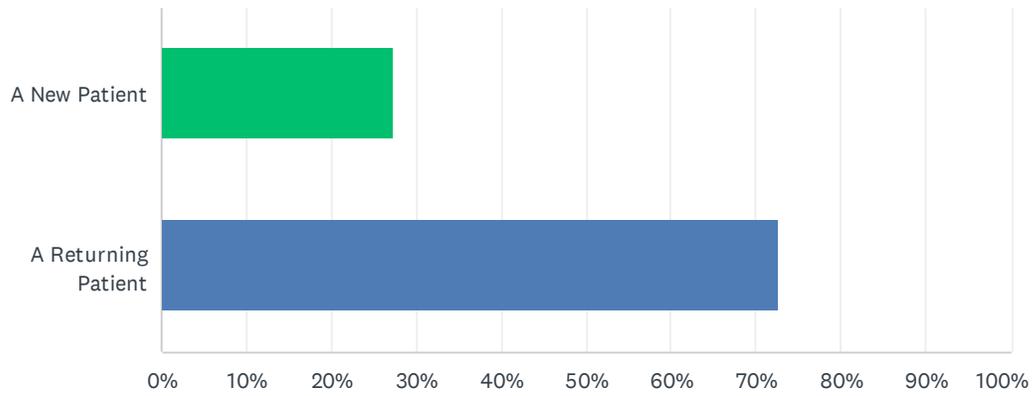


Q1 Are you:

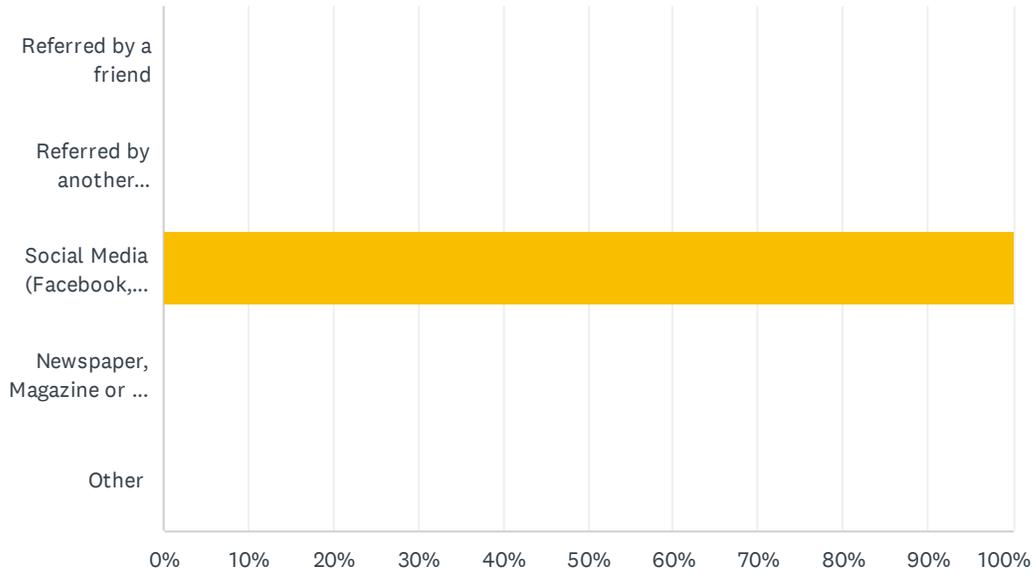
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
A New Patient	27.27%	3
A Returning Patient	72.73%	8
TOTAL		11

Q2 How did you hear about our services?

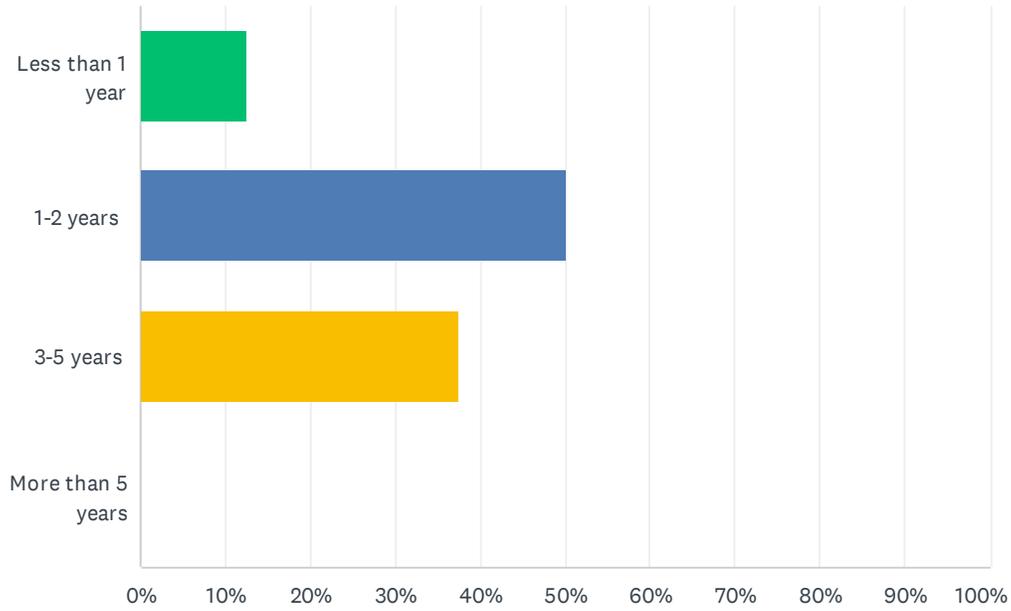
Answered: 3 Skipped: 8



ANSWER CHOICES	RESPONSES	
Referred by a friend	0.00%	0
Referred by another practice	0.00%	0
Social Media (Facebook, twitter, ect.)	100.00%	3
Newspaper, Magazine or any other printed material	0.00%	0
Other	0.00%	0
TOTAL		3

Q3 How long have you been a patient with us?

Answered: 8 Skipped: 3



ANSWER CHOICES	RESPONSES
Less than 1 year	12.50% 1
1-2 years	50.00% 4
3-5 years	37.50% 3
More than 5 years	0.00% 0
TOTAL	8

Q4 Are you aware of our sliding scale fee program?

Answered: 0 Skipped: 11

 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?

