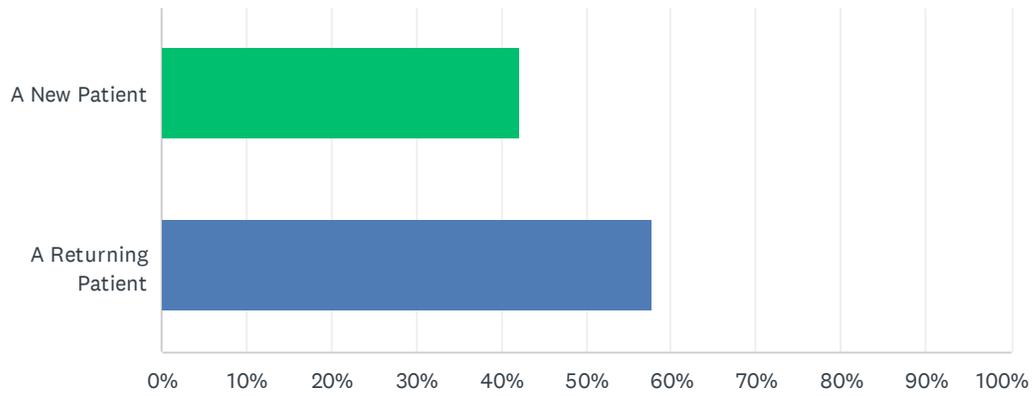


Q1 Are you:

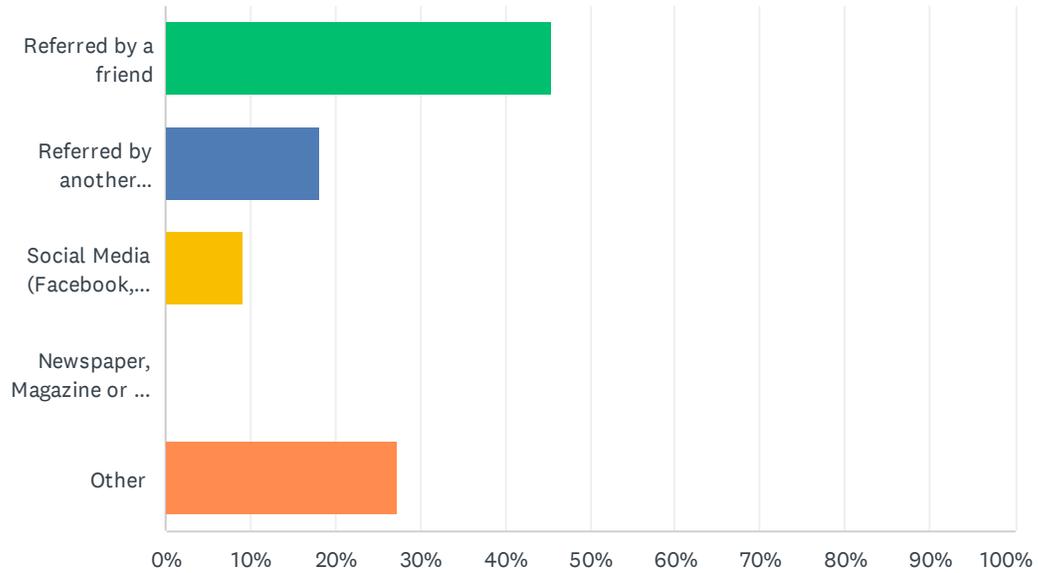
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES
A New Patient	42.31% 11
A Returning Patient	57.69% 15
TOTAL	26

Q2 How did you hear about our services?

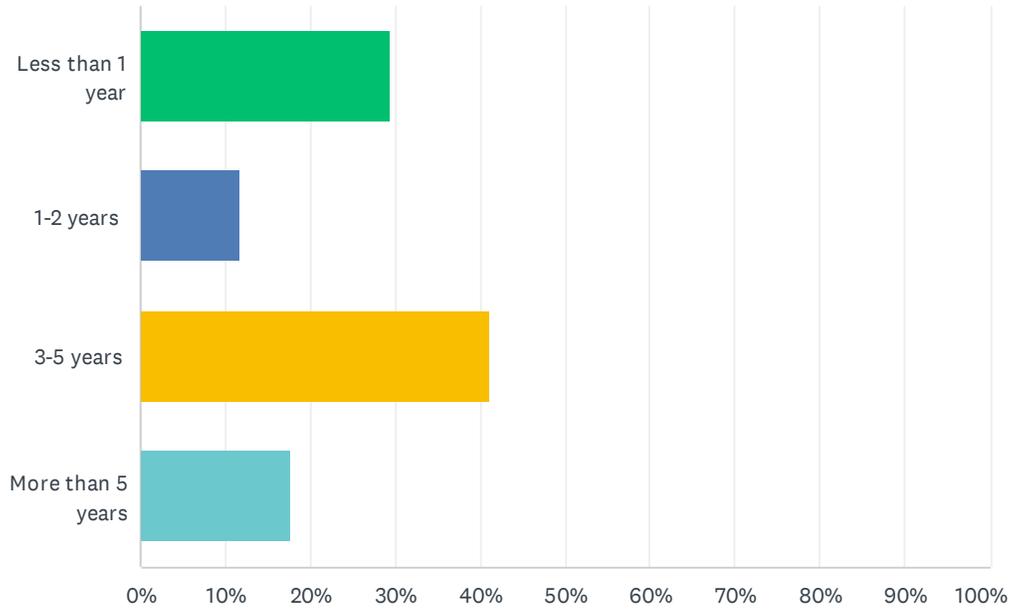
Answered: 11 Skipped: 15



ANSWER CHOICES	RESPONSES	
Referred by a friend	45.45%	5
Referred by another practice	18.18%	2
Social Media (Facebook, twitter, ect.)	9.09%	1
Newspaper, Magazine or any other printed material	0.00%	0
Other	27.27%	3
TOTAL		11

Q3 How long have you been a patient with us?

Answered: 17 Skipped: 9



ANSWER CHOICES	RESPONSES
Less than 1 year	29.41% 5
1-2 years	11.76% 2
3-5 years	41.18% 7
More than 5 years	17.65% 3
TOTAL	17

Q4 Are you aware of our sliding scale fee program?

Answered: 0 Skipped: 26

 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?

