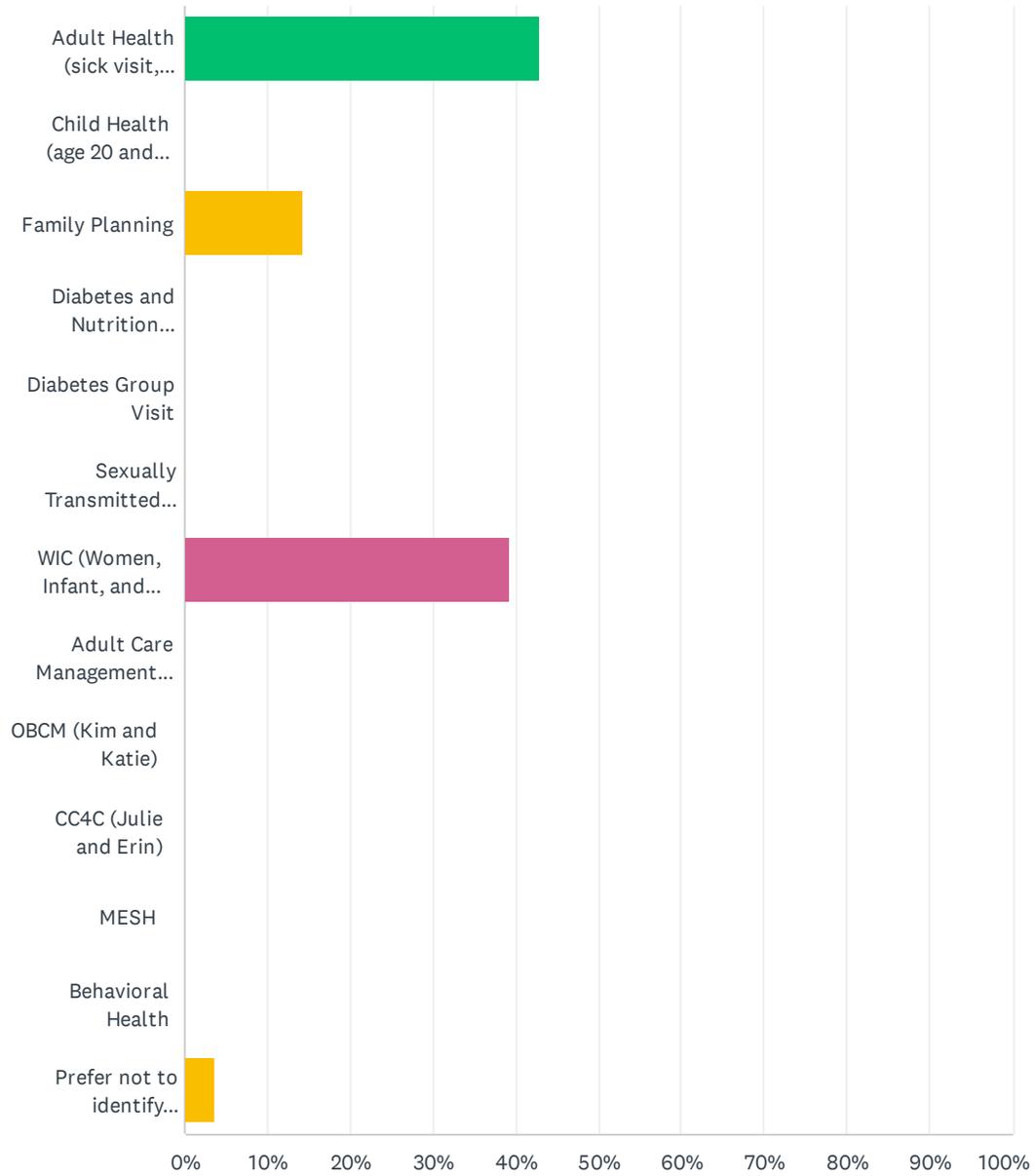
Answered: 0 Skipped: 29

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

## Q6 Please tell us the reason for your visit today.

Answered: 28 Skipped: 1

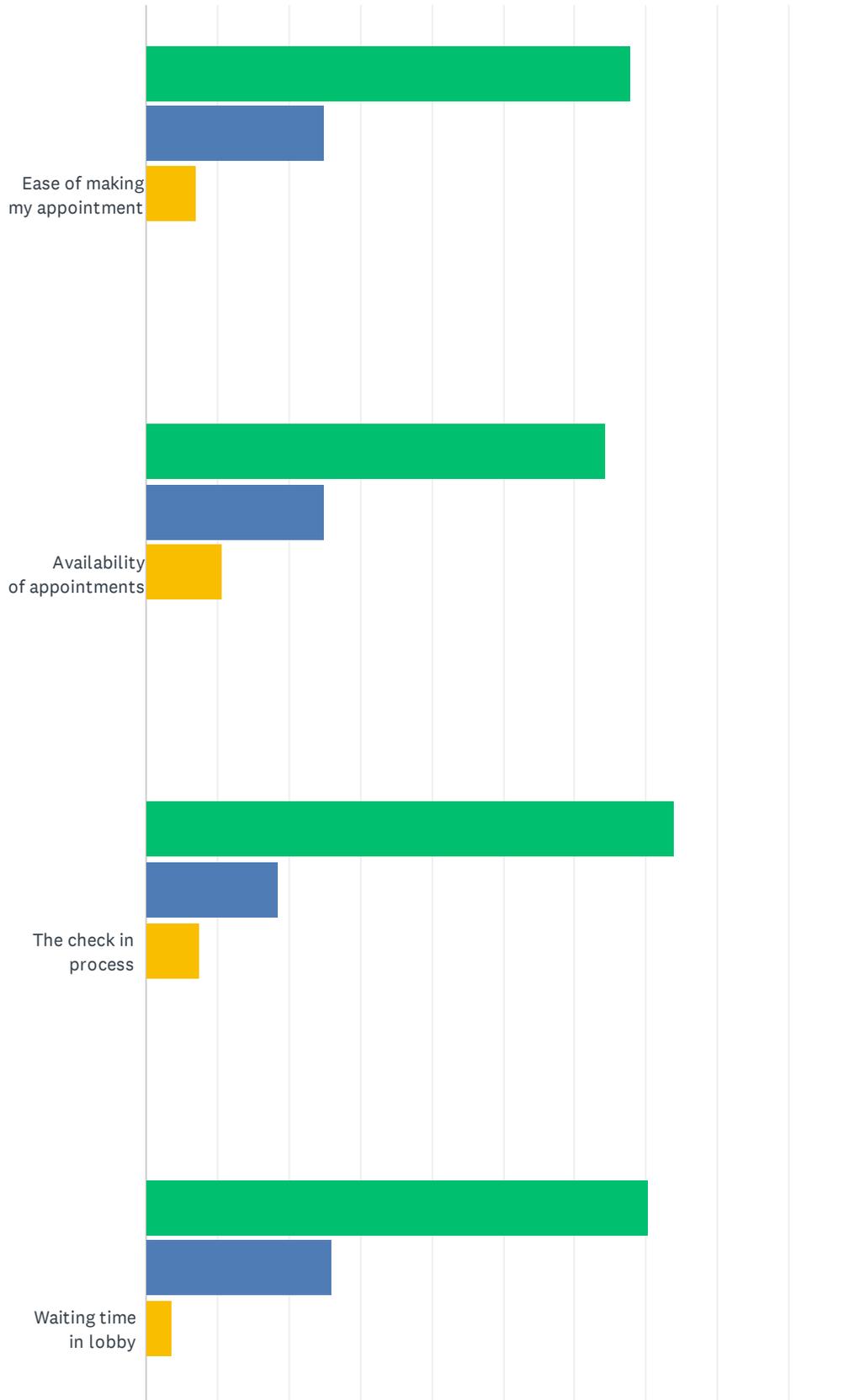


## Wilkes Health Patient Satisfaction Survey

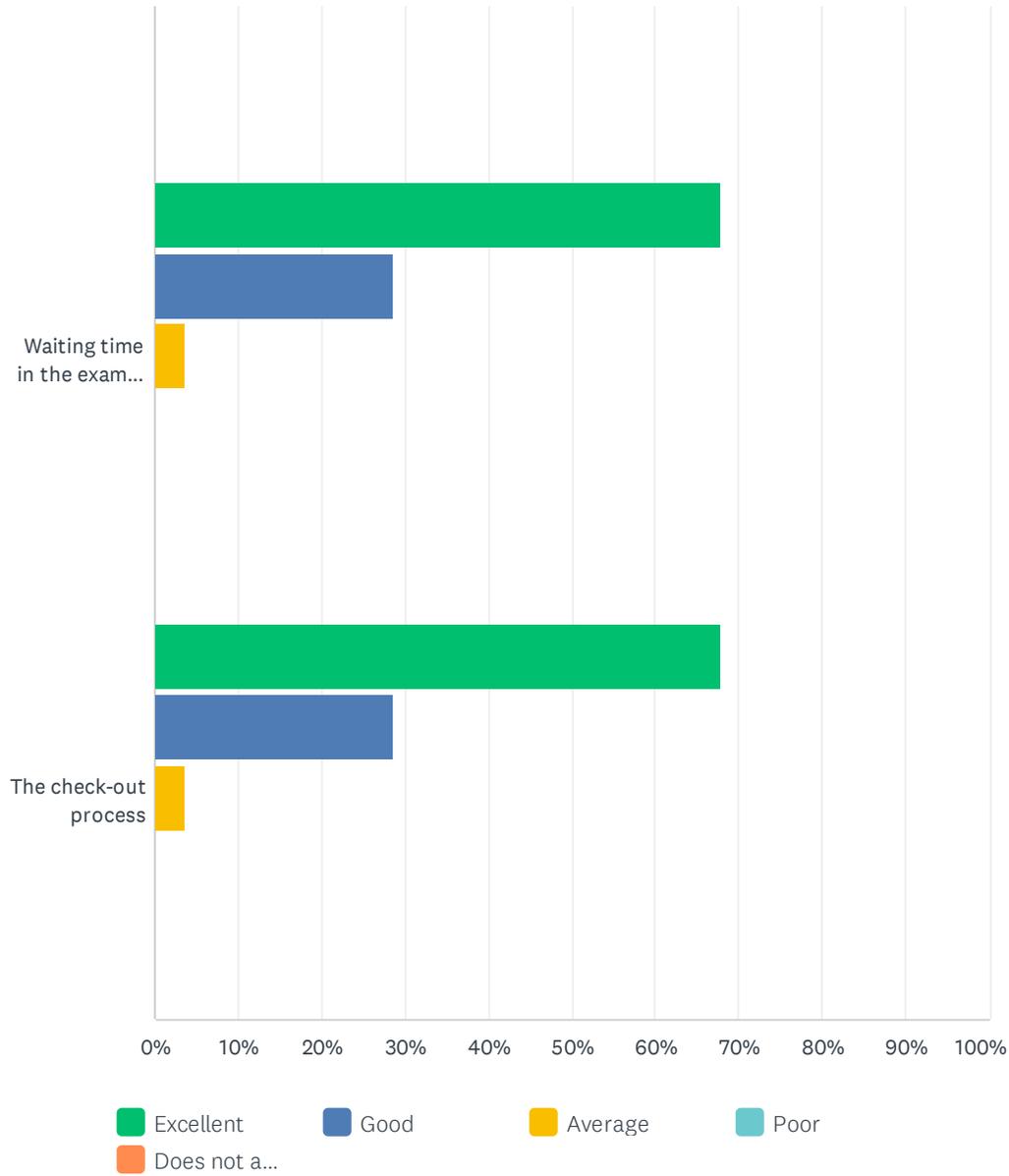
ANSWER CHOICES	RESPONSES	
Adult Health (sick visit, medication refills, CDL, physical)	42.86%	12
Child Health (age 20 and under)	0.00%	0
Family Planning	14.29%	4
Diabetes and Nutrition Center	0.00%	0
Diabetes Group Visit	0.00%	0
Sexually Transmitted Disease Clinic	0.00%	0
WIC (Women, Infant, and Children)	39.29%	11
Adult Care Management (Denise)	0.00%	0
OBCM (Kim and Katie)	0.00%	0
CC4C (Julie and Erin)	0.00%	0
MESH	0.00%	0
Behavioral Health	0.00%	0
Prefer not to identify service	3.57%	1
Total Respondents: 28		