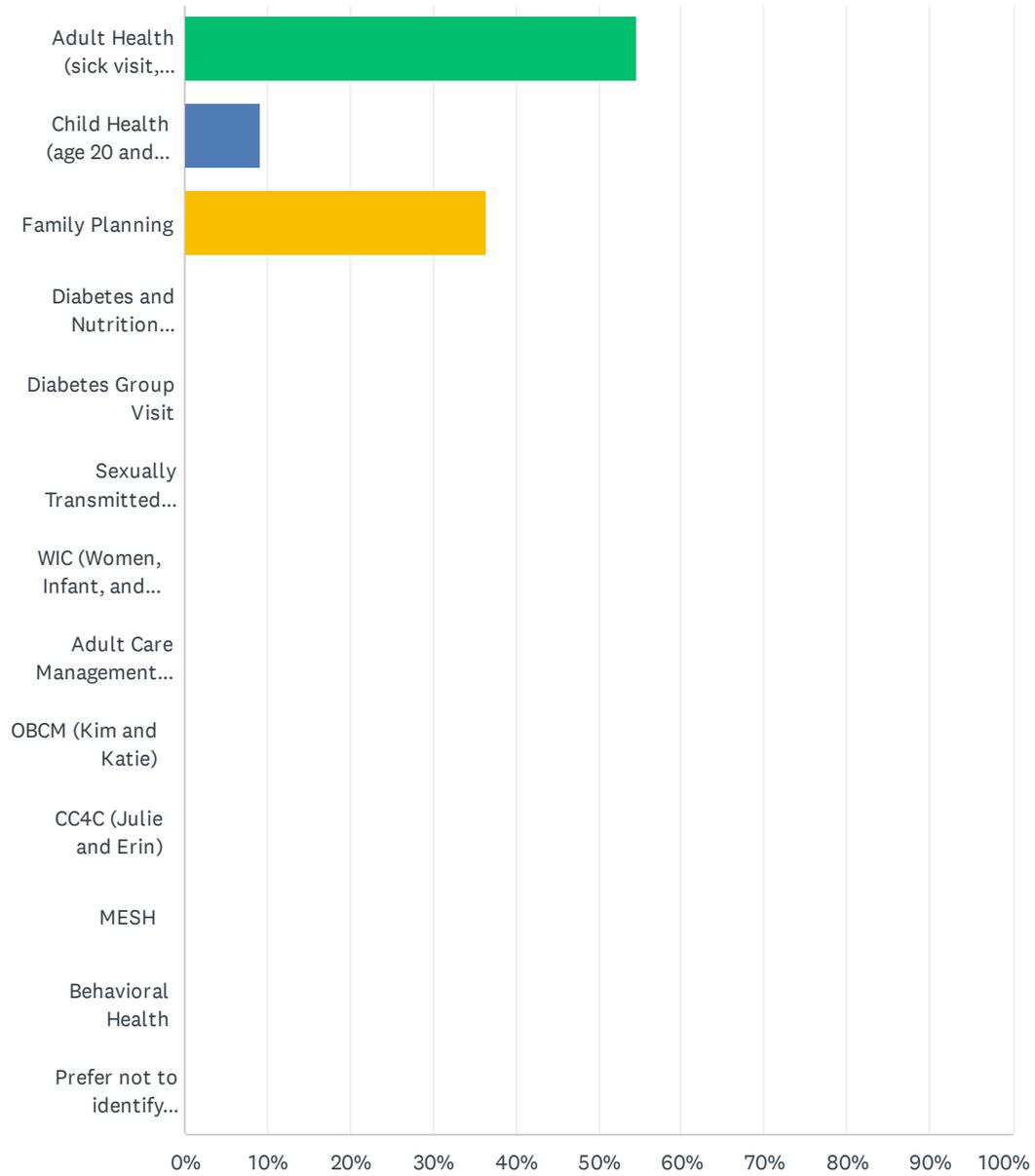
Answered: 0 Skipped: 11

 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: 11 Skipped: 0

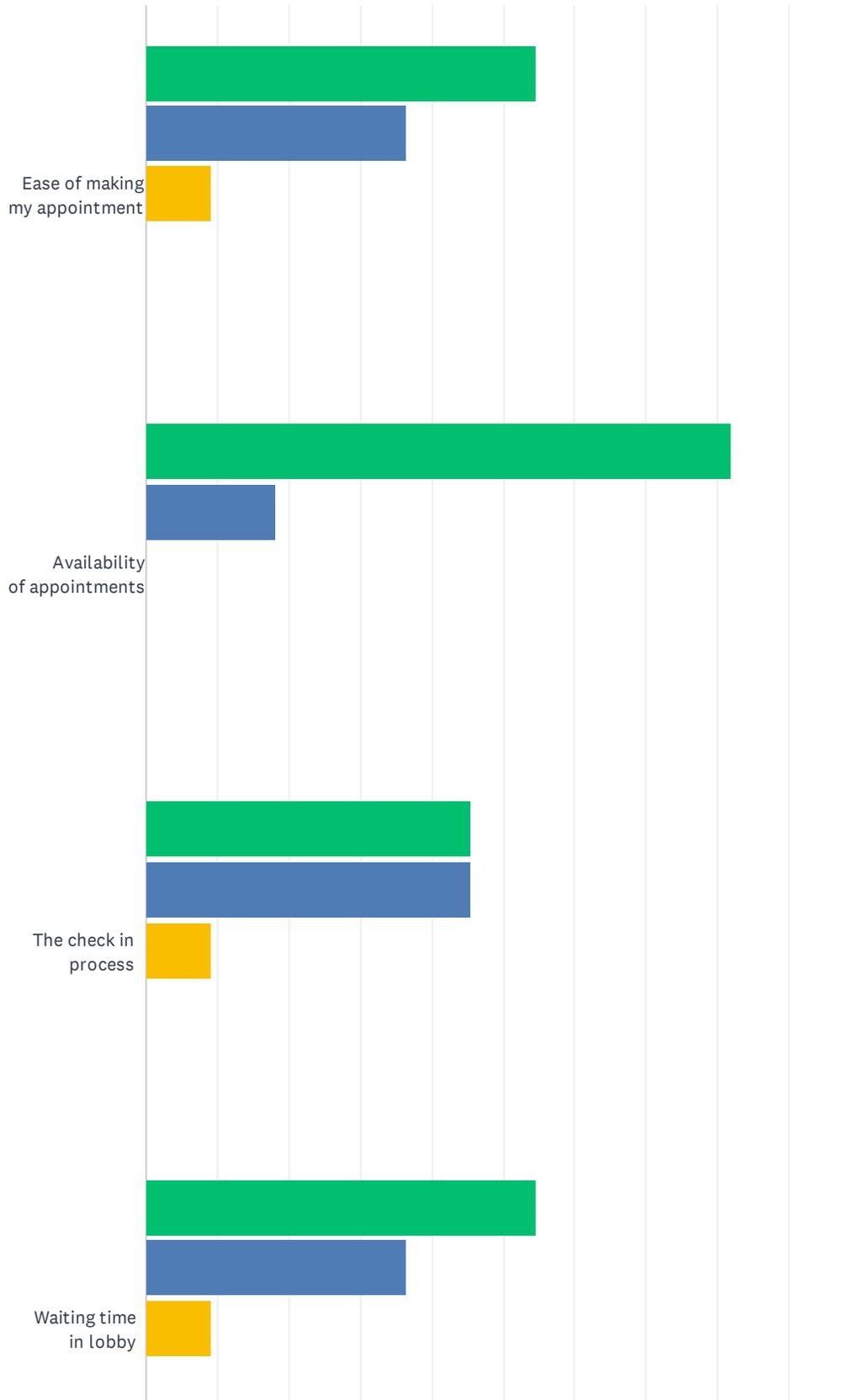


Wilkes Health Patient Satisfaction Survey

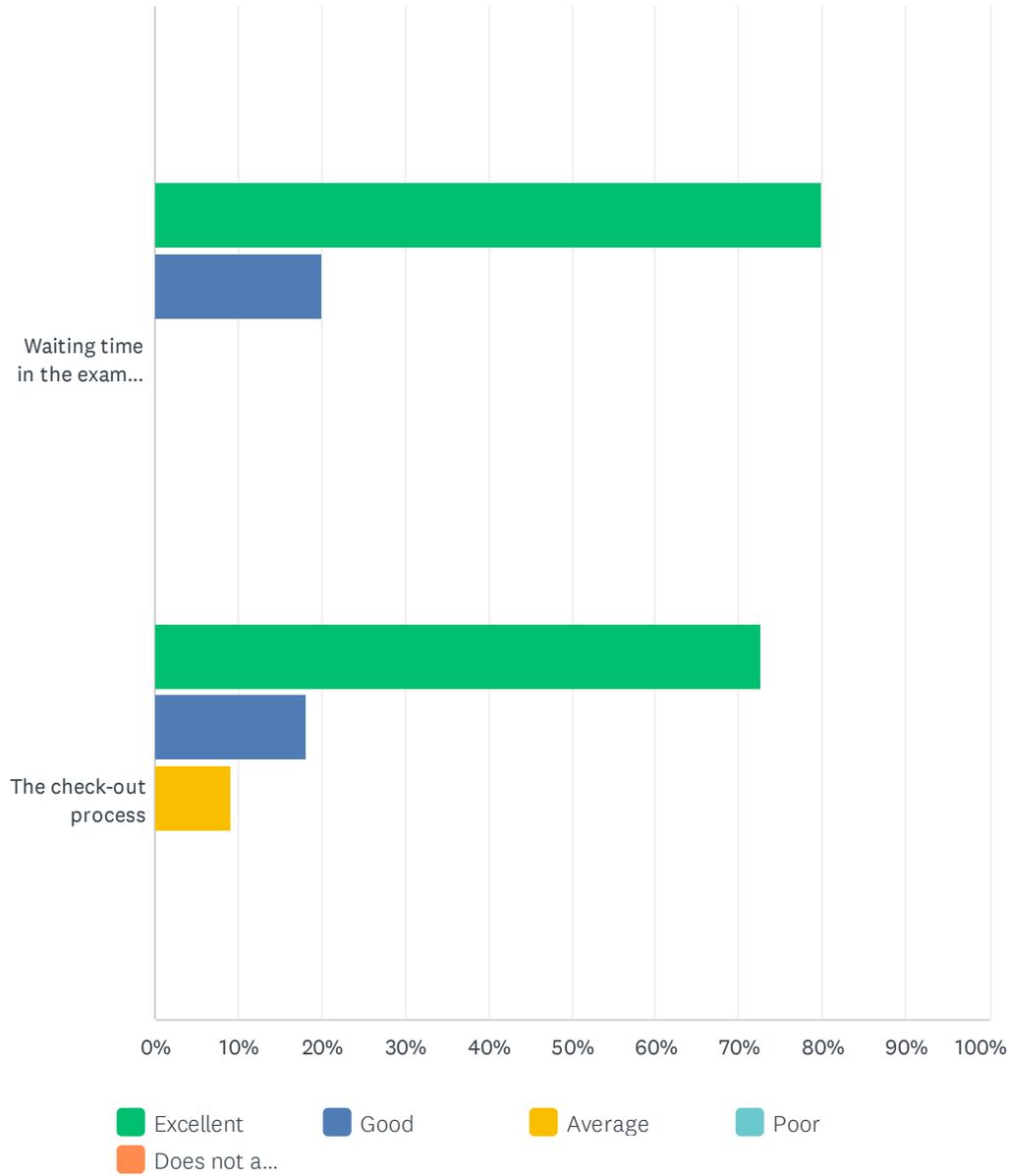
ANSWER CHOICES	RESPONSES	
Adult Health (sick visit, medication refills, CDL, physical)	54.55%	6
Child Health (age 20 and under)	9.09%	1