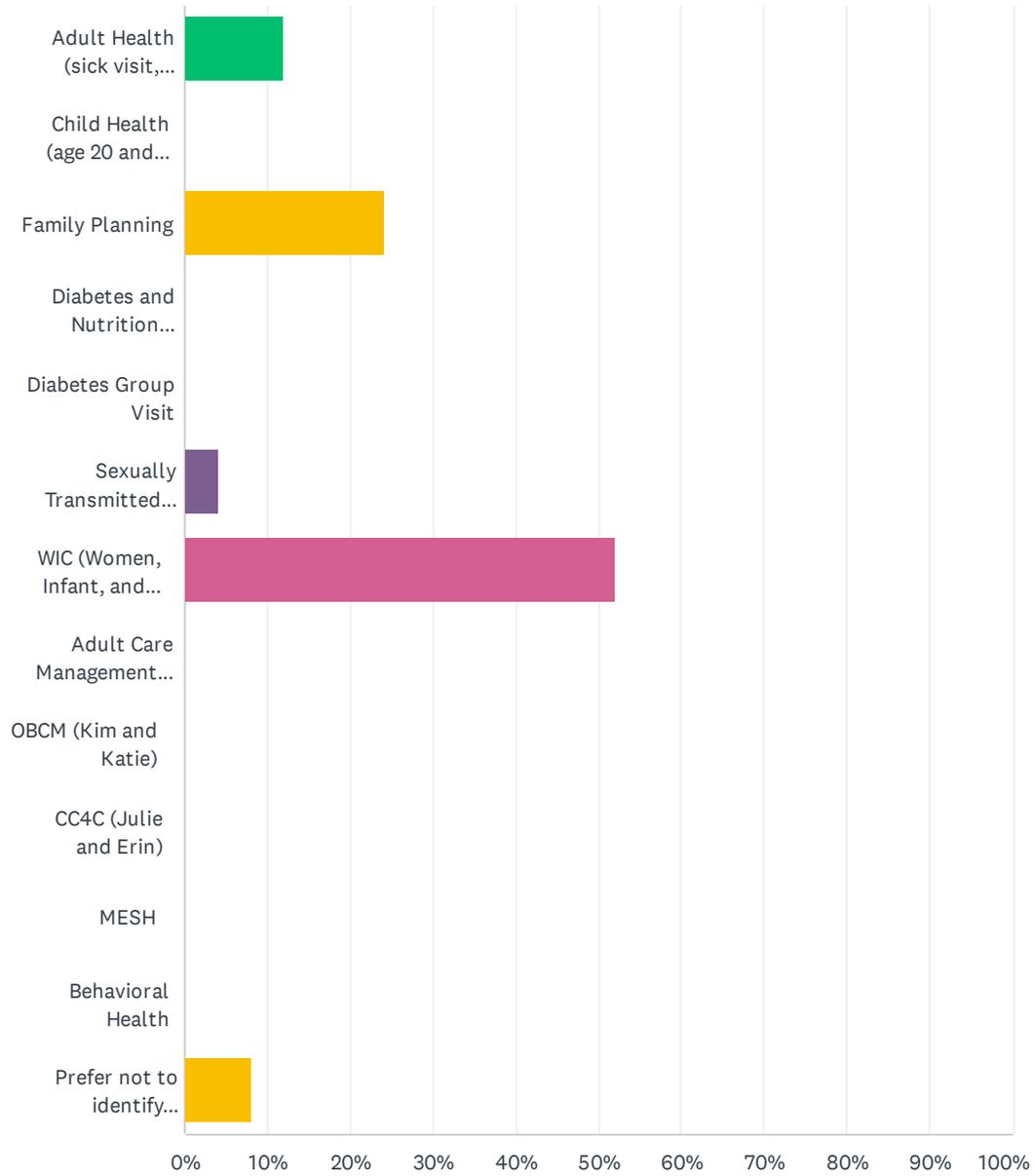
Answered: 0 Skipped: 26

 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: 25 Skipped: 1

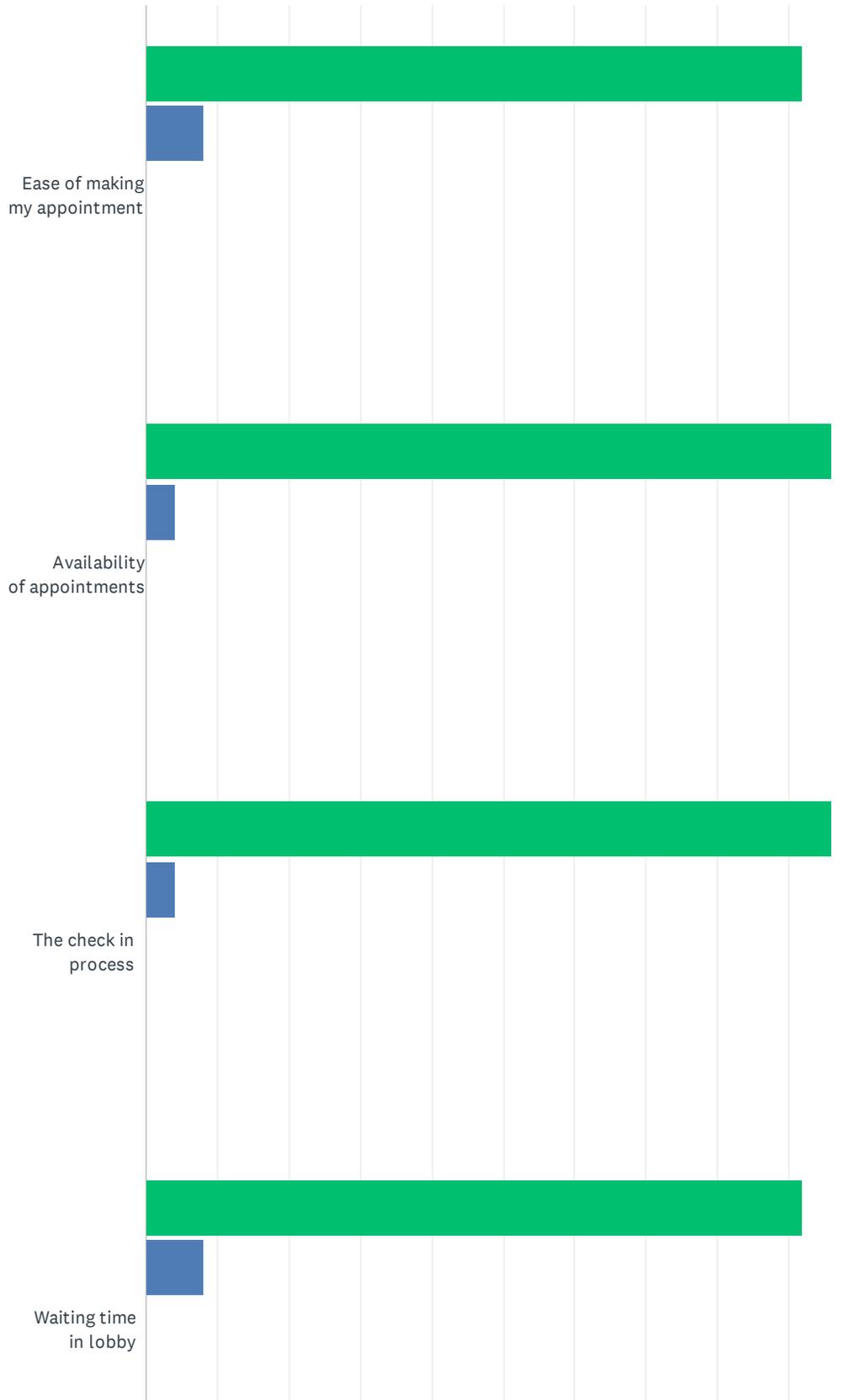


Wilkes Health Patient Satisfaction Survey

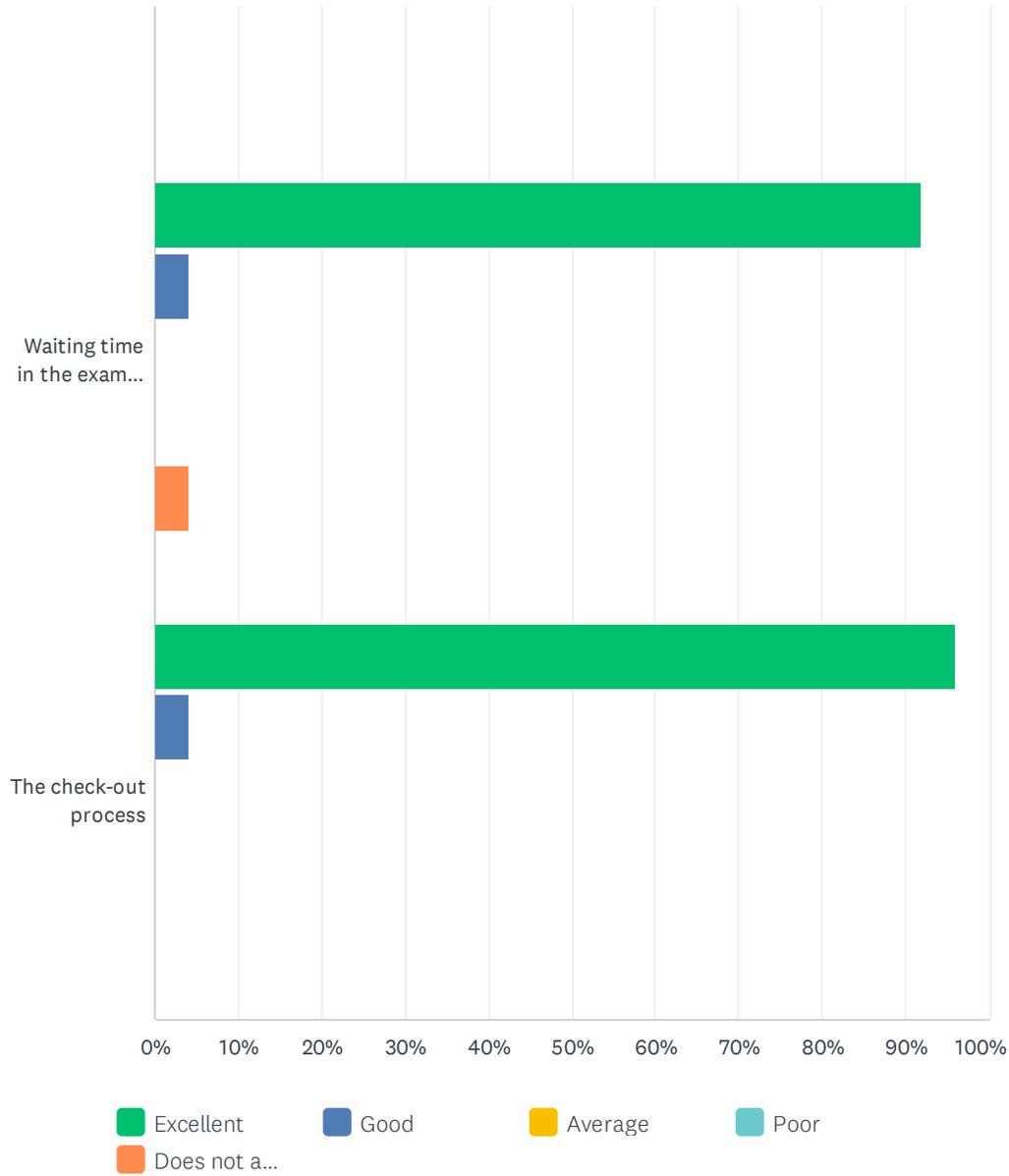
ANSWER CHOICES	RESPONSES	
Adult Health (sick visit, medication refills, CDL, physical)	12.00%	3
Child Health (age 20 and under)	0.00%	0