### Q7 Please rate your visit today:

Answered: 28 Skipped: 1



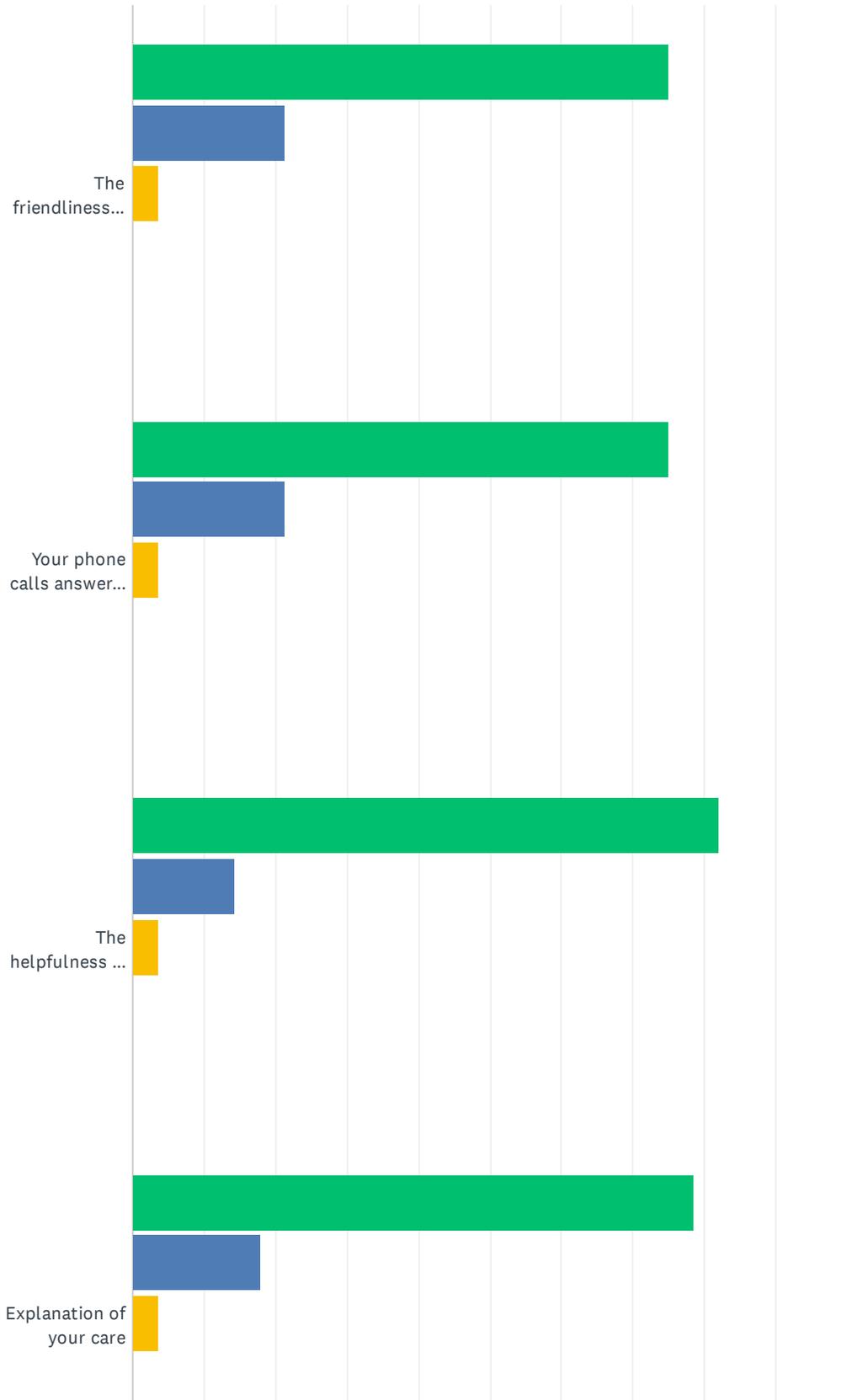
## Wilkes Health Patient Satisfaction Survey



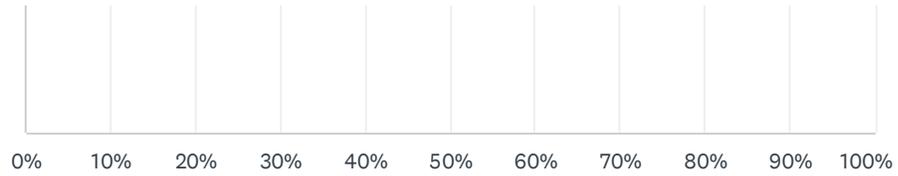
	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Ease of making my appointment	67.86% 19	25.00% 7	7.14% 2	0.00% 0	0.00% 0	28	1.39
Availability of appointments	64.29% 18	25.00% 7	10.71% 3	0.00% 0	0.00% 0	28	1.46
The check in process	74.07% 20	18.52% 5	7.41% 2	0.00% 0	0.00% 0	27	1.33
Waiting time in lobby	70.37% 19	25.93% 7	3.70% 1	0.00% 0	0.00% 0	27	1.33
Waiting time in the exam room	67.86% 19	28.57% 8	3.57% 1	0.00% 0	0.00% 0	28	1.36
The check-out process	67.86% 19	28.57% 8	3.57% 1	0.00% 0	0.00% 0	28	1.36

