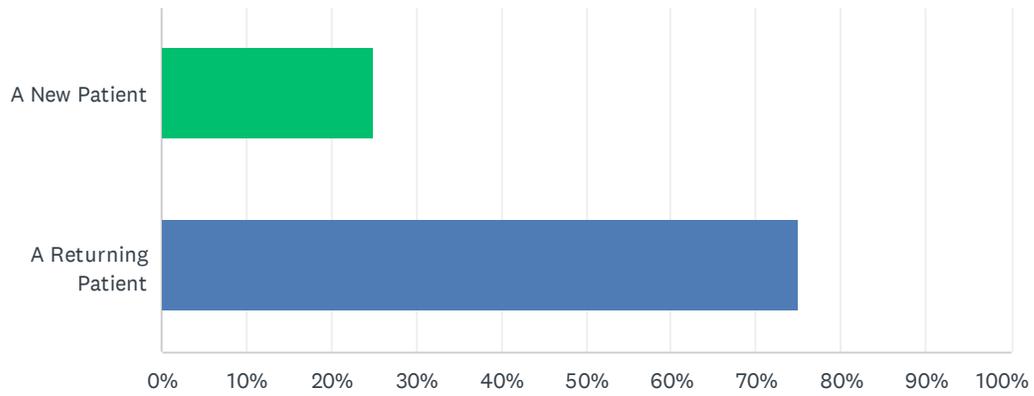


Q1 Are you:

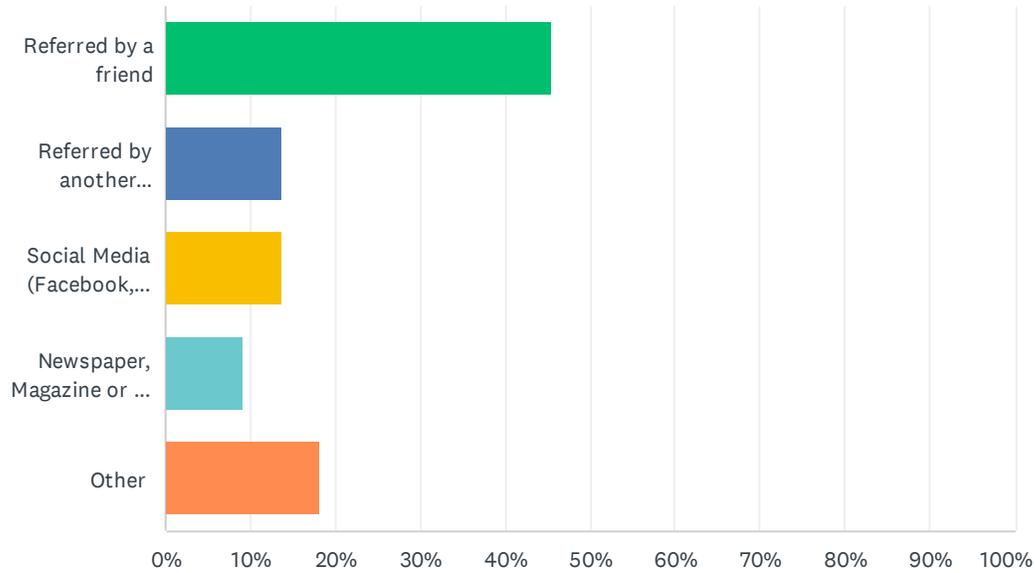
Answered: 92 Skipped: 0



ANSWER CHOICES	RESPONSES	
A New Patient	25.00%	23
A Returning Patient	75.00%	69
TOTAL		92

Q2 How did you hear about our services?

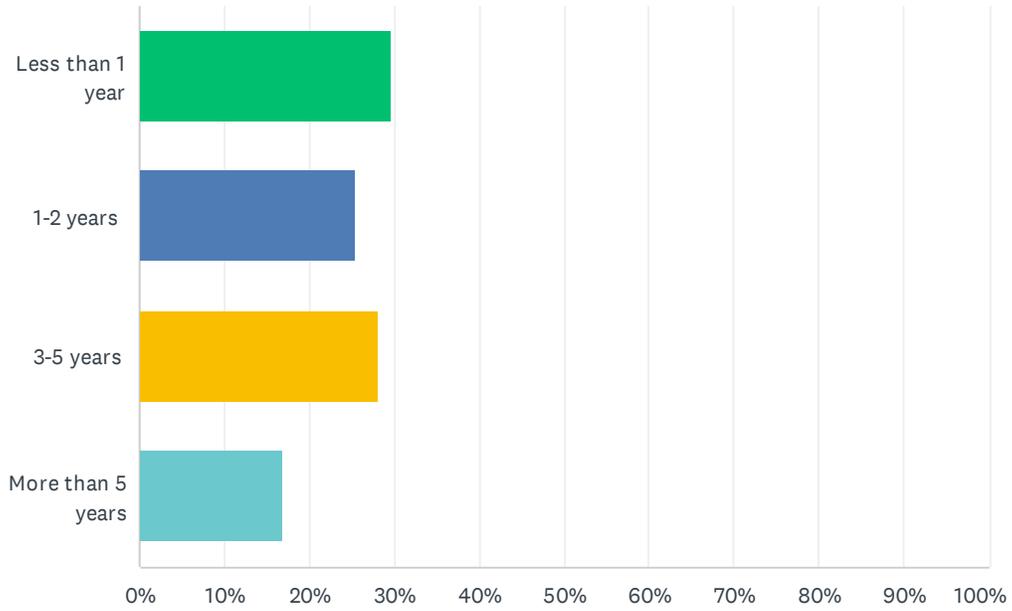
Answered: 22 Skipped: 70



ANSWER CHOICES	RESPONSES	
Referred by a friend	45.45%	10
Referred by another practice	13.64%	3
Social Media (Facebook, twitter, ect.)	13.64%	3
Newspaper, Magazine or any other printed material	9.09%	2
Other	18.18%	4
TOTAL		22

Q3 How long have you been a patient with us?

Answered: 71 Skipped: 21



ANSWER CHOICES	RESPONSES	
Less than 1 year	29.58%	21
1-2 years	25.35%	18
3-5 years	28.17%	20
More than 5 years	16.90%	12
TOTAL		71

Q4 Are you aware of our sliding scale fee program?

Answered: 0 Skipped: 92

 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?