Family Planning	36.36%	4
Diabetes and Nutrition Center	0.00%	0
Diabetes Group Visit	0.00%	0
Sexually Transmitted Disease Clinic	0.00%	0
WIC (Women, Infant, and Children)	0.00%	0
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	0.00%	0
Total Respondents: 11		

Q7 Please rate your visit today:

Answered: 11 Skipped: 0



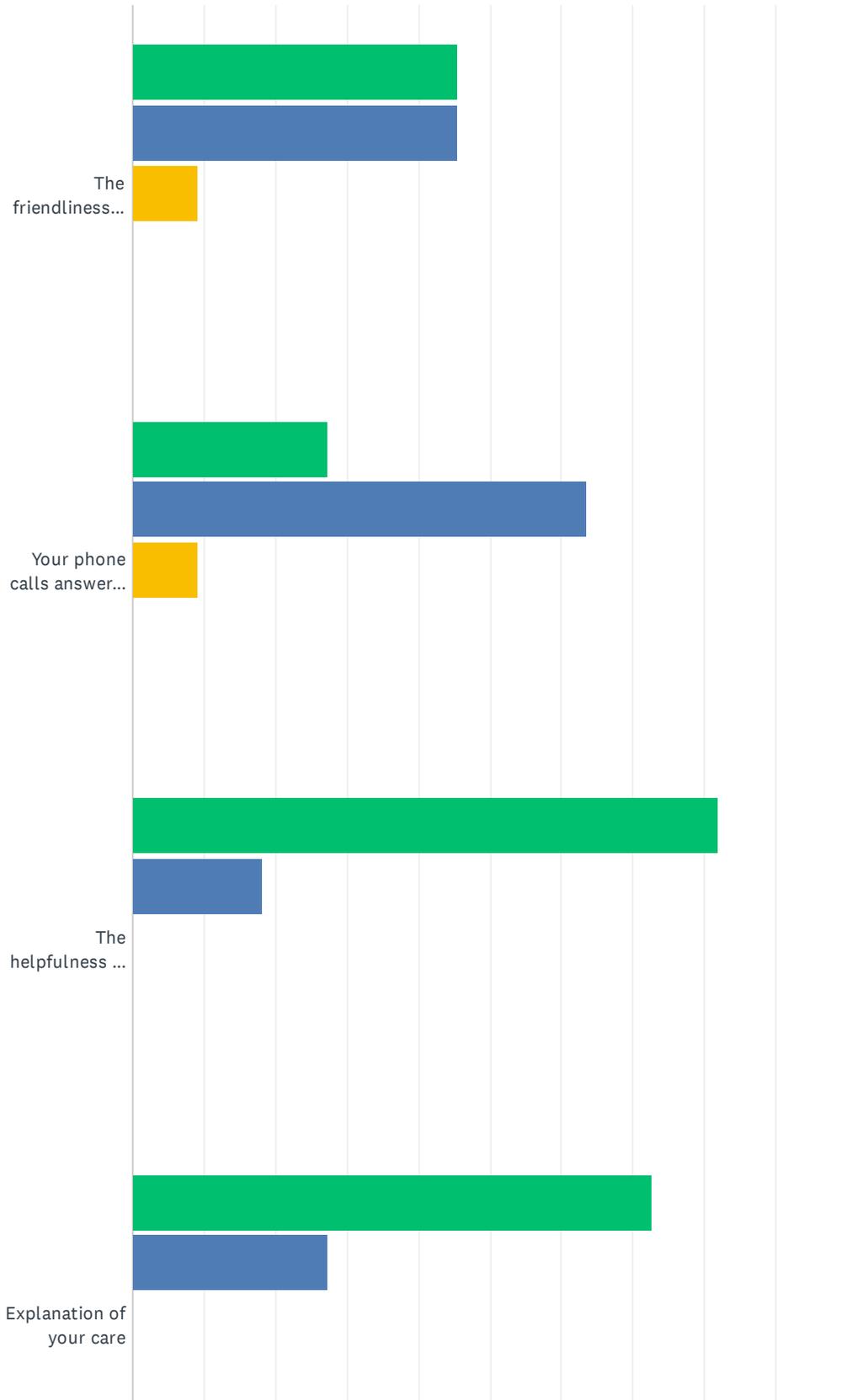
Wilkes Health Patient Satisfaction Survey