## Q8 Please rate our communication with you:

Answered: 28 Skipped: 1



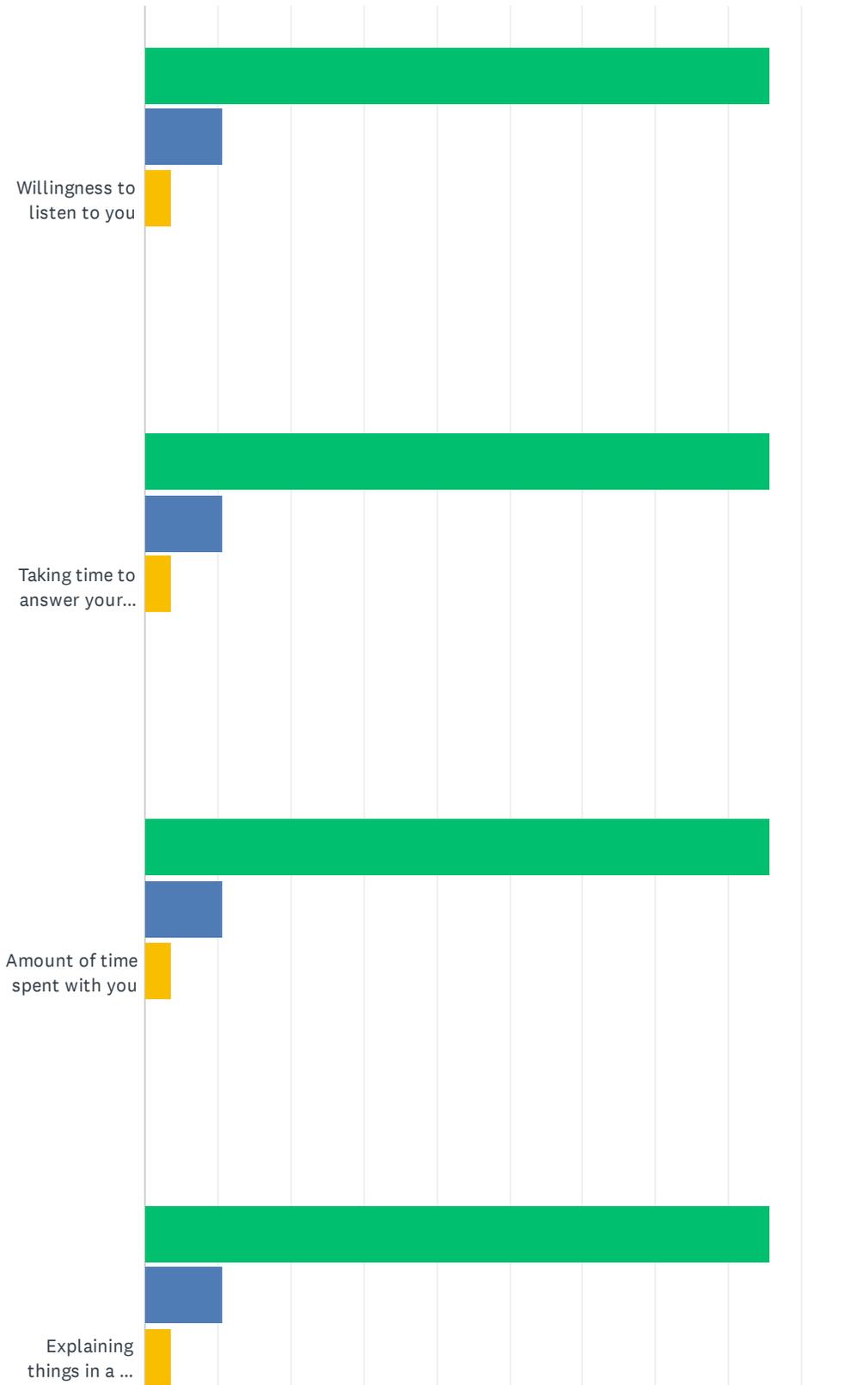
## Wilkes Health Patient Satisfaction Survey



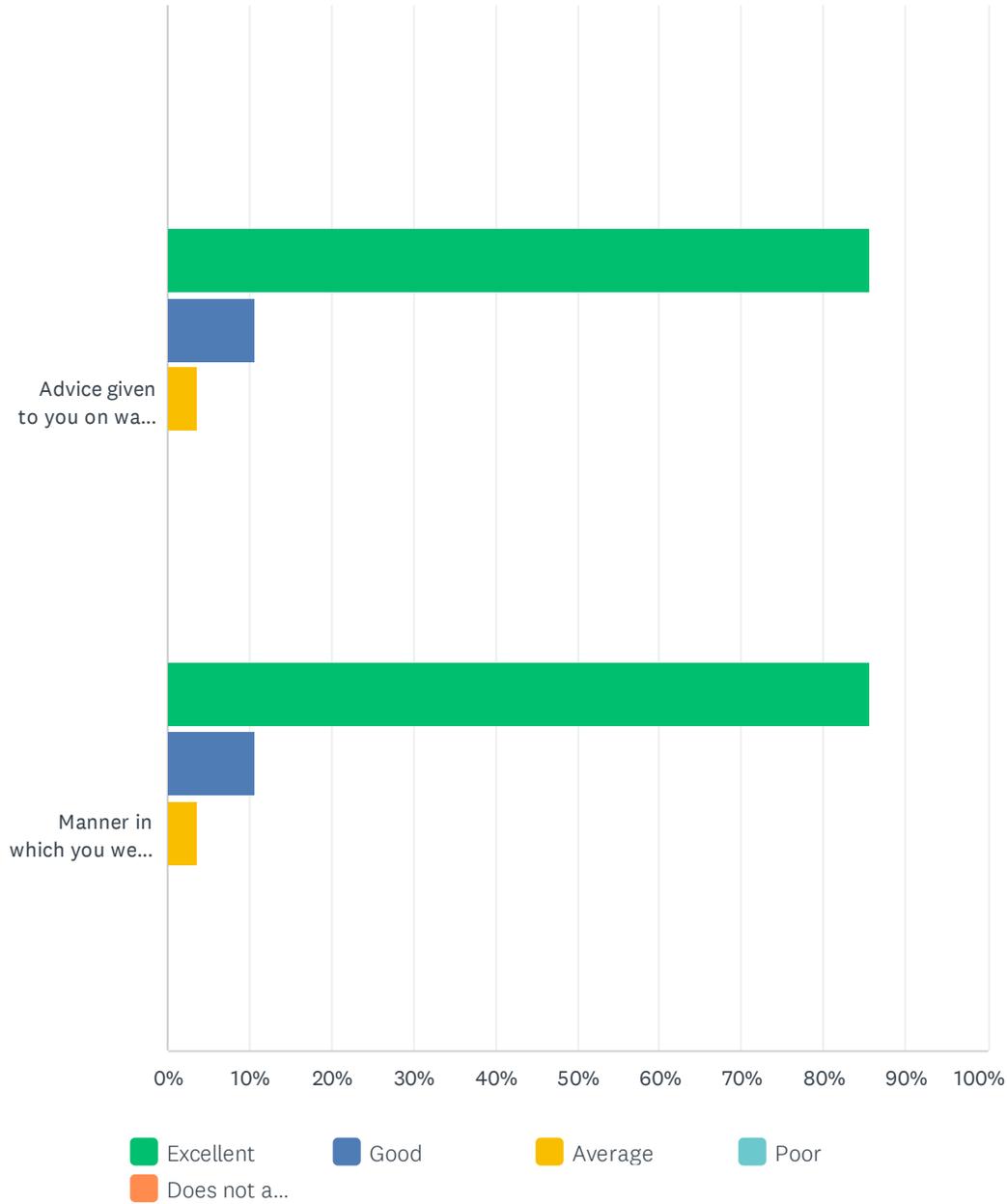
	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
The friendliness of the receptionist	75.00% 21	21.43% 6	3.57% 1	0.00% 0	0.00% 0	28	1.29
Your phone calls answered promptly	75.00% 21	21.43% 6	3.57% 1	0.00% 0	0.00% 0	28	1.29
The helpfulness of the staff	82.14% 23	14.29% 4	3.57% 1	0.00% 0	0.00% 0	28	1.21
Explanation of your care	78.57% 22	17.86% 5	3.57% 1	0.00% 0	0.00% 0	28	1.25