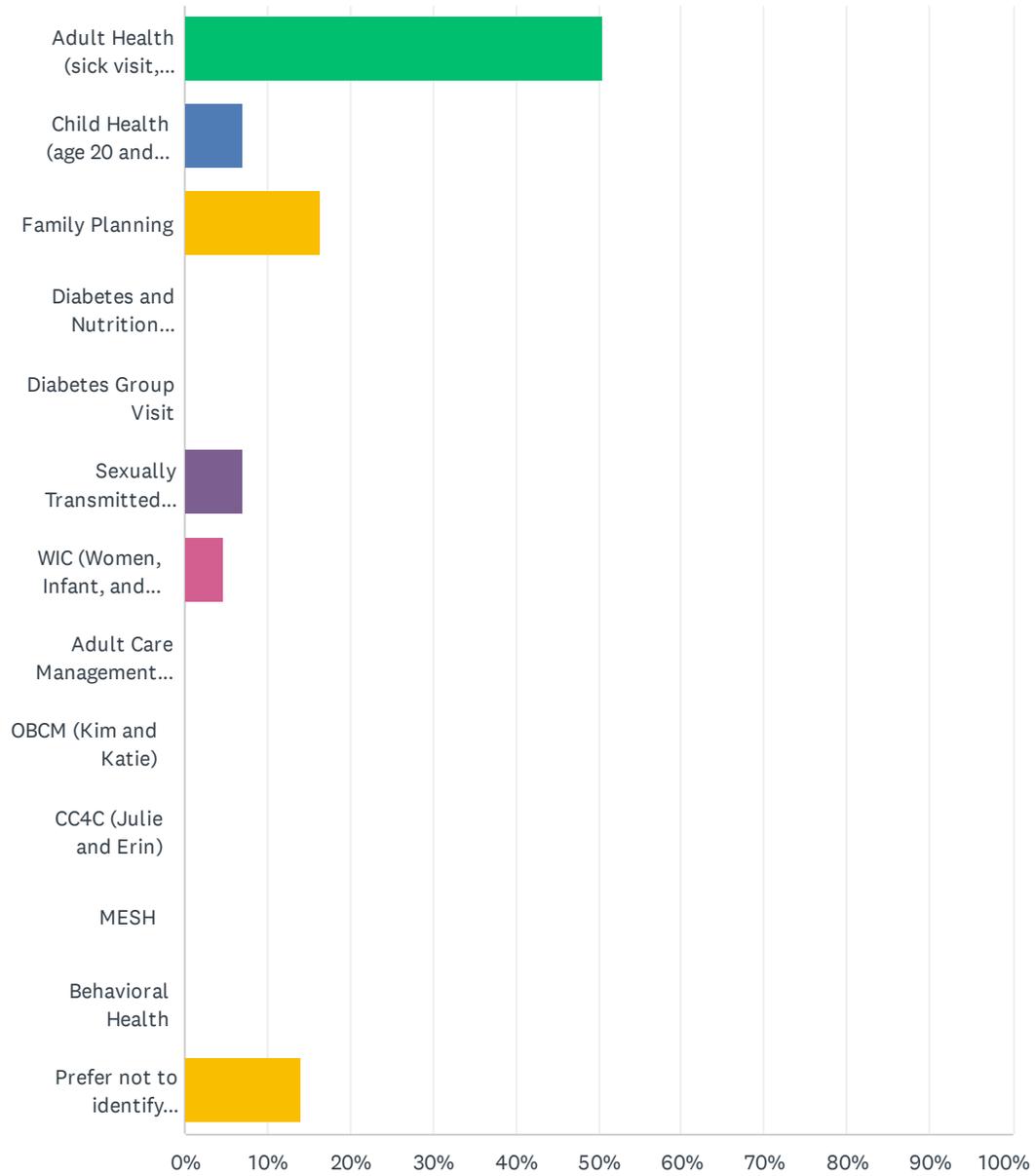
Answered: 0 Skipped: 92

 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: 85 Skipped: 7

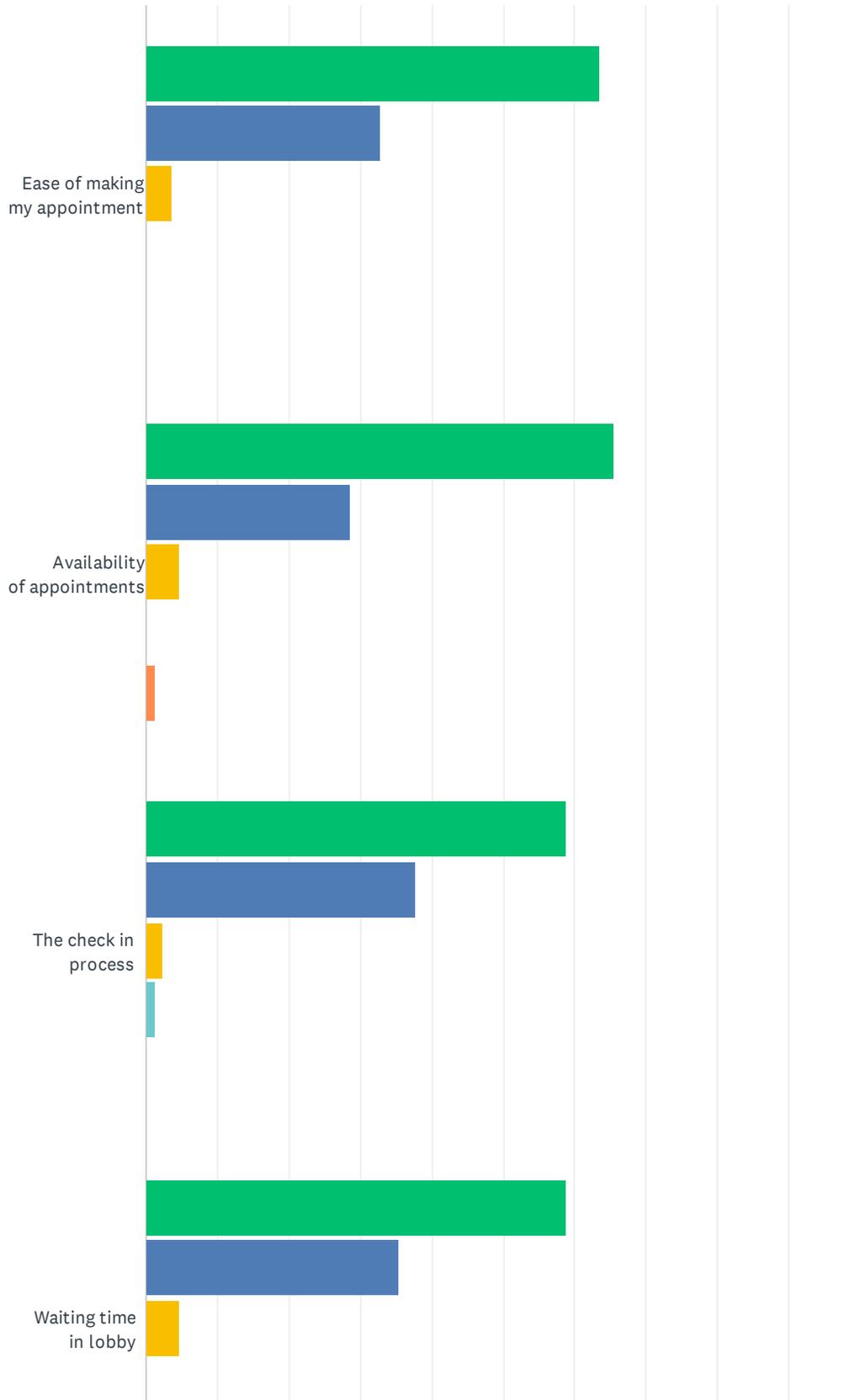


Wilkes Health Patient Satisfaction Survey

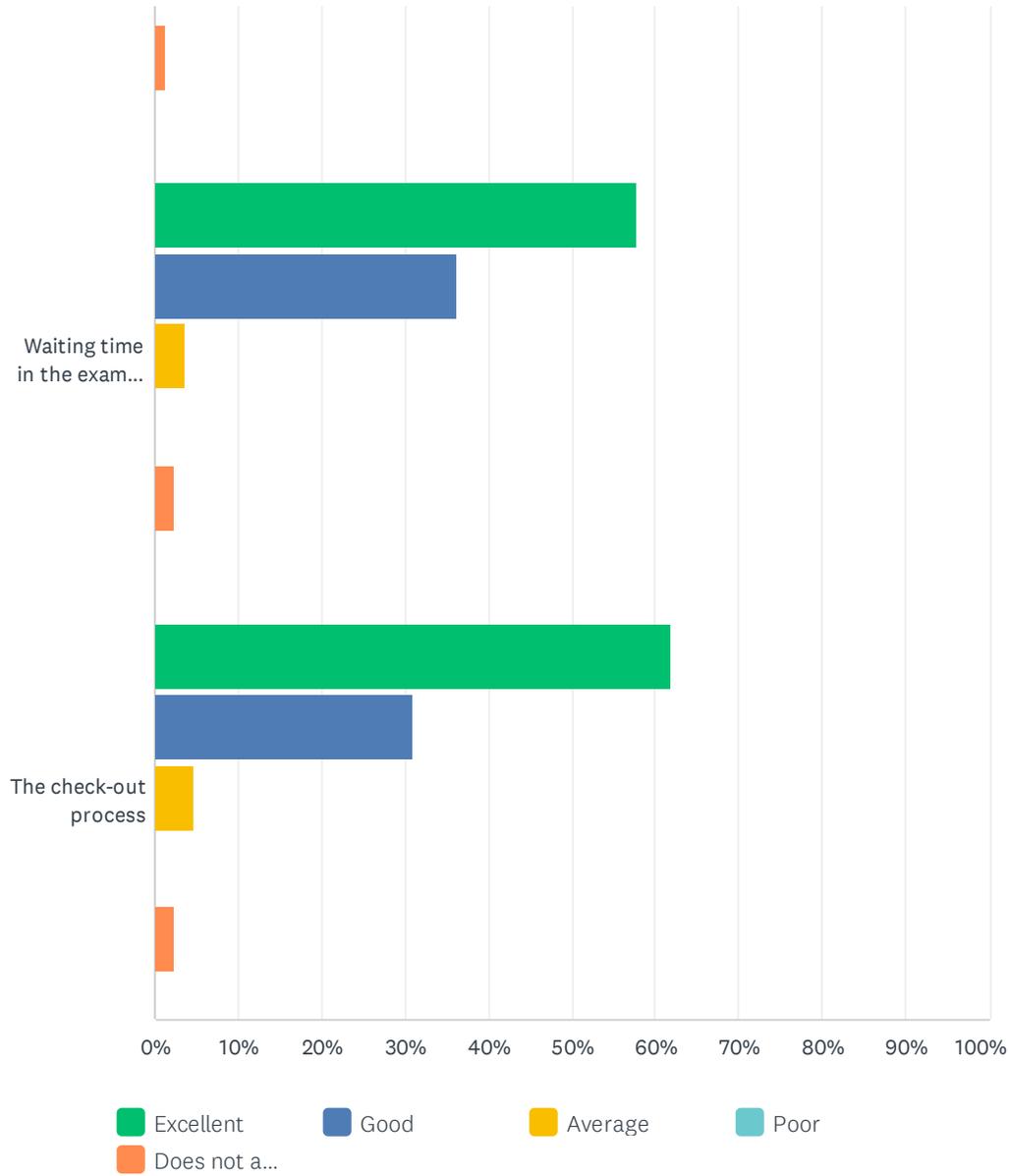
ANSWER CHOICES	RESPONSES	
Adult Health (sick visit, medication refills, CDL, physical)	50.59%	43
Child Health (age 20 and under)	7.06%	6