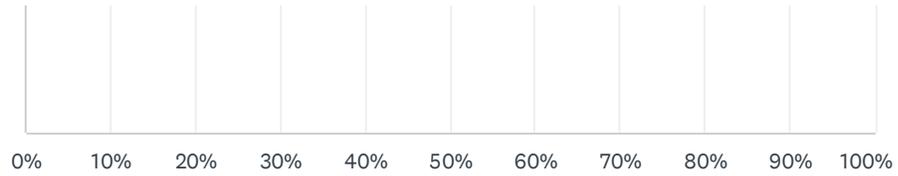
	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Ease of making my appointment	54.55% 6	36.36% 4	9.09% 1	0.00% 0	0.00% 0	11	1.55
Availability of appointments	81.82% 9	18.18% 2	0.00% 0	0.00% 0	0.00% 0	11	1.18
The check in process	45.45% 5	45.45% 5	9.09% 1	0.00% 0	0.00% 0	11	1.64
Waiting time in lobby	54.55% 6	36.36% 4	9.09% 1	0.00% 0	0.00% 0	11	1.55
Waiting time in the exam room	80.00% 8	20.00% 2	0.00% 0	0.00% 0	0.00% 0	10	1.20
The check-out process	72.73% 8	18.18% 2	9.09% 1	0.00% 0	0.00% 0	11	1.36

Q8 Please rate our communication with you:

Answered: 11 Skipped: 0



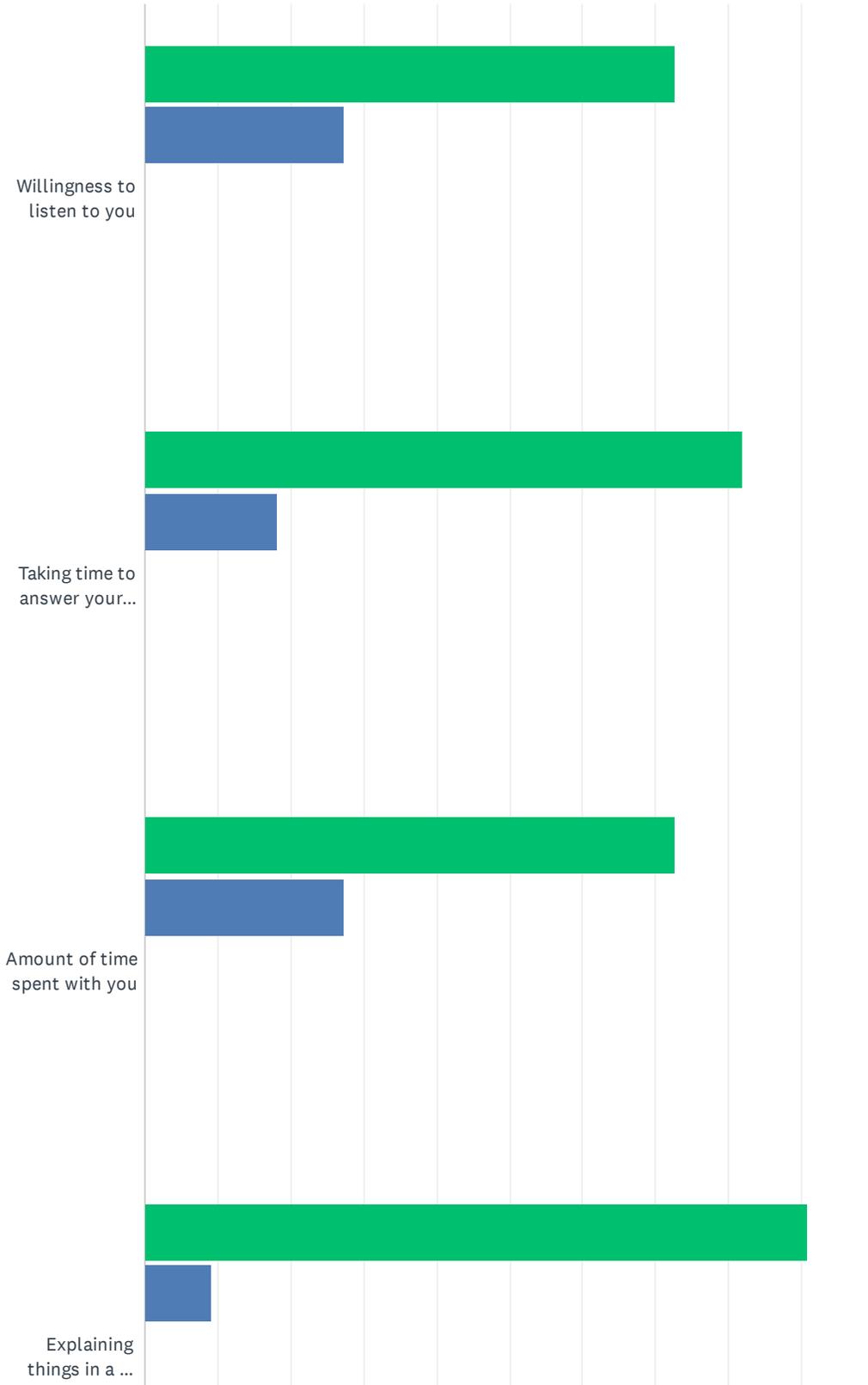
Wilkes Health Patient Satisfaction Survey