### Q9 Please rate your visit with the provider (Doctor, Dietitian, Physician's Assistant, Nurse Practitioner, Nurse or Social Worker):

Answered: 28 Skipped: 1



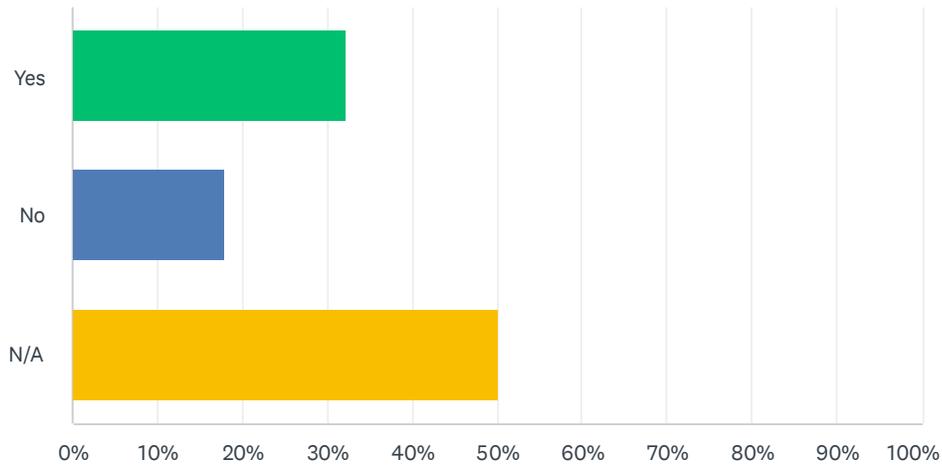
# Wilkes Health Patient Satisfaction Survey



	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Willingness to listen to you	85.71% 24	10.71% 3	3.57% 1	0.00% 0	0.00% 0	28	1.18
Taking time to answer your questions	85.71% 24	10.71% 3	3.57% 1	0.00% 0	0.00% 0	28	1.18
Amount of time spent with you	85.71% 24	10.71% 3	3.57% 1	0.00% 0	0.00% 0	28	1.18
Explaining things in a way you can understand	85.71% 24	10.71% 3	3.57% 1	0.00% 0	0.00% 0	28	1.18
Advice given to you on ways to stay healthy	85.71% 24	10.71% 3	3.57% 1	0.00% 0	0.00% 0	28	1.18
Manner in which you were treated with dignity and fairness	85.71% 24	10.71% 3	3.57% 1	0.00% 0	0.00% 0	28	1.18

**Q10 In the past 12 months, has the provider or nurse notified you of changes in your medications and/or the results of your lab tests or x-ray results when completed?**

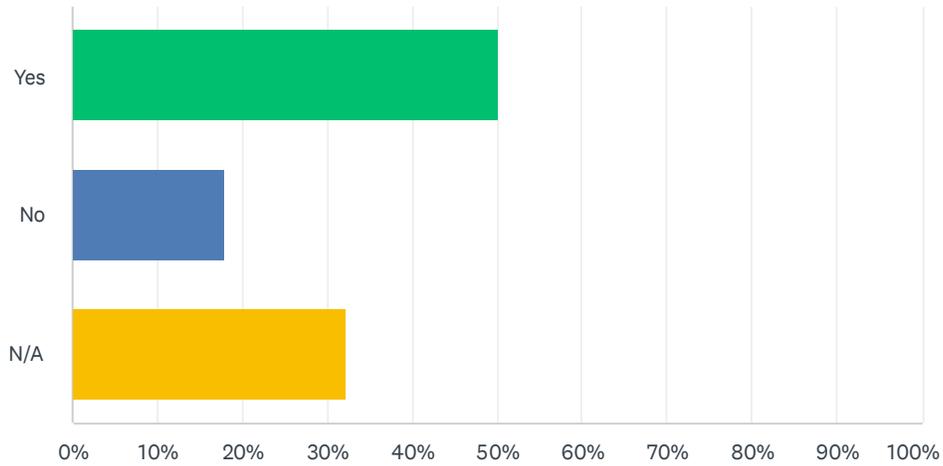
Answered: 28 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	32.14%	9
No	17.86%	5
N/A	50.00%	14
<b>TOTAL</b>		<b>28</b>

### Q11 In the past 12 months, did the provider or nurse talk with you about specific goals to improve your health?

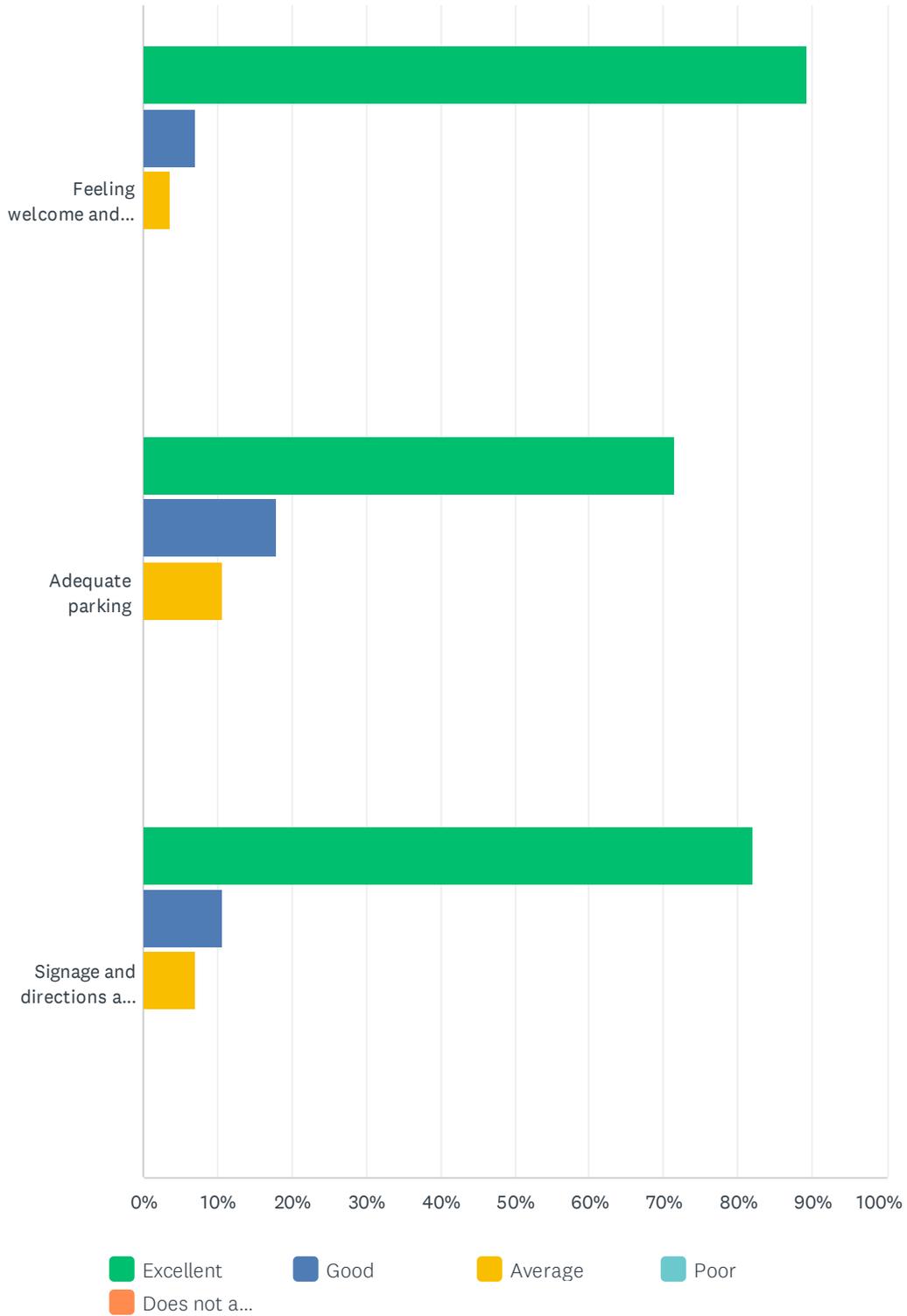
Answered: 28 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	50.00%	14
No	17.86%	5
N/A	32.14%	9
<b>TOTAL</b>		<b>28</b>