Family Planning	16.47%	14
Diabetes and Nutrition Center	0.00%	0
Diabetes Group Visit	0.00%	0
Sexually Transmitted Disease Clinic	7.06%	6
WIC (Women, Infant, and Children)	4.71%	4
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	14.12%	12
Total Respondents: 85		

Q7 Please rate your visit today:

Answered: 85 Skipped: 7



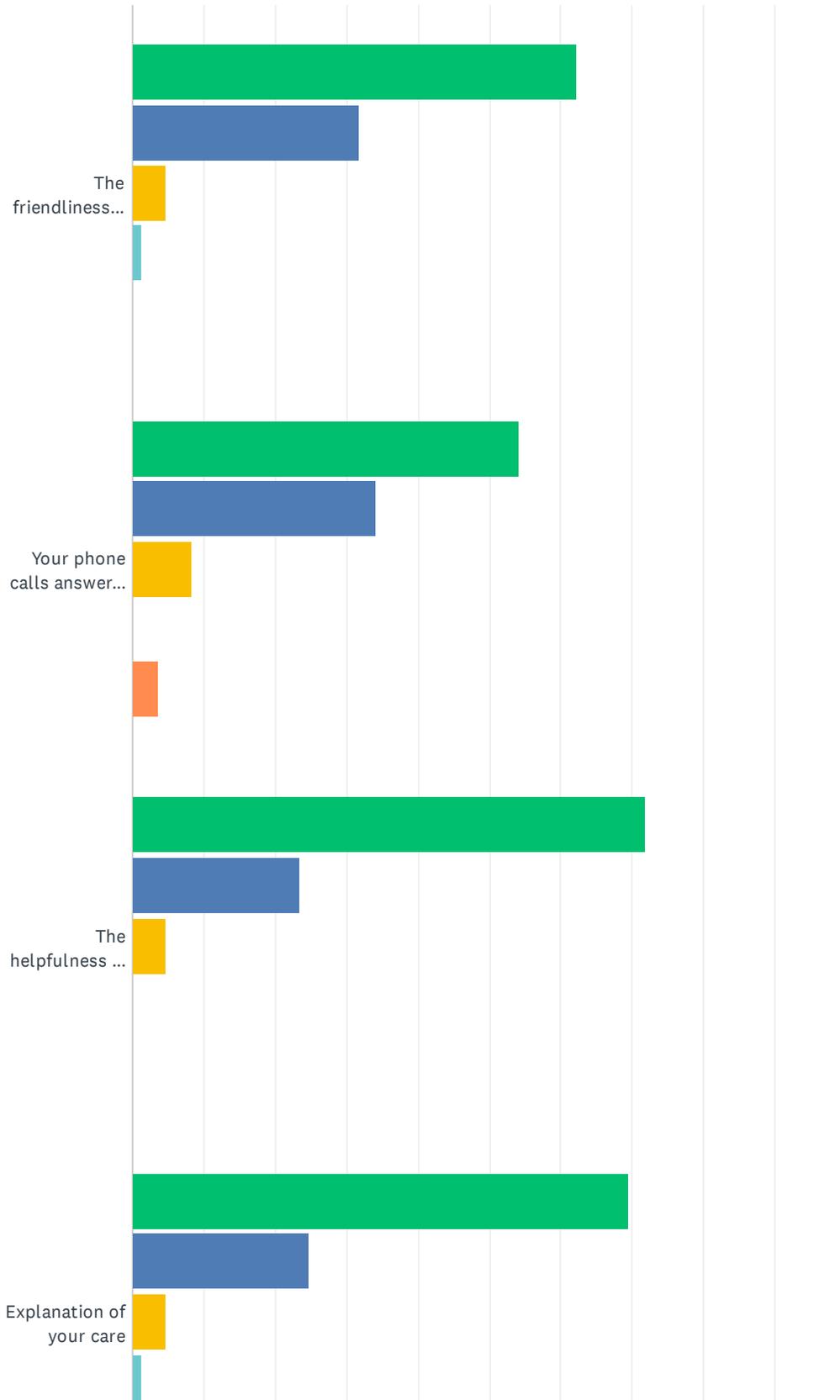
Wilkes Health Patient Satisfaction Survey