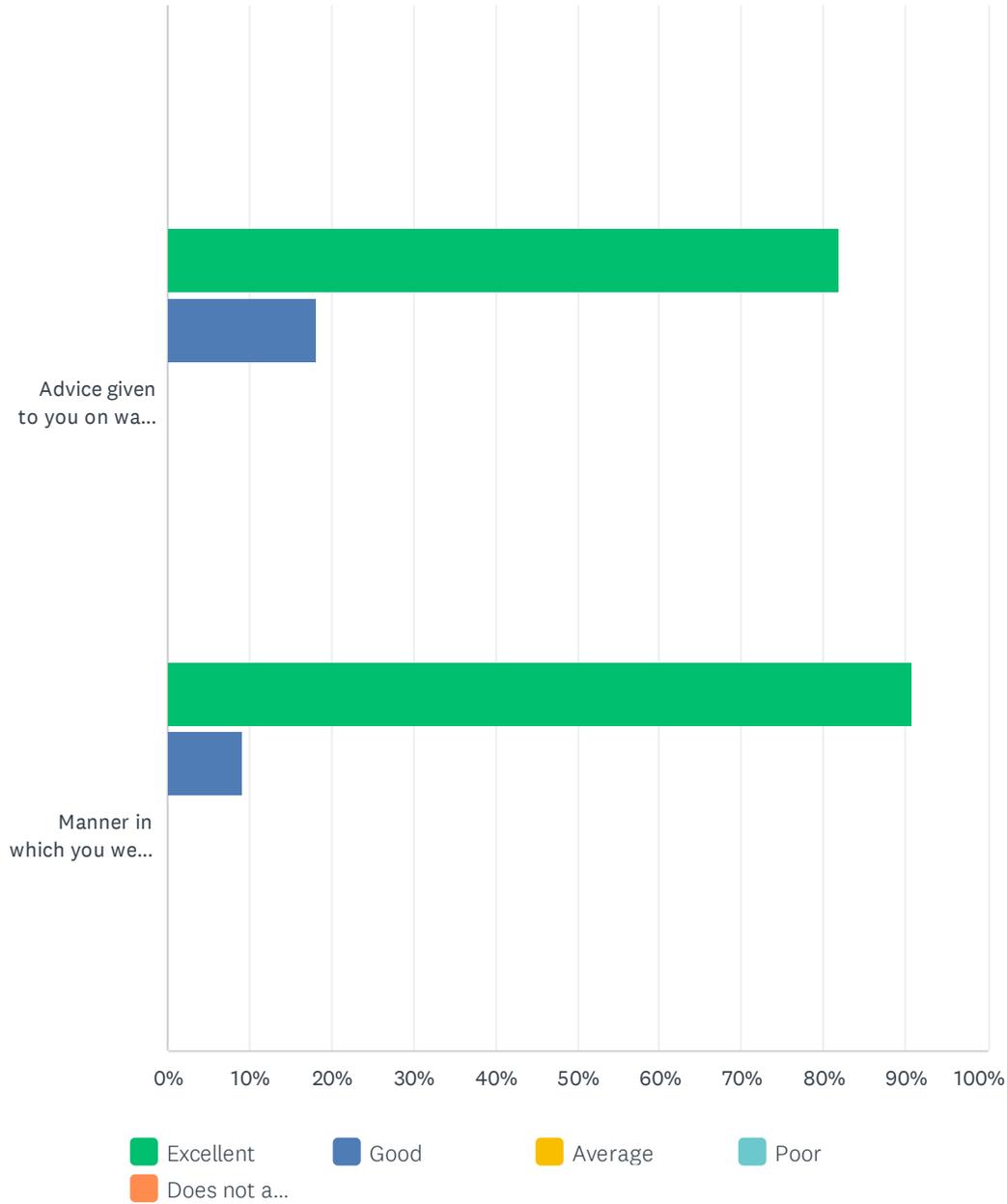
	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
The friendliness of the receptionist	45.45% 5	45.45% 5	9.09% 1	0.00% 0	0.00% 0	11	1.64
Your phone calls answered promptly	27.27% 3	63.64% 7	9.09% 1	0.00% 0	0.00% 0	11	1.82
The helpfulness of the staff	81.82% 9	18.18% 2	0.00% 0	0.00% 0	0.00% 0	11	1.18
Explanation of your care	72.73% 8	27.27% 3	0.00% 0	0.00% 0	0.00% 0	11	1.27

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

Answered: 11 Skipped: 0



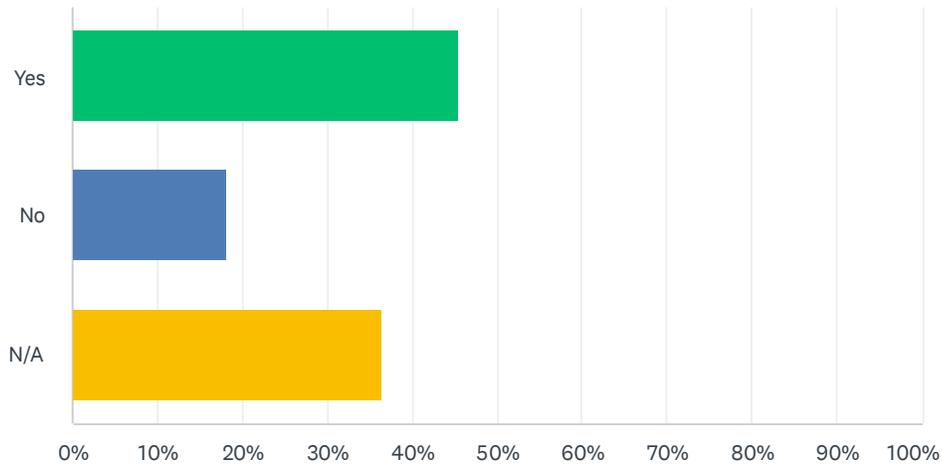
Wilkes Health Patient Satisfaction Survey



	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Willingness to listen to you	72.73% 8	27.27% 3	0.00% 0	0.00% 0	0.00% 0	11	1.27
Taking time to answer your questions	81.82% 9	18.18% 2	0.00% 0	0.00% 0	0.00% 0	11	1.18
Amount of time spent with you	72.73% 8	27.27% 3	0.00% 0	0.00% 0	0.00% 0	11	1.27
Explaining things in a way you can understand	90.91% 10	9.09% 1	0.00% 0	0.00% 0	0.00% 0	11	1.09
Advice given to you on ways to stay healthy	81.82% 9	18.18% 2	0.00% 0	0.00% 0	0.00% 0	11	1.18
Manner in which you were treated with dignity and fairness	90.91% 10	9.09% 1	0.00% 0	0.00% 0	0.00% 0	11	1.09

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?