### Q12 Please rate our facility:

Answered: 28 Skipped: 1

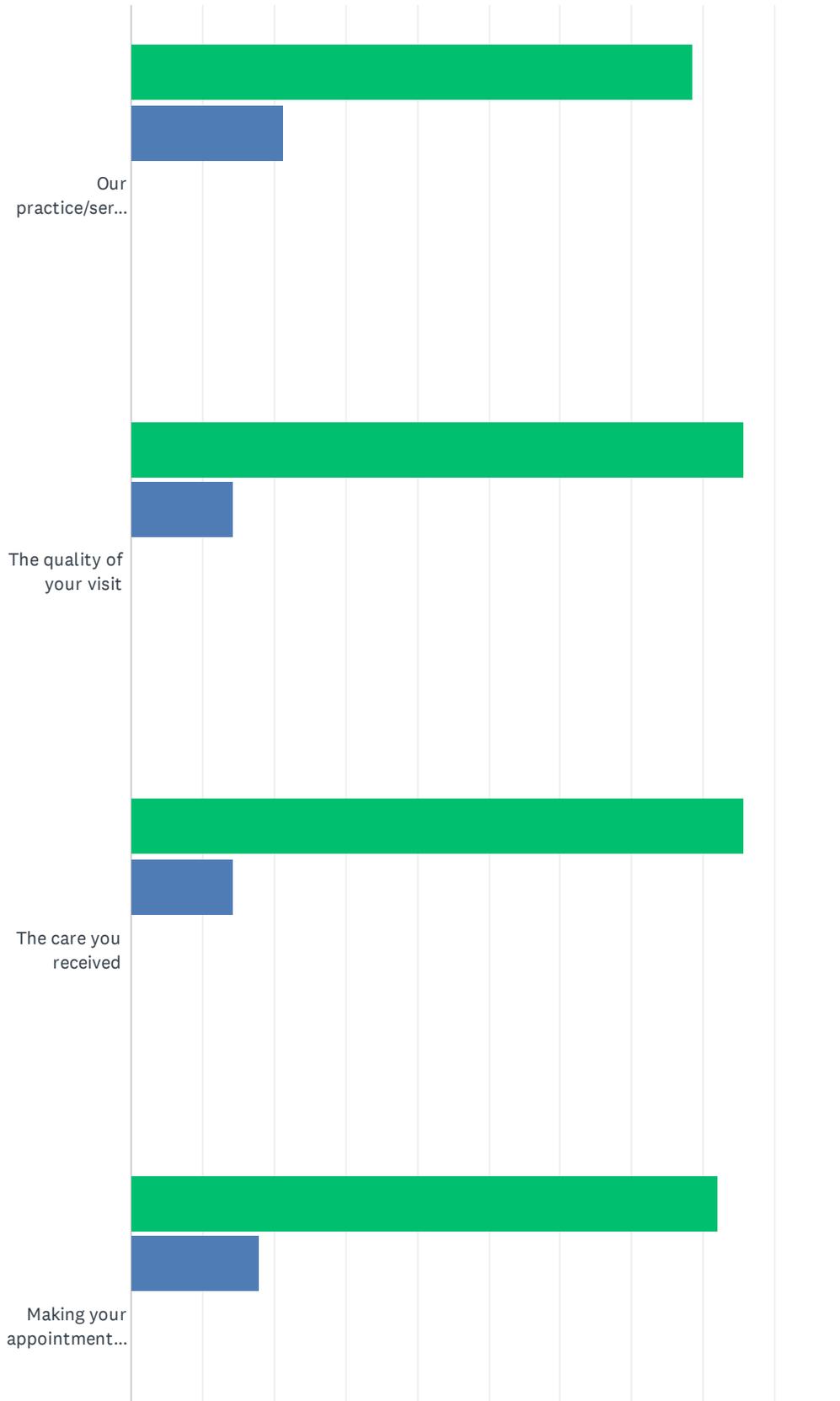


## Wilkes Health Patient Satisfaction Survey

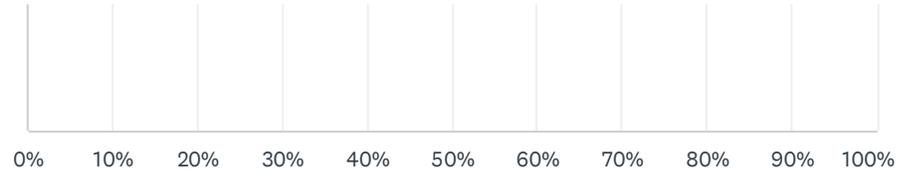
	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Feeling welcome and comfortable in our facility	89.29% 25	7.14% 2	3.57% 1	0.00% 0	0.00% 0	28	1.14
Adequate parking	71.43% 20	17.86% 5	10.71% 3	0.00% 0	0.00% 0	28	1.39
Signage and directions are easy to follow	82.14% 23	10.71% 3	7.14% 2	0.00% 0	0.00% 0	28	1.25