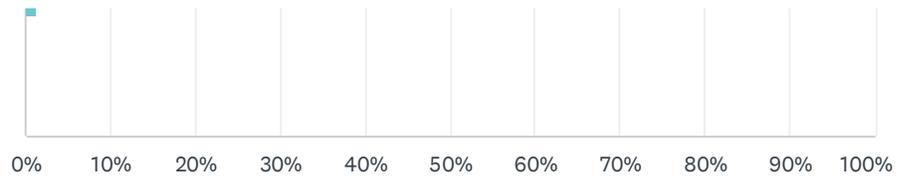
	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Ease of making my appointment	63.53% 54	32.94% 28	3.53% 3	0.00% 0	0.00% 0	85	1.40
Availability of appointments	65.48% 55	28.57% 24	4.76% 4	0.00% 0	1.19% 1	84	1.43
The check in process	58.82% 50	37.65% 32	2.35% 2	1.18% 1	0.00% 0	85	1.46
Waiting time in lobby	58.82% 50	35.29% 30	4.71% 4	0.00% 0	1.18% 1	85	1.49
Waiting time in the exam room	57.83% 48	36.14% 30	3.61% 3	0.00% 0	2.41% 2	83	1.53
The check-out process	61.90% 52	30.95% 26	4.76% 4	0.00% 0	2.38% 2	84	1.50

Q8 Please rate our communication with you:

Answered: 85 Skipped: 7



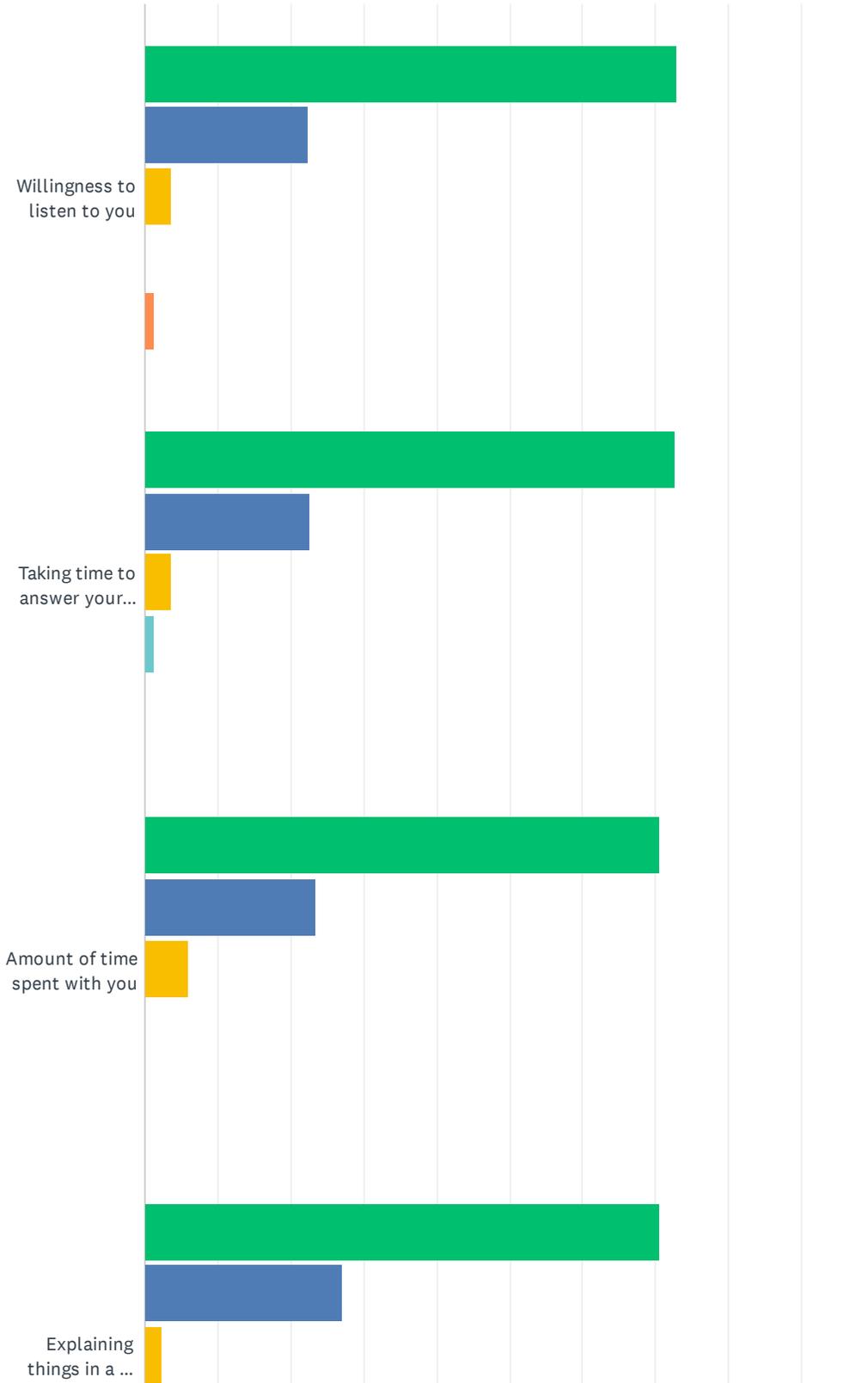
Wilkes Health Patient Satisfaction Survey