Family Planning	24.00%	6
Diabetes and Nutrition Center	0.00%	0
Diabetes Group Visit	0.00%	0
Sexually Transmitted Disease Clinic	4.00%	1
WIC (Women, Infant, and Children)	52.00%	13
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	8.00%	2
Total Respondents: 25		

Q7 Please rate your visit today:

Answered: 25 Skipped: 1



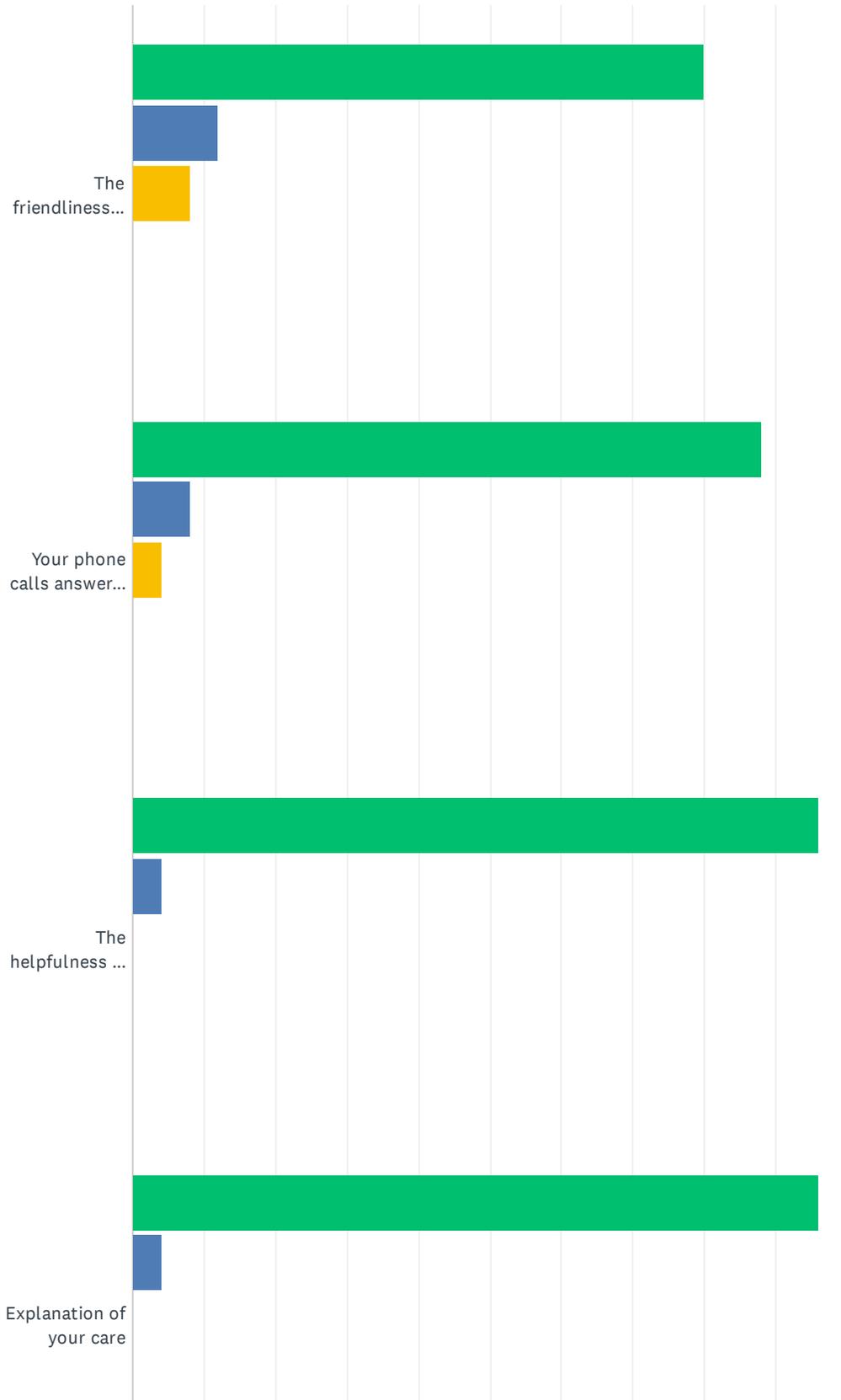
Wilkes Health Patient Satisfaction Survey