### Q13 Please rate your overall satisfaction with:

Answered: 28 Skipped: 1



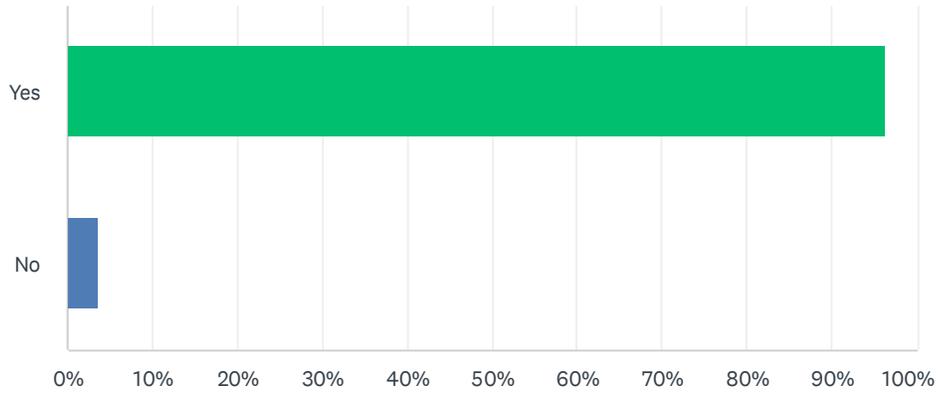
## Wilkes Health Patient Satisfaction Survey



	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Our practice/services	78.57% 22	21.43% 6	0.00% 0	0.00% 0	0.00% 0	28	1.21
The quality of your visit	85.71% 24	14.29% 4	0.00% 0	0.00% 0	0.00% 0	28	1.14
The care you received	85.71% 24	14.29% 4	0.00% 0	0.00% 0	0.00% 0	28	1.14
Making your appointment today	82.14% 23	17.86% 5	0.00% 0	0.00% 0	0.00% 0	28	1.18

## Q14 Do our hours of operation meet your needs?

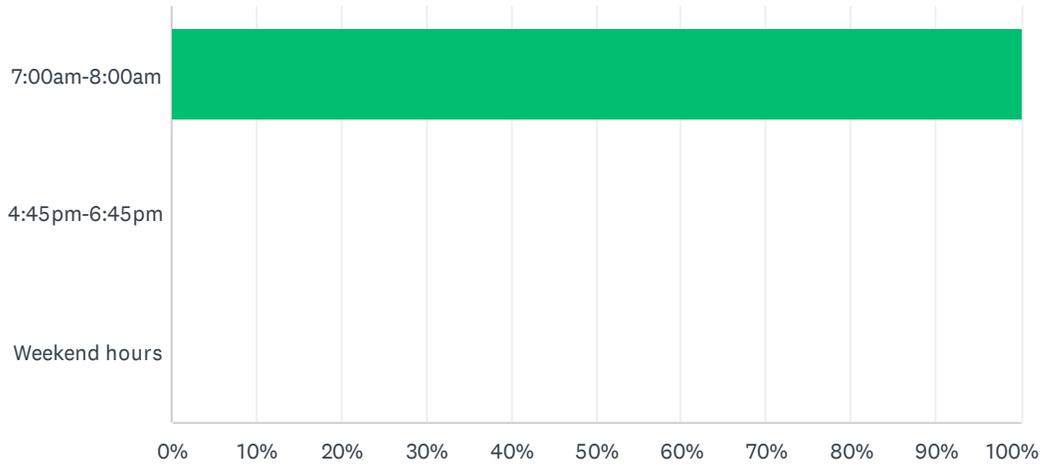
Answered: 28 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	96.43%	27
No	3.57%	1
TOTAL		28

Q15 Please check the hours below that would best meet your needs.

Answered: 1 Skipped: 28



ANSWER CHOICES	RESPONSES
7:00am-8:00am	100.00% 1
4:45pm-6:45pm	0.00% 0
Weekend hours	0.00% 0
<b>TOTAL</b>	<b>1</b>

Q16 Were you provided outstanding service today? If so, who or how?