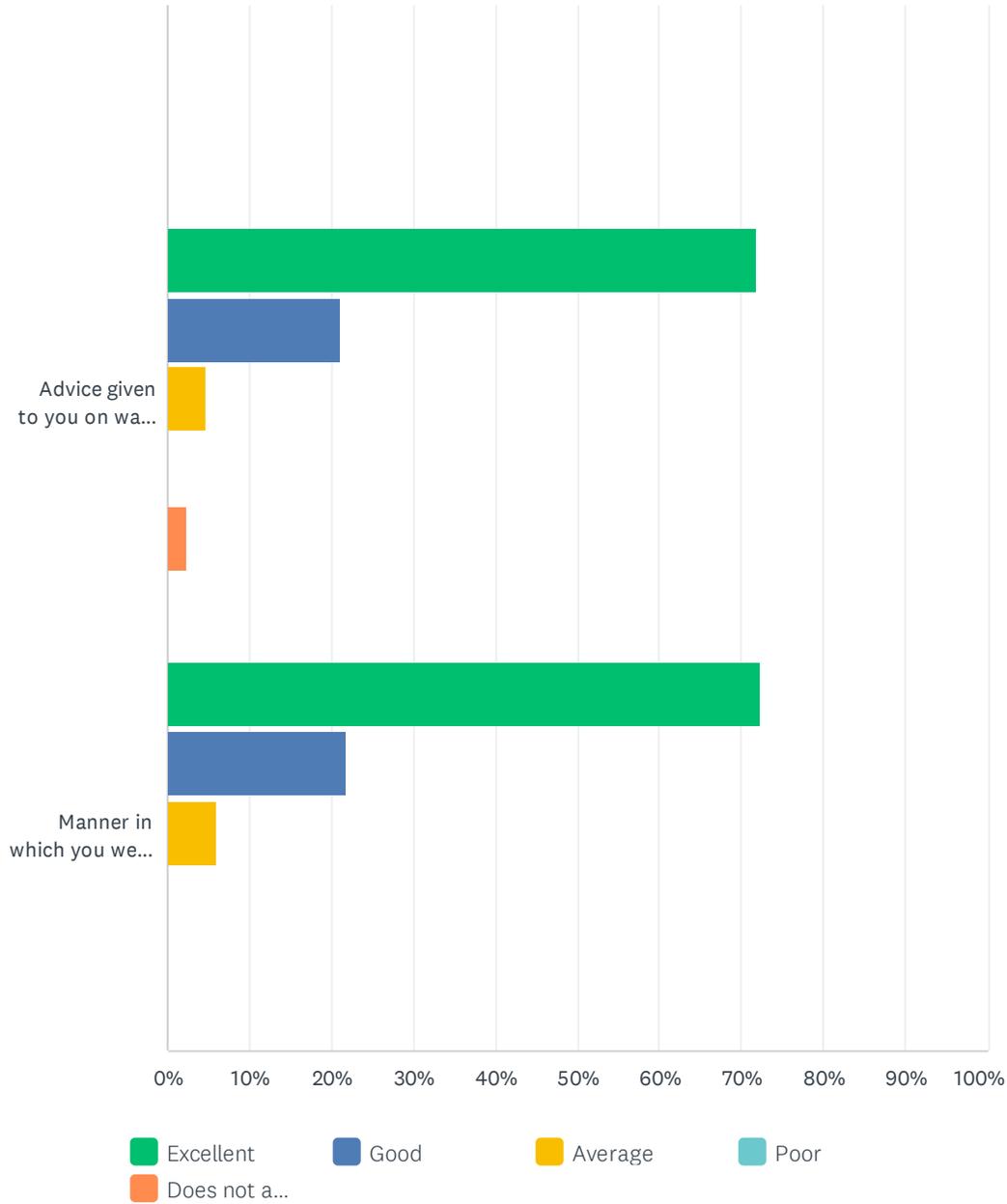
	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
The friendliness of the receptionist	62.35% 53	31.76% 27	4.71% 4	1.18% 1	0.00% 0	85	1.45
Your phone calls answered promptly	54.12% 46	34.12% 29	8.24% 7	0.00% 0	3.53% 3	85	1.65
The helpfulness of the staff	71.76% 61	23.53% 20	4.71% 4	0.00% 0	0.00% 0	85	1.33
Explanation of your care	69.41% 59	24.71% 21	4.71% 4	1.18% 1	0.00% 0	85	1.38

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

Answered: 85 Skipped: 7



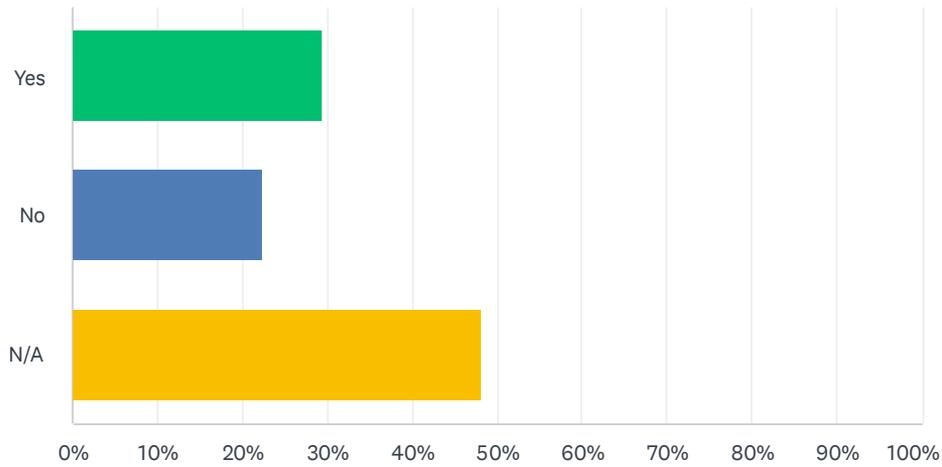
Wilkes Health Patient Satisfaction Survey



	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Willingness to listen to you	72.94% 62	22.35% 19	3.53% 3	0.00% 0	1.18% 1	85	1.34
Taking time to answer your questions	72.62% 61	22.62% 19	3.57% 3	1.19% 1	0.00% 0	84	1.33
Amount of time spent with you	70.59% 60	23.53% 20	5.88% 5	0.00% 0	0.00% 0	85	1.35
Explaining things in a way you can understand	70.59% 60	27.06% 23	2.35% 2	0.00% 0	0.00% 0	85	1.32
Advice given to you on ways to stay healthy	71.76% 61	21.18% 18	4.71% 4	0.00% 0	2.35% 2	85	1.40
Manner in which you were treated with dignity and fairness	72.29% 60	21.69% 18	6.02% 5	0.00% 0	0.00% 0	83	1.34

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?

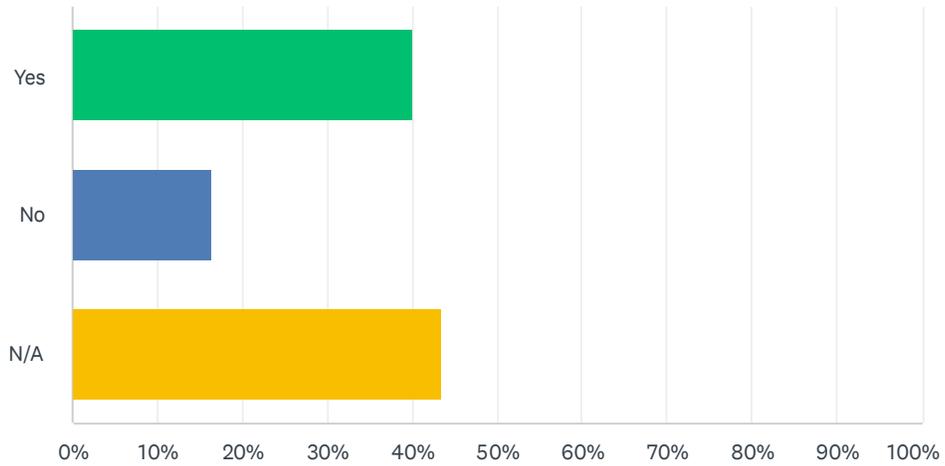
Answered: 85 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	29.41%	25
No	22.35%	19
N/A	48.24%	41
TOTAL		85