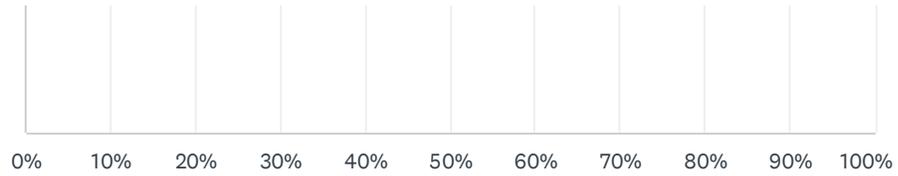
	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Ease of making my appointment	92.00% 23	8.00% 2	0.00% 0	0.00% 0	0.00% 0	25	1.08
Availability of appointments	96.00% 24	4.00% 1	0.00% 0	0.00% 0	0.00% 0	25	1.04
The check in process	96.00% 24	4.00% 1	0.00% 0	0.00% 0	0.00% 0	25	1.04
Waiting time in lobby	92.00% 23	8.00% 2	0.00% 0	0.00% 0	0.00% 0	25	1.08
Waiting time in the exam room	92.00% 23	4.00% 1	0.00% 0	0.00% 0	4.00% 1	25	1.20
The check-out process	96.00% 24	4.00% 1	0.00% 0	0.00% 0	0.00% 0	25	1.04

Q8 Please rate our communication with you:

Answered: 25 Skipped: 1



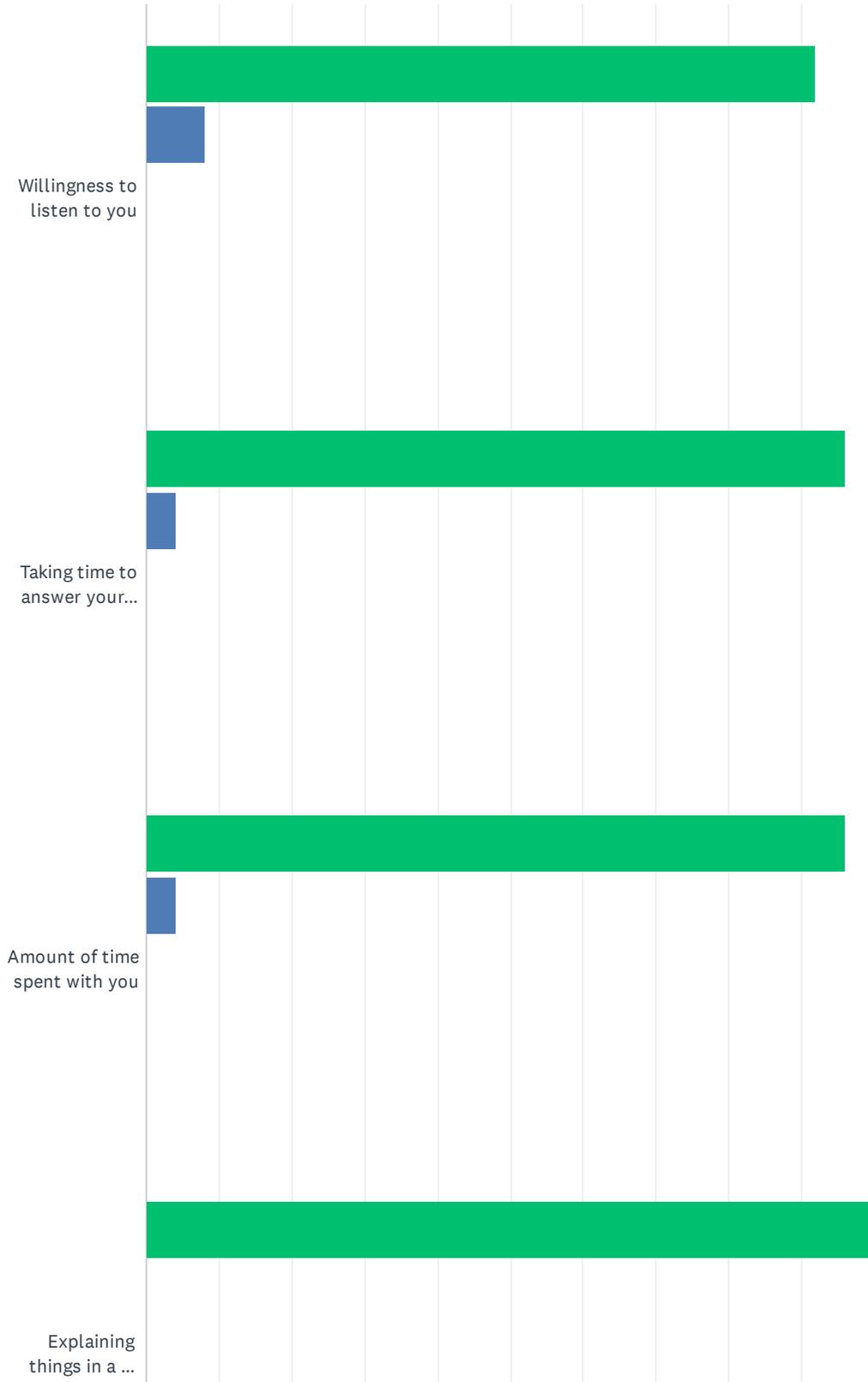
Wilkes Health Patient Satisfaction Survey