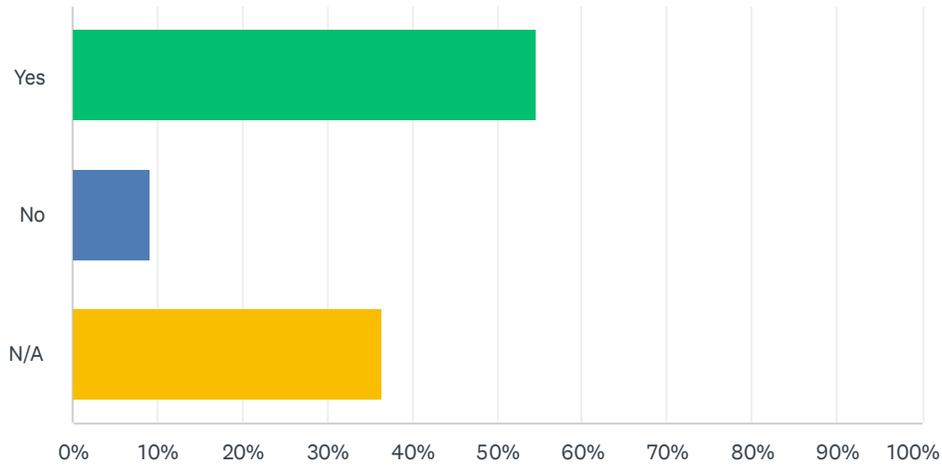
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	45.45%	5
No	18.18%	2
N/A	36.36%	4
TOTAL		11

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

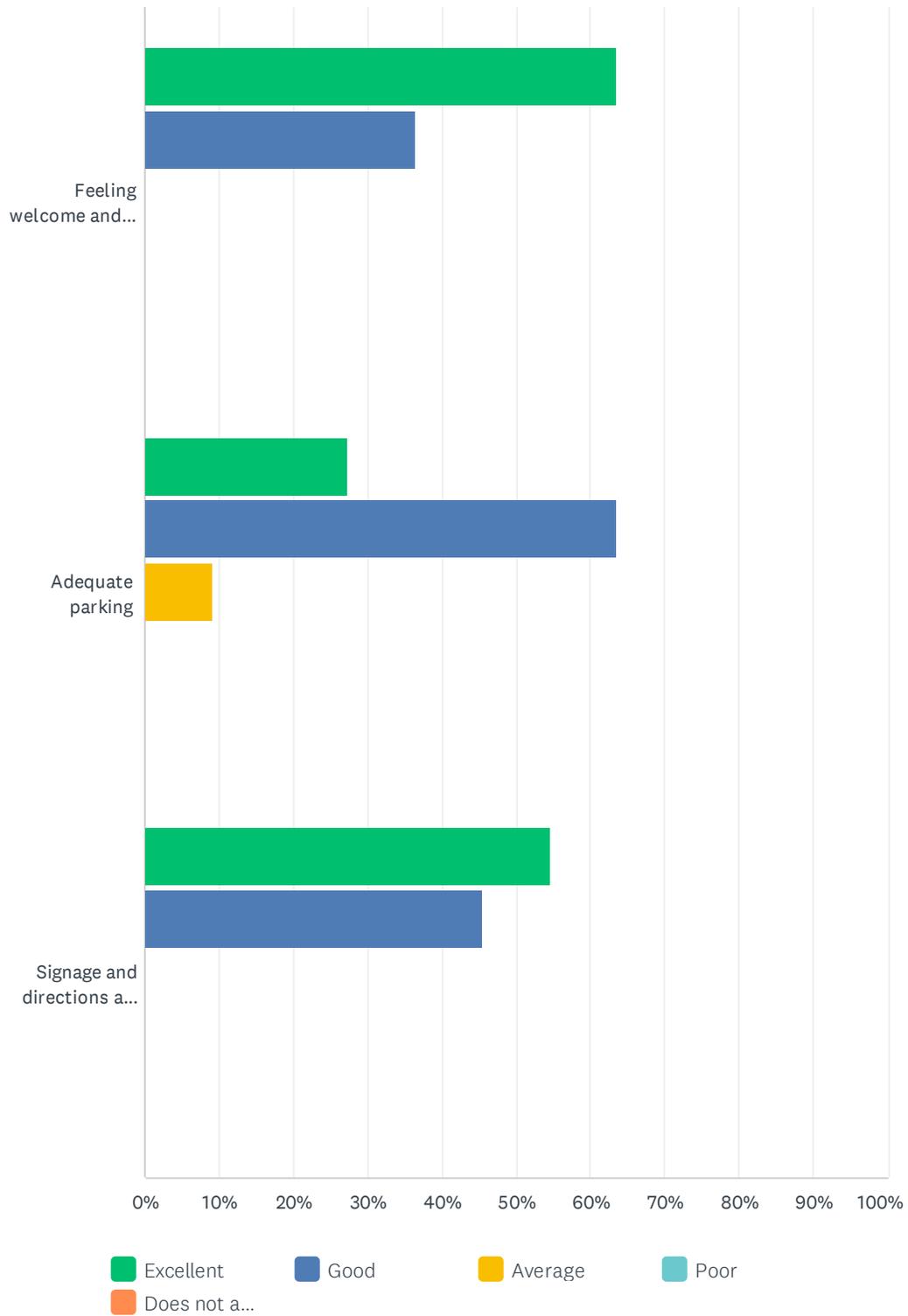
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	54.55%	6
No	9.09%	1
N/A	36.36%	4
TOTAL		11

Q12 Please rate our facility:

Answered: 11 Skipped: 0

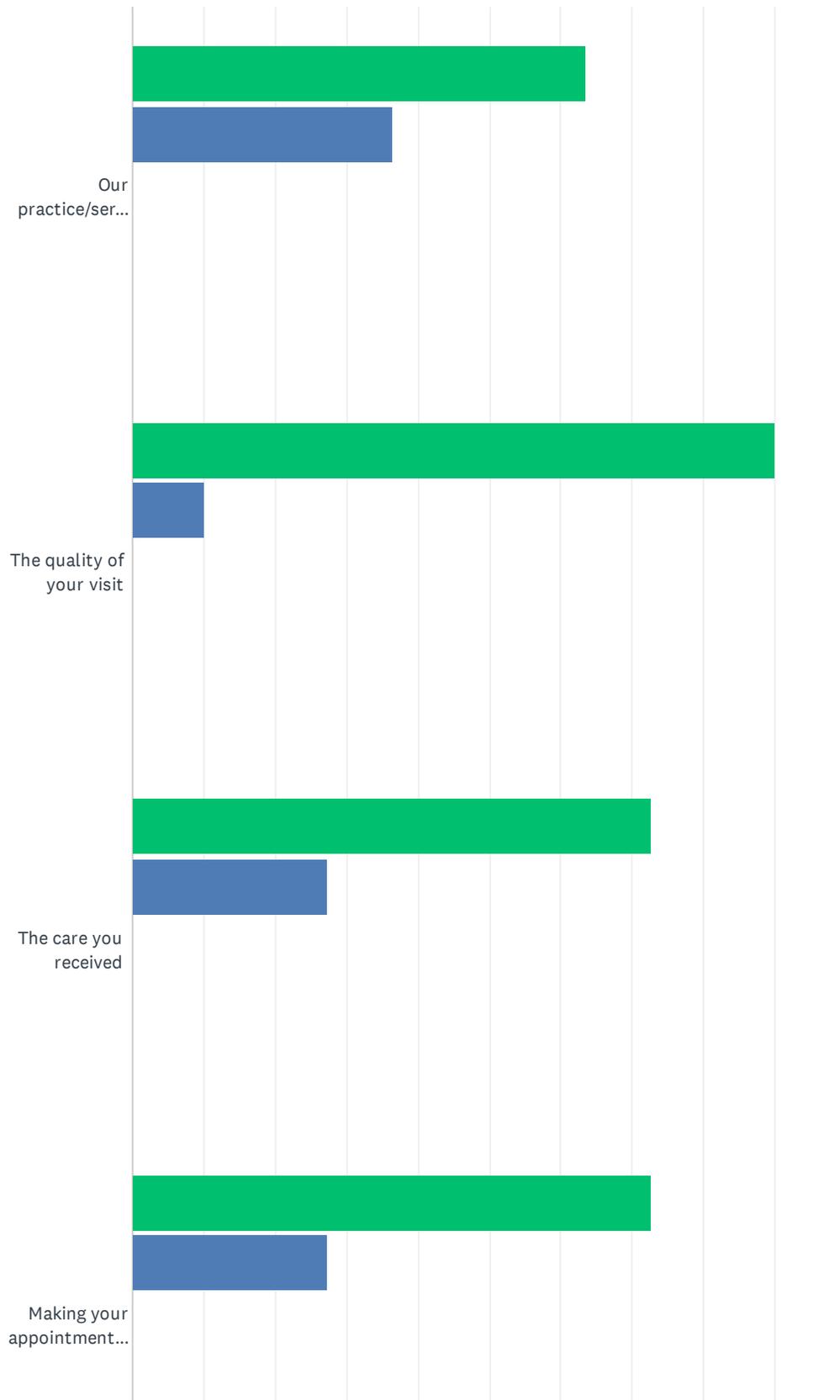


Wilkes Health Patient Satisfaction Survey

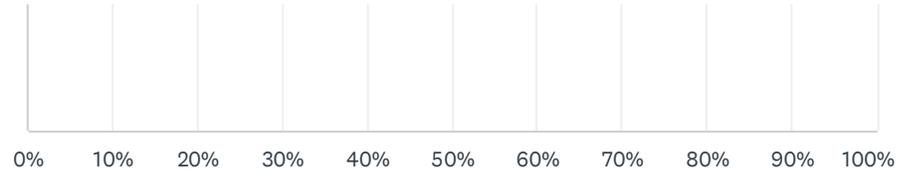
	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Feeling welcome and comfortable in our facility	63.64% 7	36.36% 4	0.00% 0	0.00% 0	0.00% 0	11	1.36
Adequate parking	27.27% 3	63.64% 7	9.09% 1	0.00% 0	0.00% 0	11	1.82
Signage and directions are easy to follow	54.55% 6	45.45% 5	0.00% 0	0.00% 0	0.00% 0	11	1.45

Q13 Please rate your overall satisfaction with:

Answered: 11 Skipped: 0



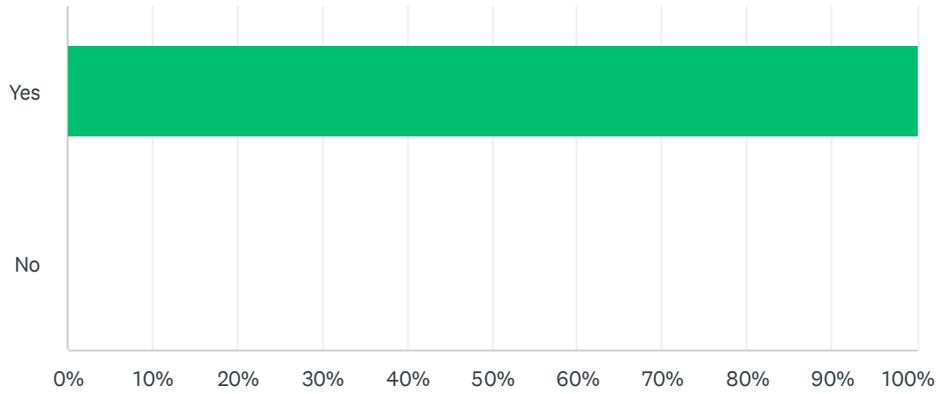
Wilkes Health Patient Satisfaction Survey



	EXCELLENT	GOOD	AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Our practice/services	63.64% 7	36.36% 4	0.00% 0	0.00% 0	0.00% 0	11	1.36
The quality of your visit	90.00% 9	10.00% 1	0.00% 0	0.00% 0	0.00% 0	10	1.10
The care you received	72.73% 8	27.27% 3	0.00% 0	0.00% 0	0.00% 0	11	1.27
Making your appointment today	72.73% 8	27.27% 3	0.00% 0	0.00% 0	0.00% 0	11	1.27

Q14 Do our hours of operation meet your needs?

Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	11
No	0.00%	0
TOTAL		11

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

Answered: 0 Skipped: 11

 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?

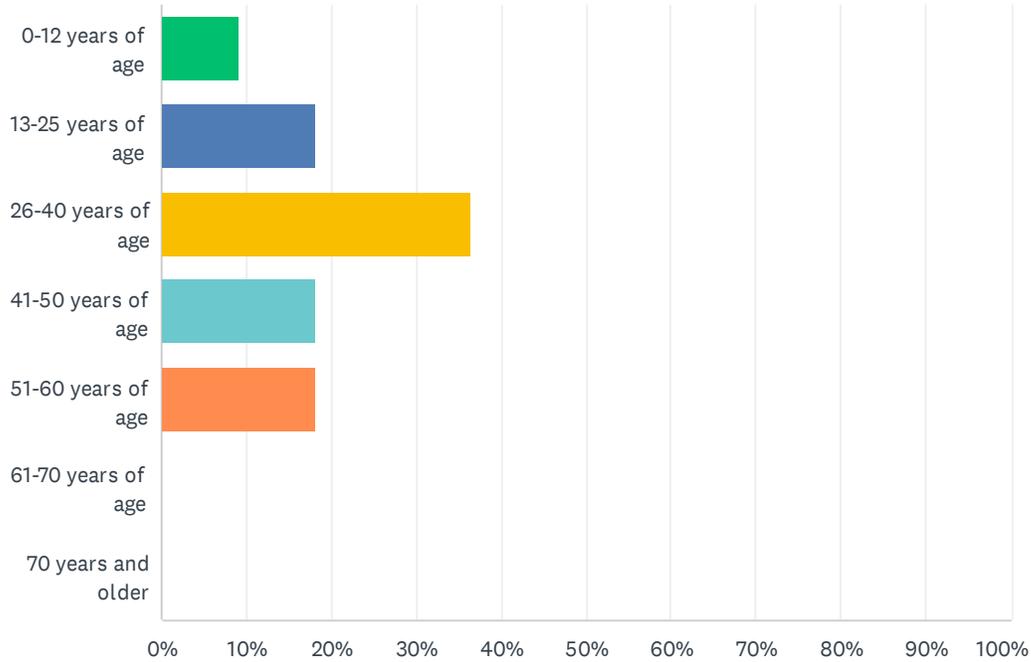
Answered: 3 Skipped: 8

Q17 How can we improve our services?