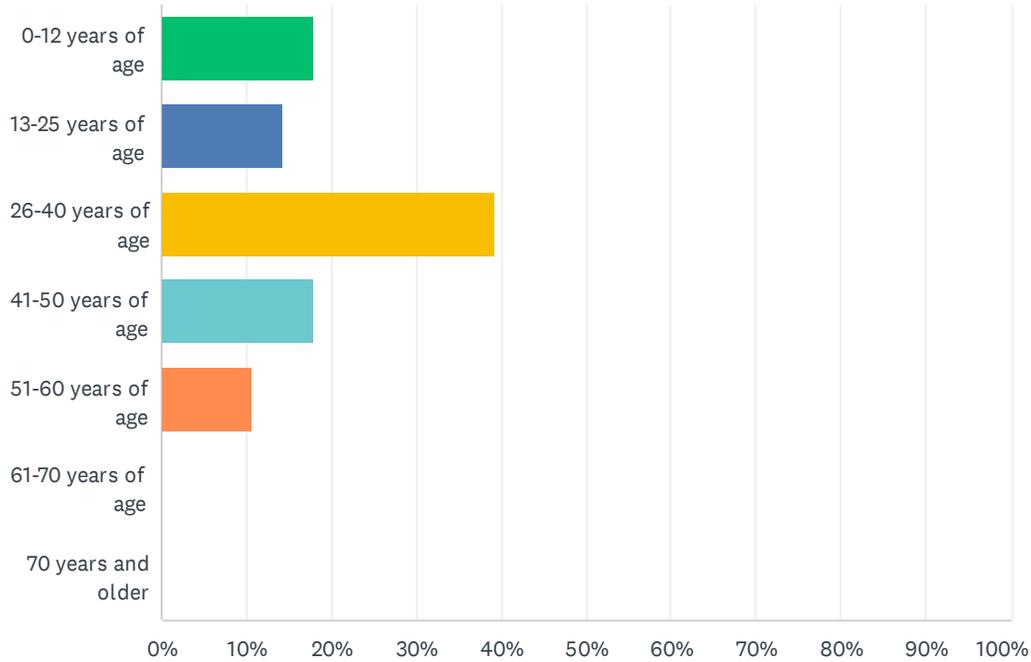
Answered: 13 Skipped: 16

## Q17 How can we improve our services?

Answered: 12 Skipped: 17

## Q18 Please select the age range that best describes person seeking services:

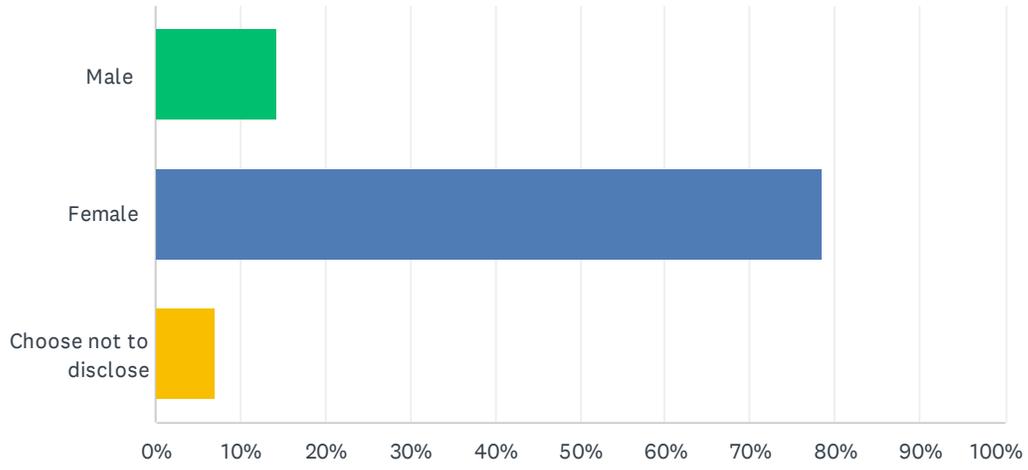
Answered: 28 Skipped: 1



ANSWER CHOICES	RESPONSES
0-12 years of age	17.86% 5
13-25 years of age	14.29% 4
26-40 years of age	39.29% 11
41-50 years of age	17.86% 5
51-60 years of age	10.71% 3
61-70 years of age	0.00% 0
70 years and older	0.00% 0
<b>TOTAL</b>	<b>28</b>

## Q19 What is your gender identity?

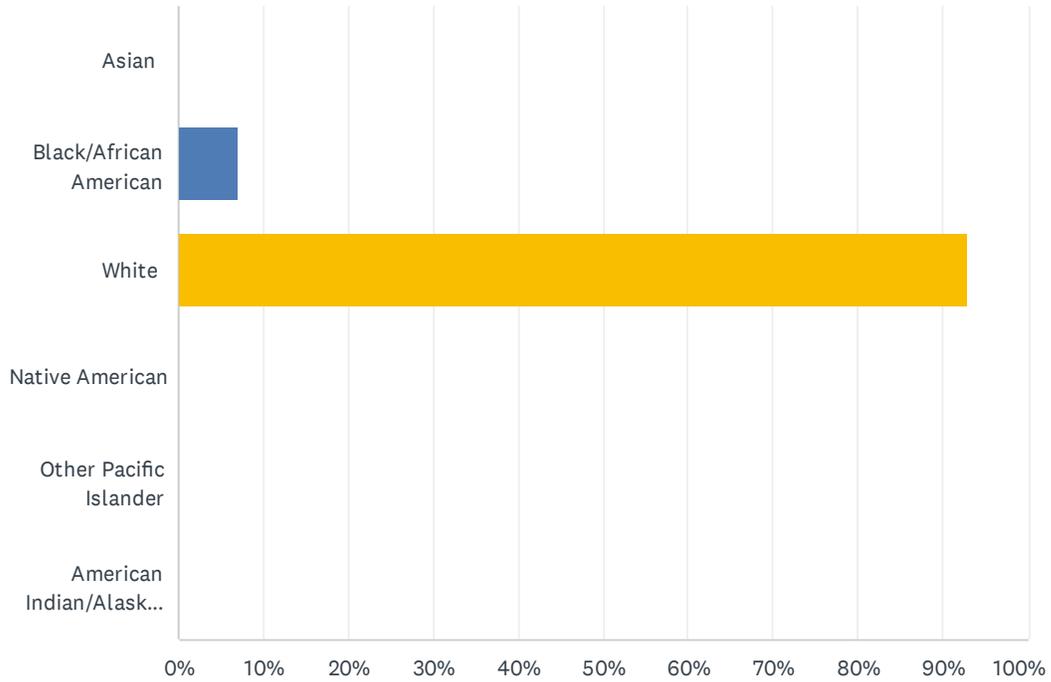
Answered: 28 Skipped: 1



ANSWER CHOICES	RESPONSES
Male	14.29% 4
Female	78.57% 22
Choose not to disclose	7.14% 2
<b>TOTAL</b>	<b>28</b>

## Q20 What is your race?

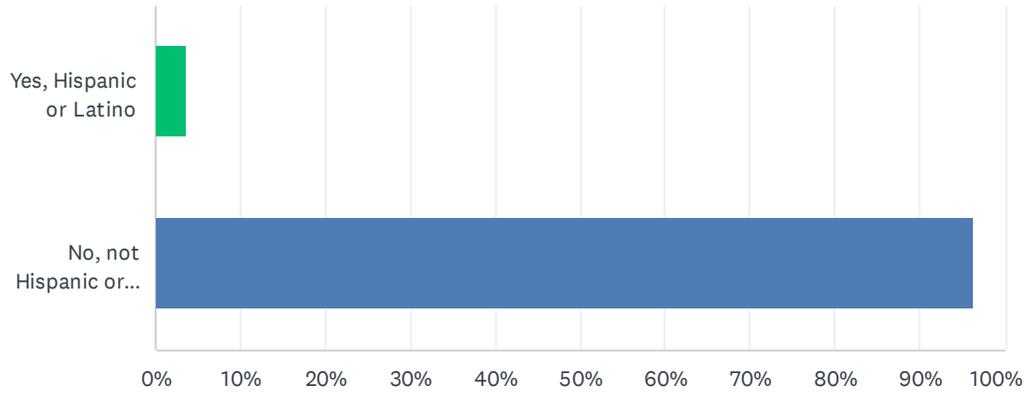
Answered: 28 Skipped: 1



ANSWER CHOICES	RESPONSES	
Asian	0.00%	0
Black/African American	7.14%	2
White	92.86%	26
Native American	0.00%	0
Other Pacific Islander	0.00%	0
American Indian/Alaskan Native	0.00%	0
<b>TOTAL</b>		<b>28</b>

## Q21 Do you consider yourself Hispanic or Latino?

Answered: 28 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, Hispanic or Latino	3.57%	1
No, not Hispanic or Latino	96.43%	27
TOTAL		28