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

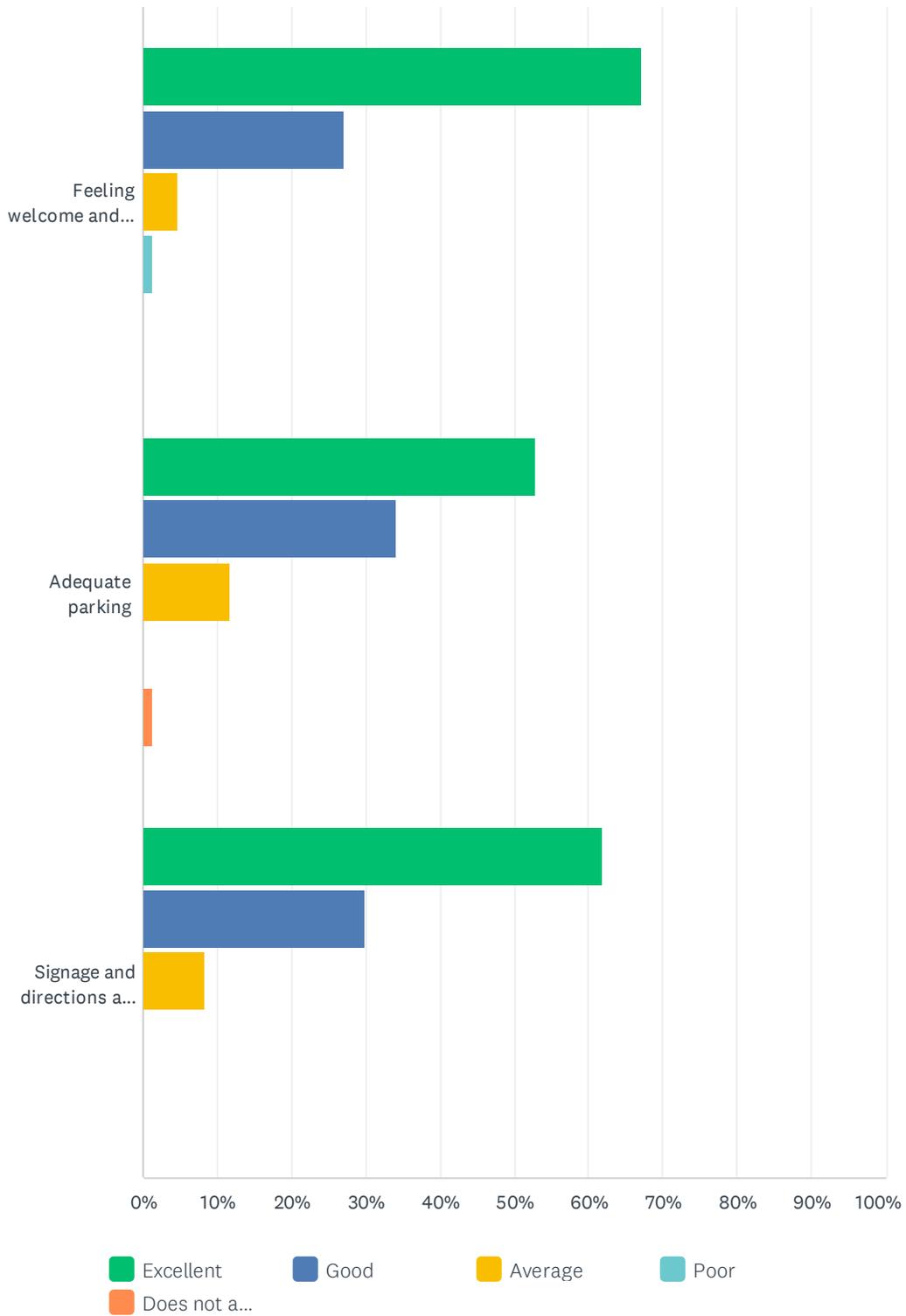
Answered: 85 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	40.00%	34
No	16.47%	14
N/A	43.53%	37
TOTAL		85

Q12 Please rate our facility:

Answered: 85 Skipped: 7

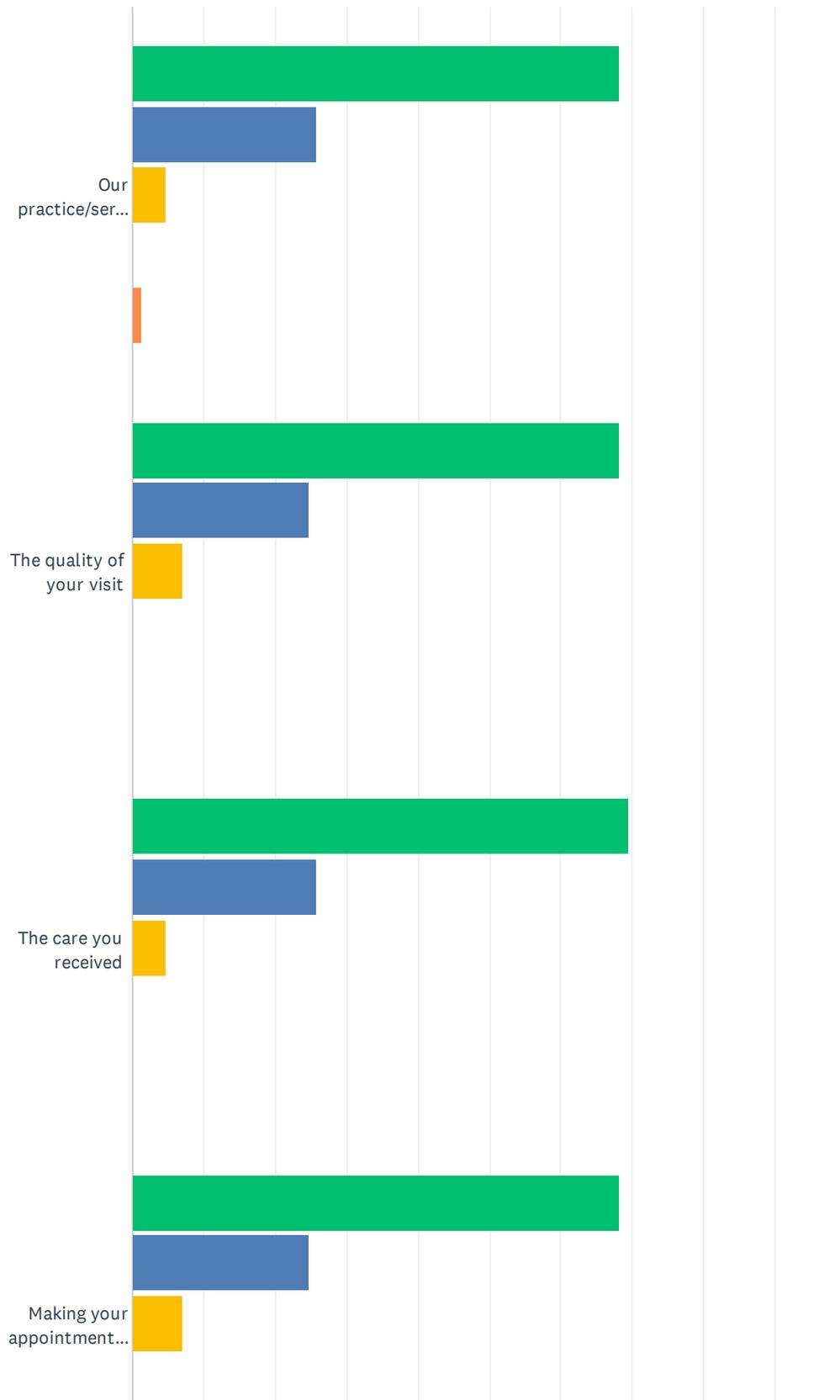


Wilkes Health Patient Satisfaction Survey

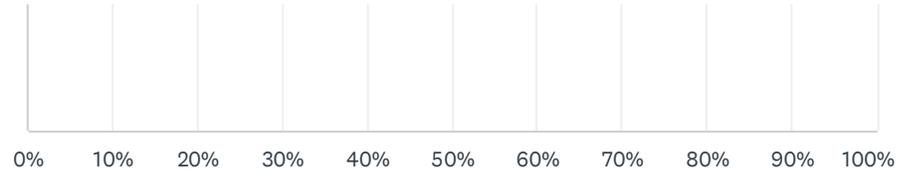
	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Feeling welcome and comfortable in our facility	67.06% 57	27.06% 23	4.71% 4	1.18% 1	0.00% 0	85	1.40
Adequate parking	52.94% 45	34.12% 29	11.76% 10	0.00% 0	1.18% 1	85	1.62
Signage and directions are easy to follow	61.90% 52	29.76% 25	8.33% 7	0.00% 0	0.00% 0	84	1.46

Q13 Please rate your overall satisfaction with:

Answered: 85 Skipped: 7



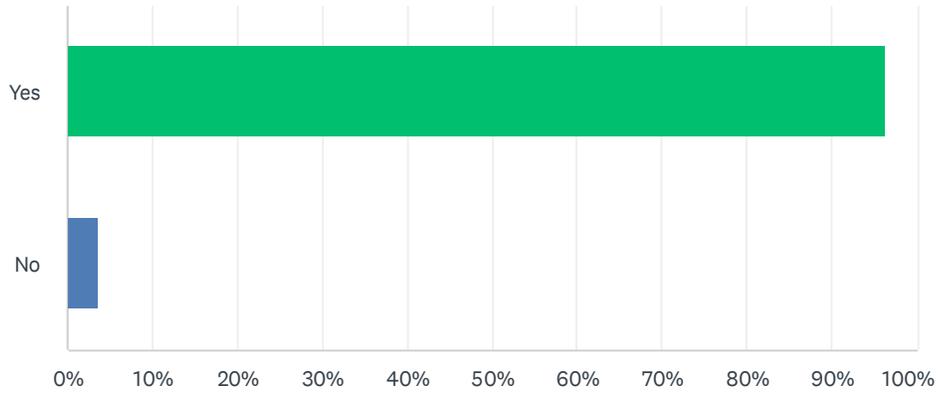
Wilkes Health Patient Satisfaction Survey



	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Our practice/services	68.24% 58	25.88% 22	4.71% 4	0.00% 0	1.18% 1	85	1.40
The quality of your visit	68.24% 58	24.71% 21	7.06% 6	0.00% 0	0.00% 0	85	1.39
The care you received	69.41% 59	25.88% 22	4.71% 4	0.00% 0	0.00% 0	85	1.35
Making your appointment today	68.24% 58	24.71% 21	7.06% 6	0.00% 0	0.00% 0	85	1.39

Q14 Do our hours of operation meet your needs?

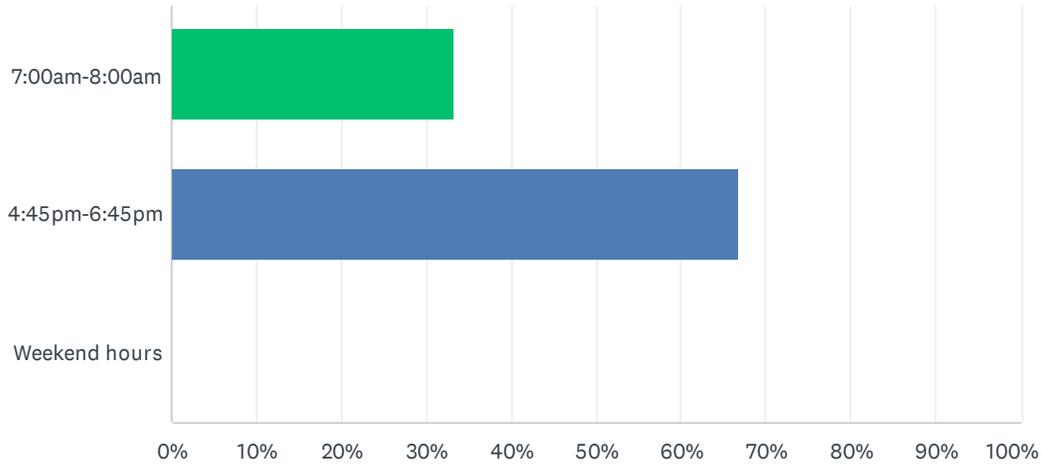
Answered: 85 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	96.47%	82
No	3.53%	3
TOTAL		85

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

Answered: 3 Skipped: 89



ANSWER CHOICES	RESPONSES	
7:00am-8:00am	33.33%	1
4:45pm-6:45pm	66.67%	2
Weekend hours	0.00%	0
TOTAL		3

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

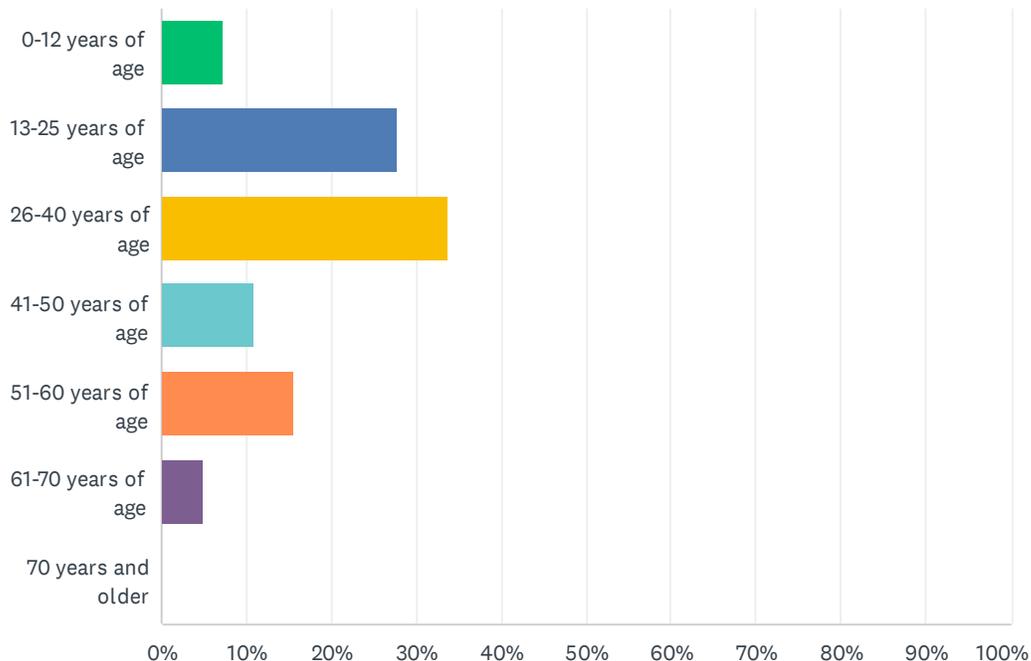
Answered: 38 Skipped: 54

Q17 How can we improve our services?