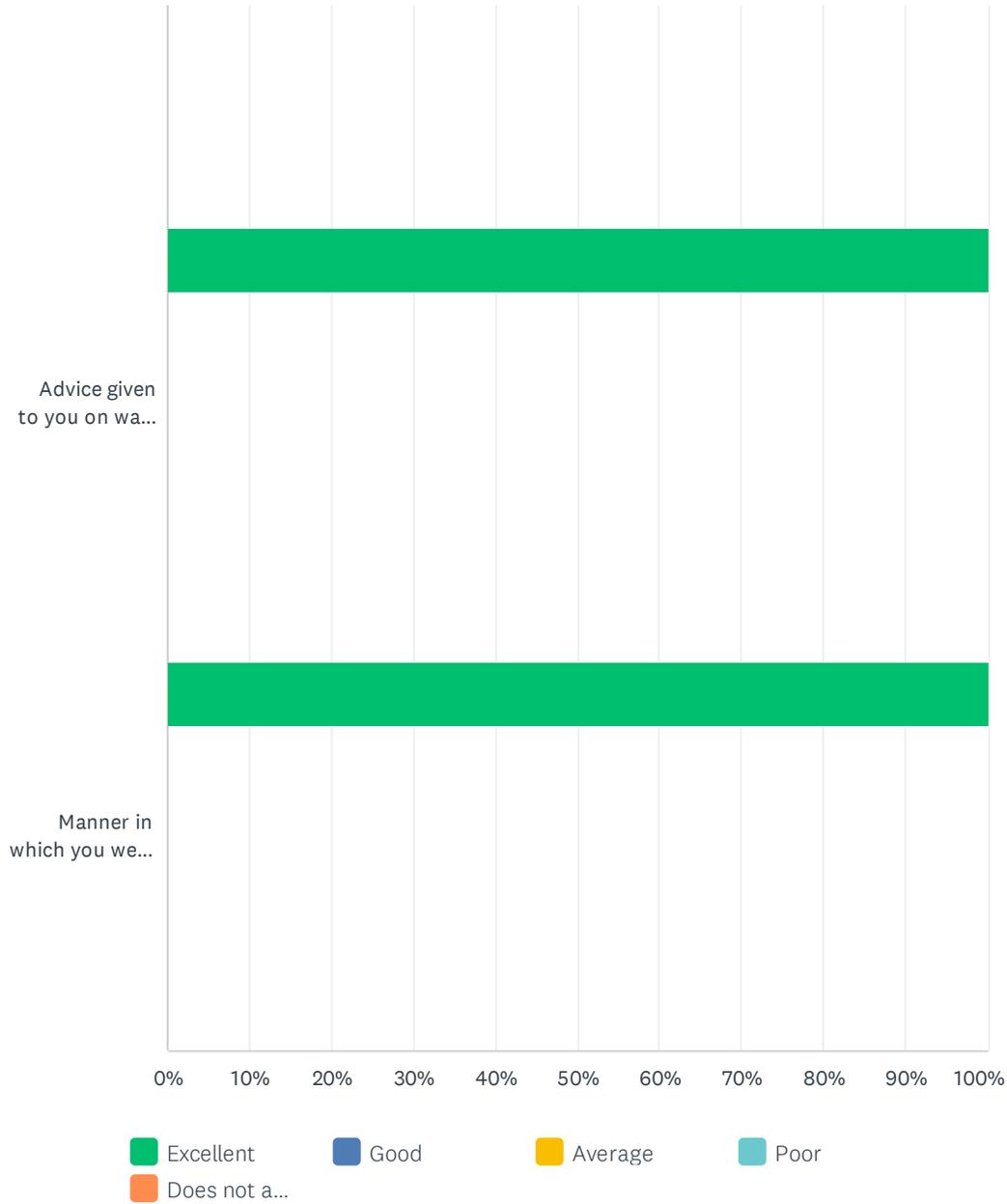
	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
The friendliness of the receptionist	80.00% 20	12.00% 3	8.00% 2	0.00% 0	0.00% 0	25	1.28
Your phone calls answered promptly	88.00% 22	8.00% 2	4.00% 1	0.00% 0	0.00% 0	25	1.16
The helpfulness of the staff	96.00% 24	4.00% 1	0.00% 0	0.00% 0	0.00% 0	25	1.04
Explanation of your care	96.00% 24	4.00% 1	0.00% 0	0.00% 0	0.00% 0	25	1.04

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

Answered: 25 Skipped: 1



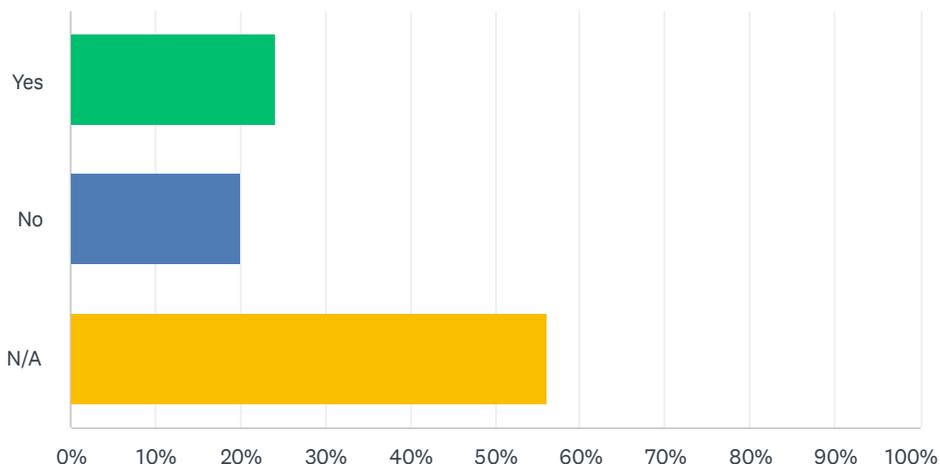
Wilkes Health Patient Satisfaction Survey



	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Willingness to listen to you	92.00% 23	8.00% 2	0.00% 0	0.00% 0	0.00% 0	25	1.08
Taking time to answer your questions	96.00% 24	4.00% 1	0.00% 0	0.00% 0	0.00% 0	25	1.04
Amount of time spent with you	96.00% 24	4.00% 1	0.00% 0	0.00% 0	0.00% 0	25	1.04
Explaining things in a way you can understand	100.00% 25	0.00% 0	0.00% 0	0.00% 0	0.00% 0	25	1.00
Advice given to you on ways to stay healthy	100.00% 25	0.00% 0	0.00% 0	0.00% 0	0.00% 0	25	1.00
Manner in which you were treated with dignity and fairness	100.00% 25	0.00% 0	0.00% 0	0.00% 0	0.00% 0	25	1.00

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?