Answered: 1 Skipped: 10

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

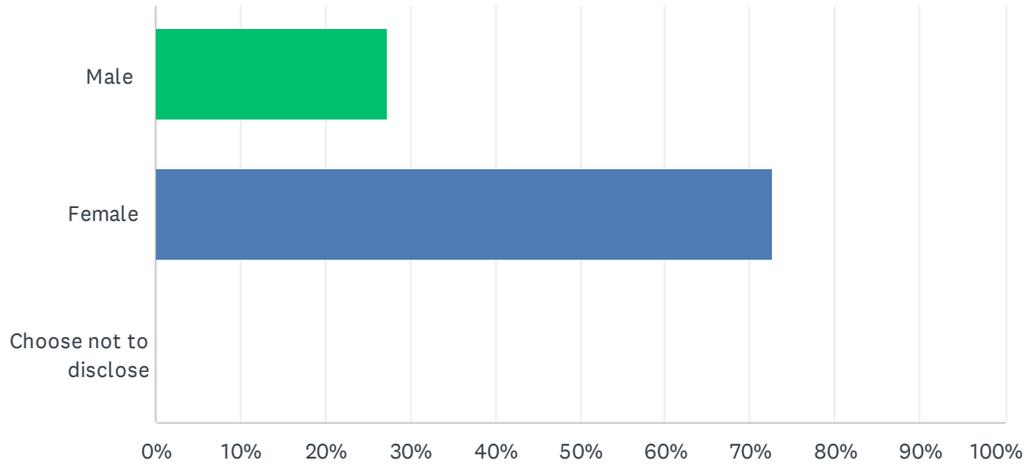
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES
0-12 years of age	9.09% 1
13-25 years of age	18.18% 2
26-40 years of age	36.36% 4
41-50 years of age	18.18% 2
51-60 years of age	18.18% 2
61-70 years of age	0.00% 0
70 years and older	0.00% 0
TOTAL	11

Q19 What is your gender identity?

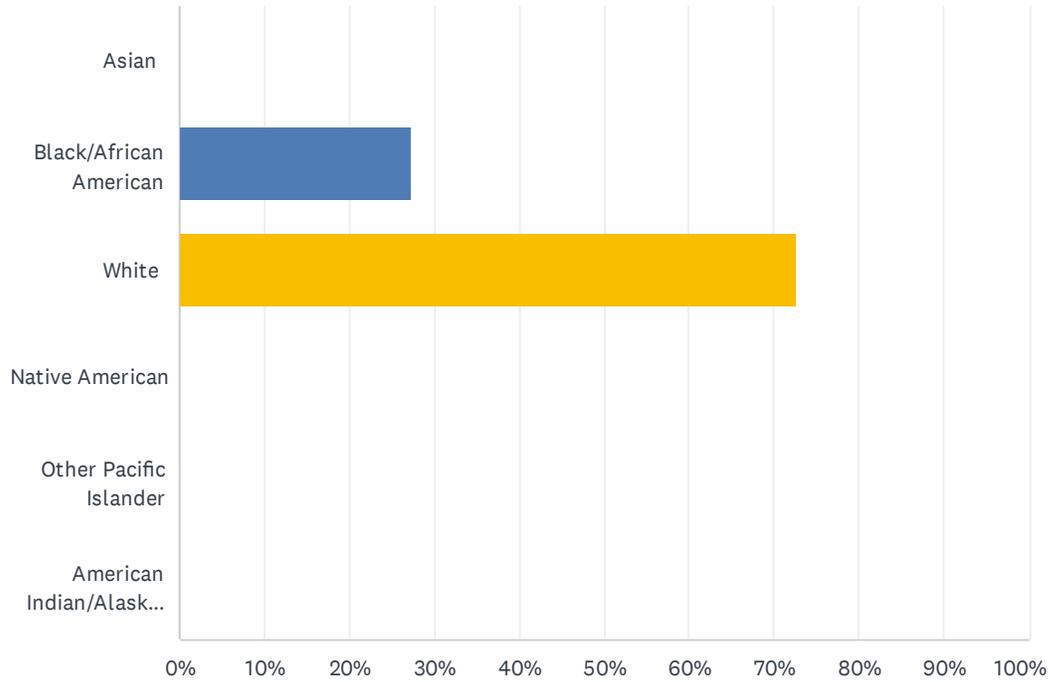
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES
Male	27.27% 3
Female	72.73% 8
Choose not to disclose	0.00% 0
TOTAL	11

Q20 What is your race?

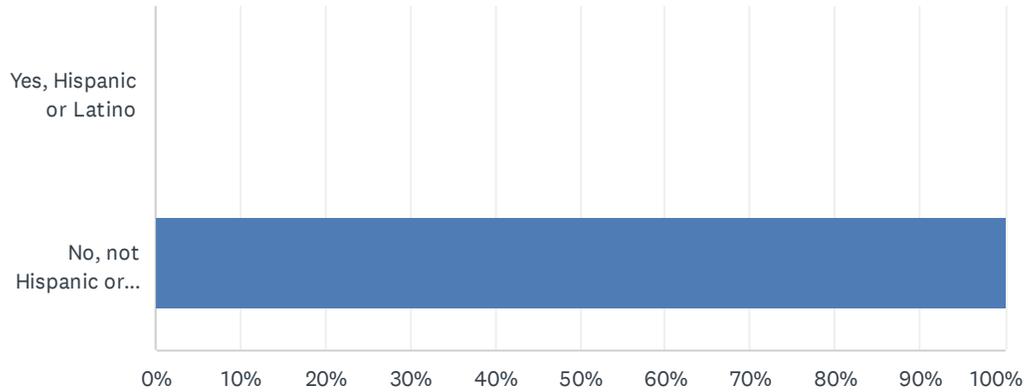
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
Asian	0.00%	0
Black/African American	27.27%	3
White	72.73%	8
Native American	0.00%	0
Other Pacific Islander	0.00%	0
American Indian/Alaskan Native	0.00%	0
TOTAL		11

Q21 Do you consider yourself Hispanic or Latino?

Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, Hispanic or Latino	0.00%	0
No, not Hispanic or Latino	100.00%	11
TOTAL		11