Answered: 29 Skipped: 63

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

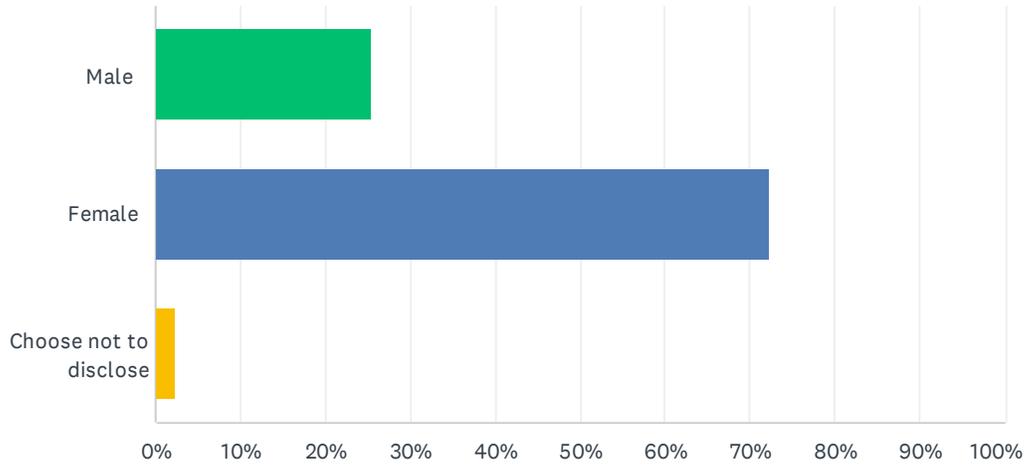
Answered: 83 Skipped: 9



ANSWER CHOICES	RESPONSES	
0-12 years of age	7.23%	6
13-25 years of age	27.71%	23
26-40 years of age	33.73%	28
41-50 years of age	10.84%	9
51-60 years of age	15.66%	13
61-70 years of age	4.82%	4
70 years and older	0.00%	0
TOTAL		83

Q19 What is your gender identity?

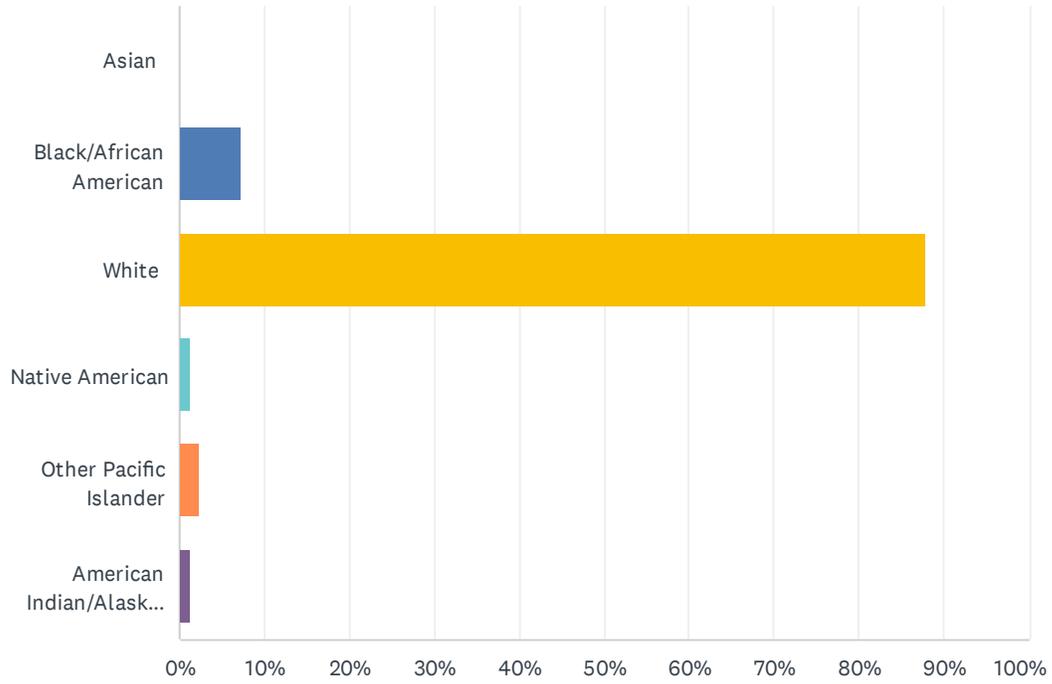
Answered: 83 Skipped: 9



ANSWER CHOICES	RESPONSES	
Male	25.30%	21
Female	72.29%	60
Choose not to disclose	2.41%	2
TOTAL		83

Q20 What is your race?

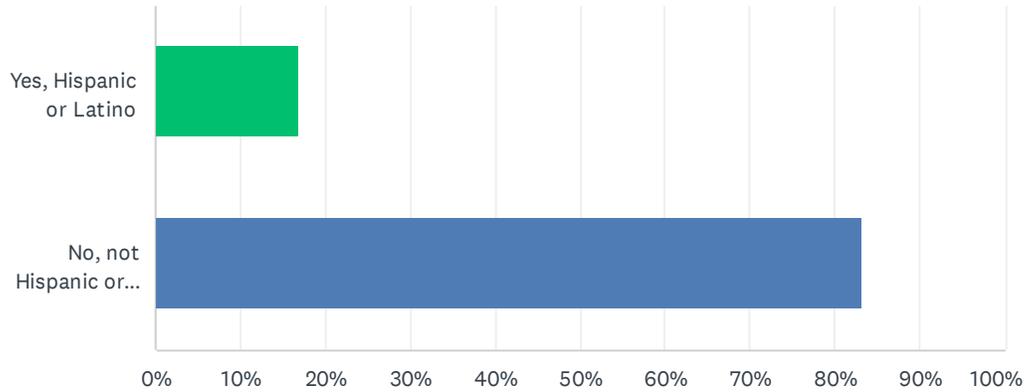
Answered: 83 Skipped: 9



ANSWER CHOICES	RESPONSES	
Asian	0.00%	0
Black/African American	7.23%	6
White	87.95%	73
Native American	1.20%	1
Other Pacific Islander	2.41%	2
American Indian/Alaskan Native	1.20%	1
TOTAL		83

Q21 Do you consider yourself Hispanic or Latino?

Answered: 83 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes, Hispanic or Latino	16.87%	14
No, not Hispanic or Latino	83.13%	69
TOTAL		83