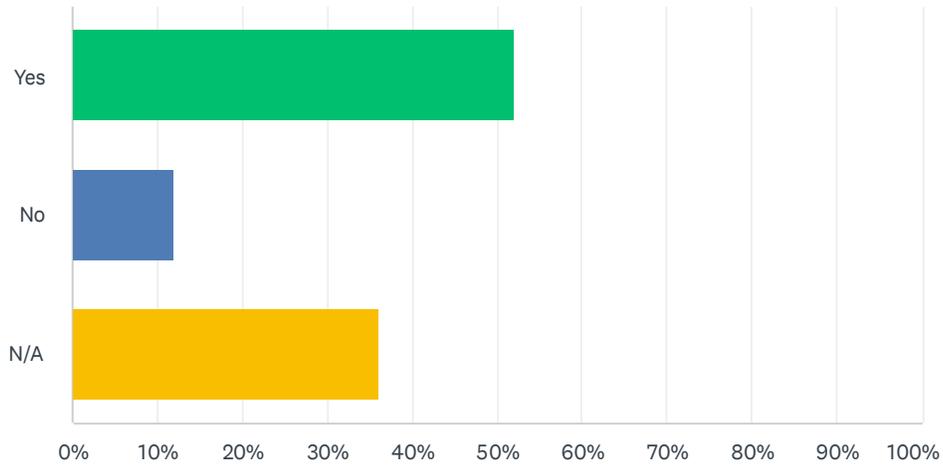
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	24.00% 6
No	20.00% 5
N/A	56.00% 14
TOTAL	25

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

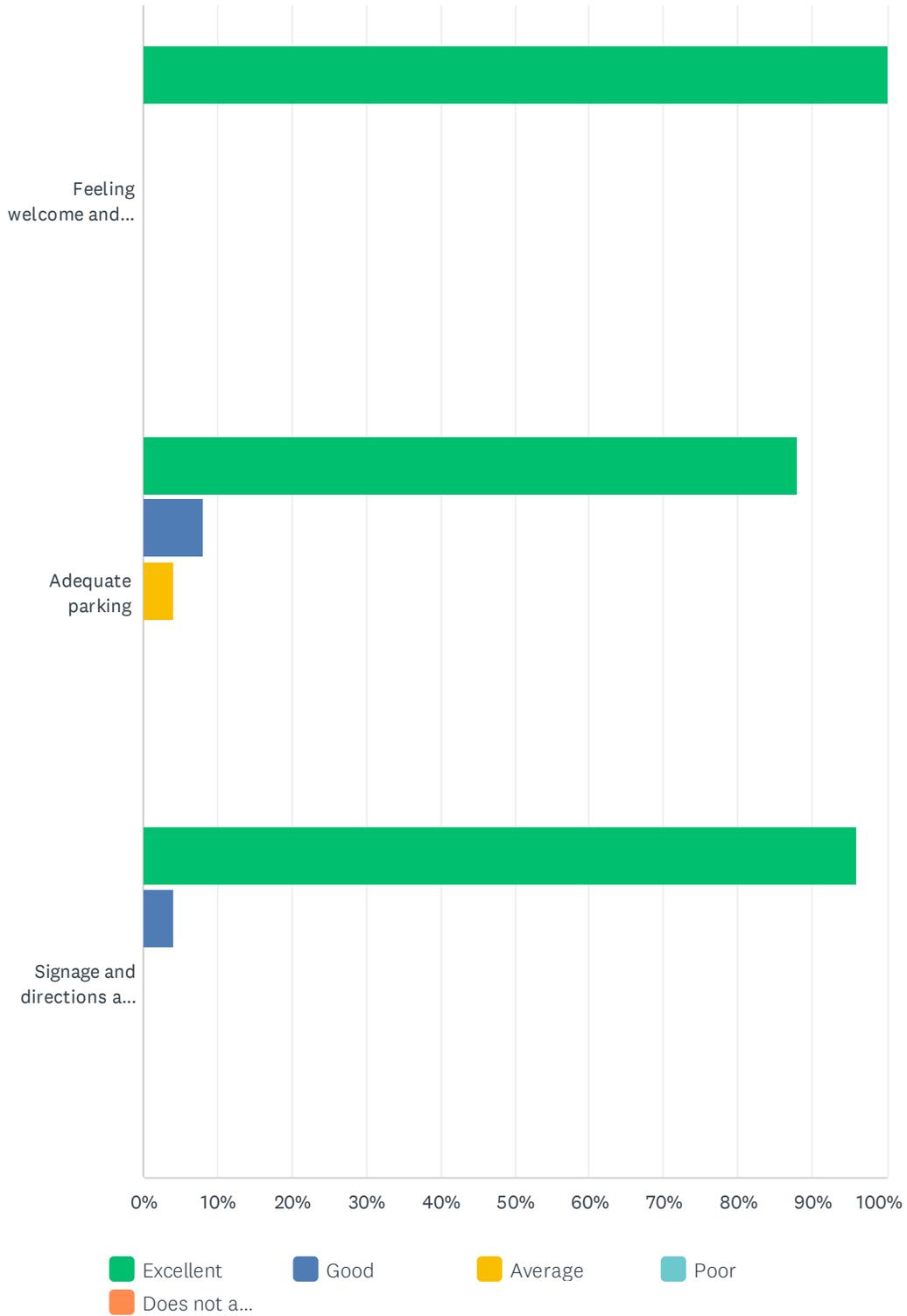
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	52.00% 13
No	12.00% 3
N/A	36.00% 9
TOTAL	25

Q12 Please rate our facility:

Answered: 25 Skipped: 1

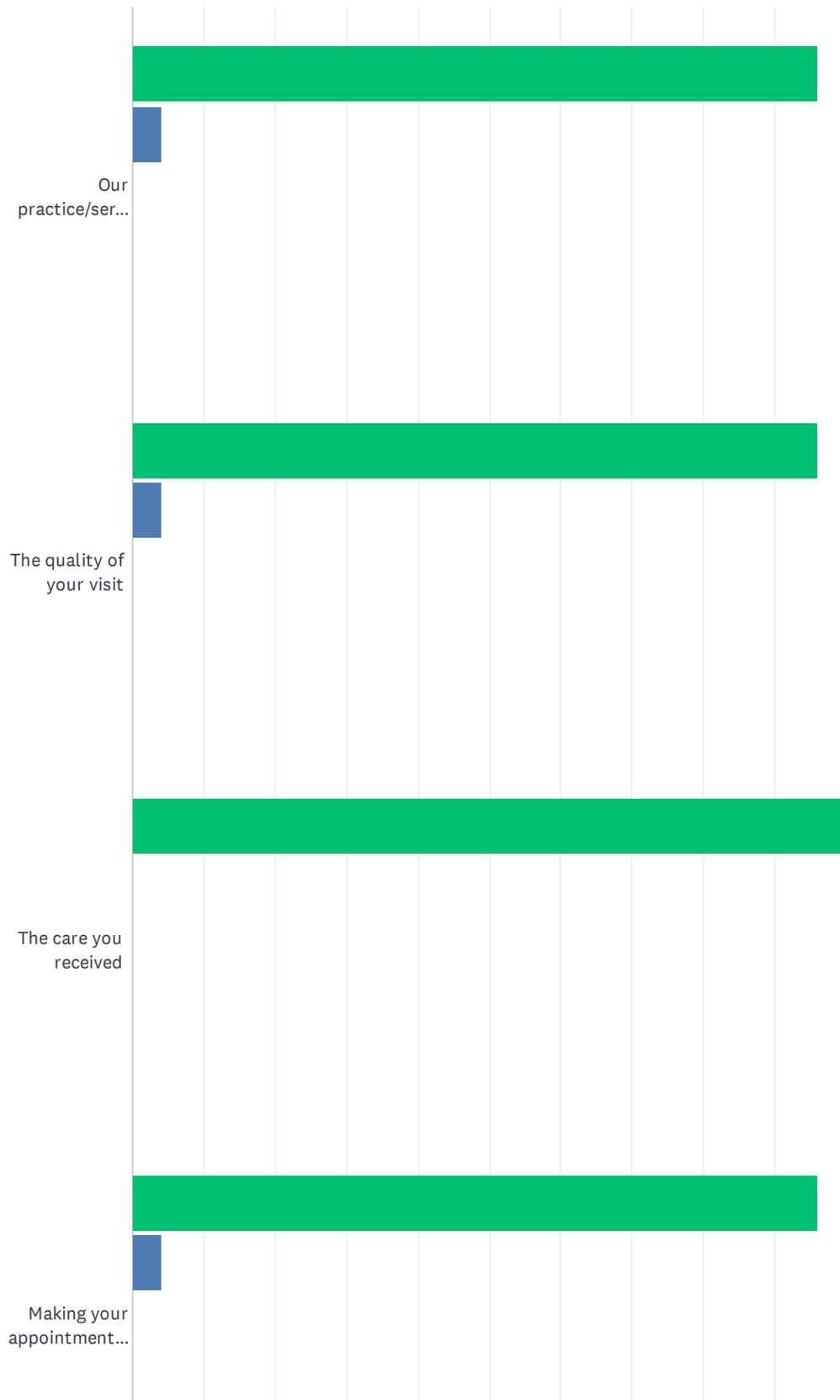


Wilkes Health Patient Satisfaction Survey

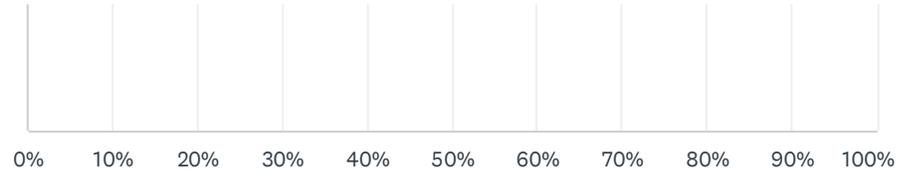
	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Feeling welcome and comfortable in our facility	100.00% 25	0.00% 0	0.00% 0	0.00% 0	0.00% 0	25	1.00
Adequate parking	88.00% 22	8.00% 2	4.00% 1	0.00% 0	0.00% 0	25	1.16
Signage and directions are easy to follow	96.00% 24	4.00% 1	0.00% 0	0.00% 0	0.00% 0	25	1.04

Q13 Please rate your overall satisfaction with:

Answered: 25 Skipped: 1



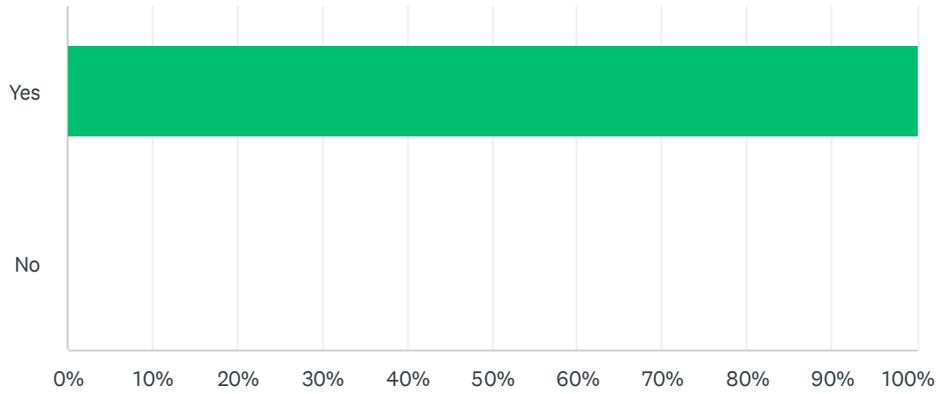
Wilkes Health Patient Satisfaction Survey



	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Our practice/services	96.00% 24	4.00% 1	0.00% 0	0.00% 0	0.00% 0	25	1.04
The quality of your visit	96.00% 24	4.00% 1	0.00% 0	0.00% 0	0.00% 0	25	1.04
The care you received	100.00% 25	0.00% 0	0.00% 0	0.00% 0	0.00% 0	25	1.00
Making your appointment today	96.00% 24	4.00% 1	0.00% 0	0.00% 0	0.00% 0	25	1.04

Q14 Do our hours of operation meet your needs?

Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

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

Answered: 0 Skipped: 26

 No matching responses.

ANSWER CHOICES	RESPONSES
7:00am-8:00am	0.00% 0
4:45pm-6:45pm	0.00% 0
Weekend hours	0.00% 0
TOTAL	0

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

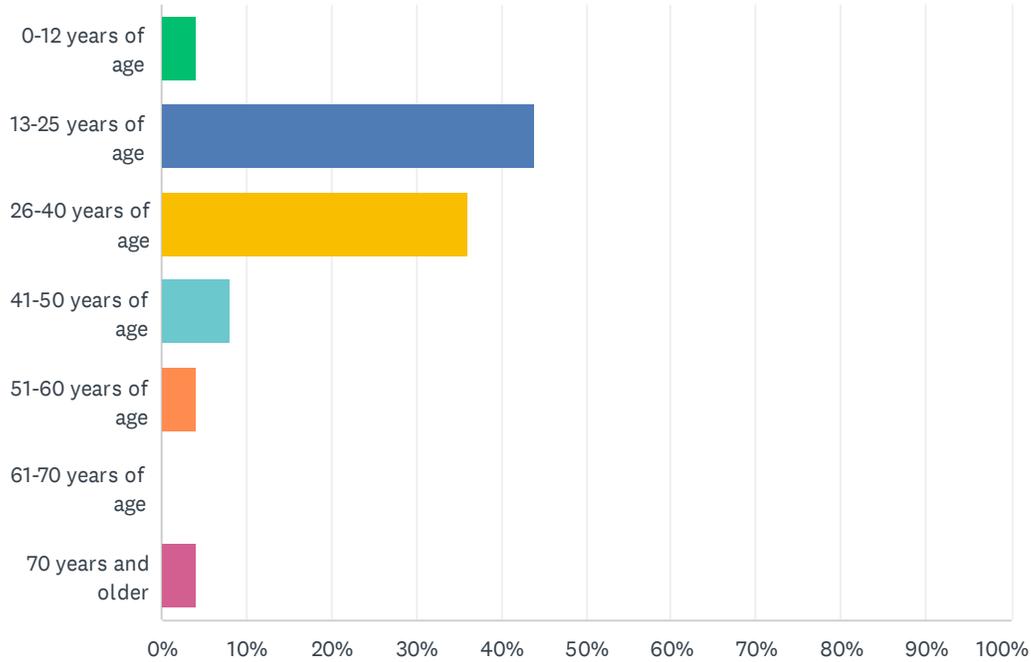
Answered: 10 Skipped: 16

Q17 How can we improve our services?

Answered: 6 Skipped: 20

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

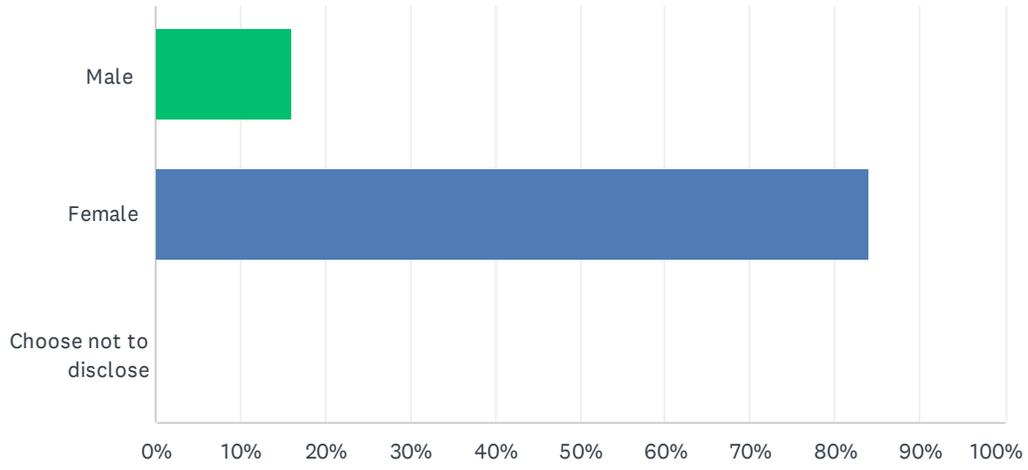
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
0-12 years of age	4.00%	1
13-25 years of age	44.00%	11
26-40 years of age	36.00%	9
41-50 years of age	8.00%	2
51-60 years of age	4.00%	1
61-70 years of age	0.00%	0
70 years and older	4.00%	1
TOTAL		25

Q19 What is your gender identity?

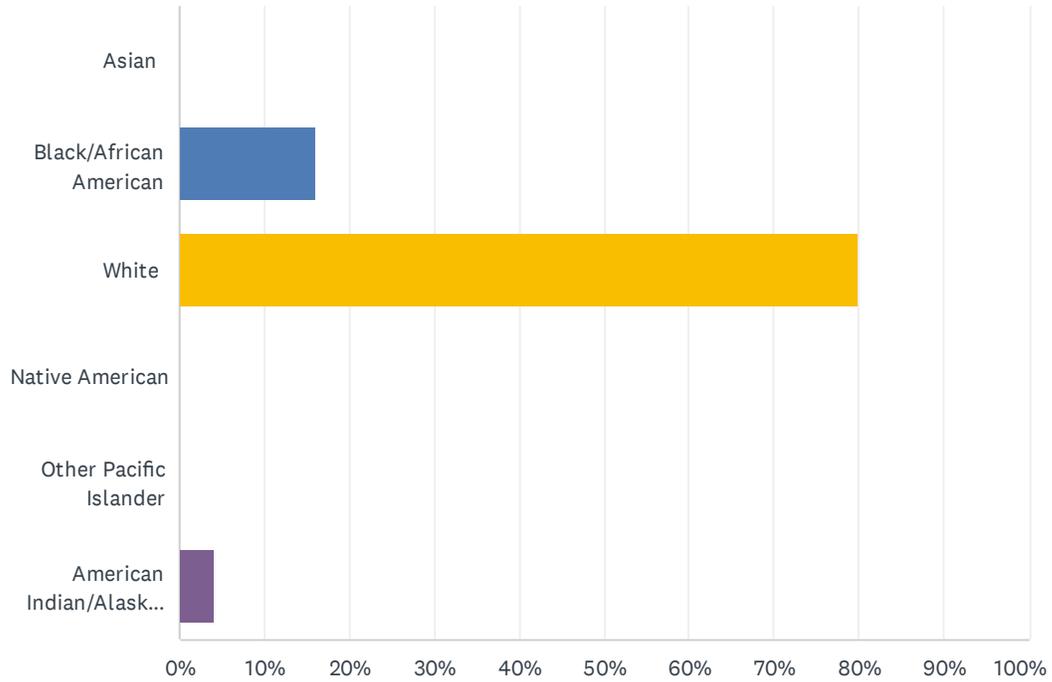
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES
Male	16.00% 4
Female	84.00% 21
Choose not to disclose	0.00% 0
TOTAL	25

Q20 What is your race?

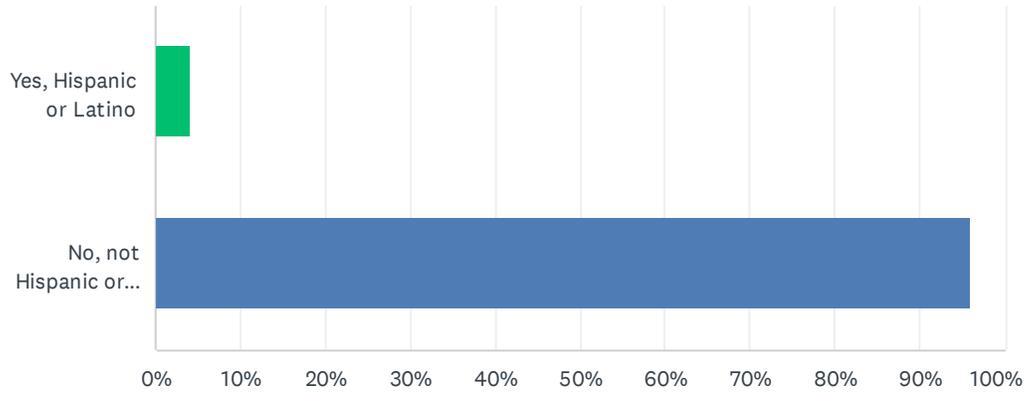
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Asian	0.00%	0
Black/African American	16.00%	4
White	80.00%	20
Native American	0.00%	0
Other Pacific Islander	0.00%	0
American Indian/Alaskan Native	4.00%	1
TOTAL		25

Q21 Do you consider yourself Hispanic or Latino?

Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, Hispanic or Latino	4.00%	1
No, not Hispanic or Latino	96.00%	24
TOTAL		25