



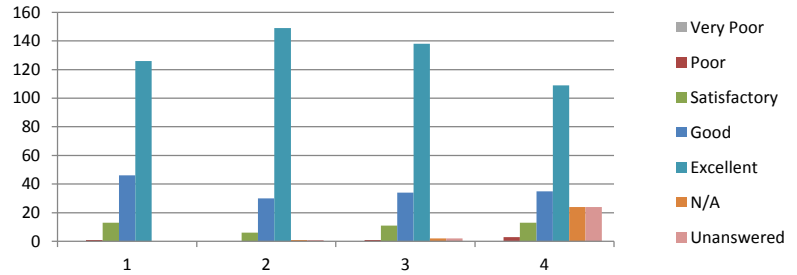
2017 Patient Survey Results

Dates: December 4 - December 8 2017

Total Surveys Completed: 186

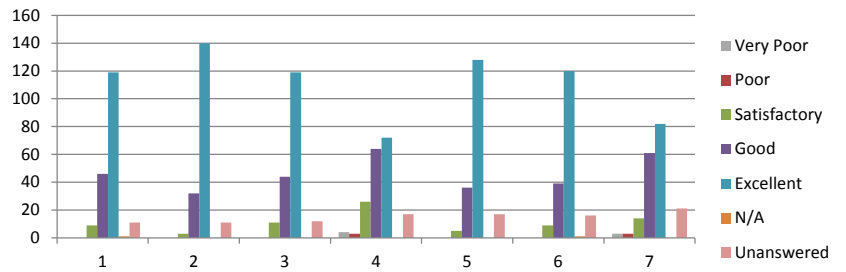
A. Access to Care

1. Ease of scheduling your appointment
2. Courtesy of the person who scheduled your appointment
3. Our helpfulness on the telephone
4. Our promptness in returning your phone calls



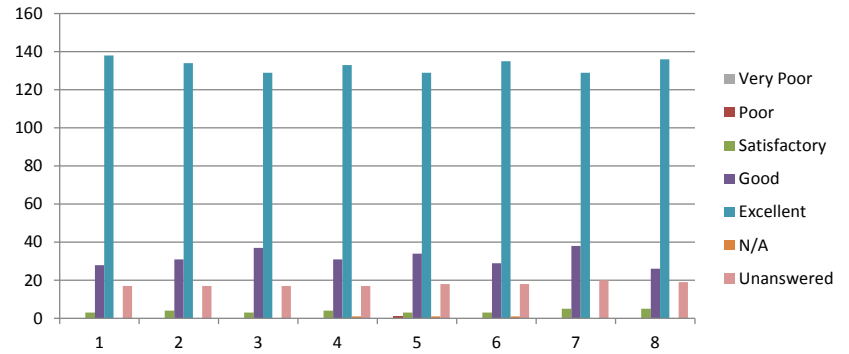
B. During Your Visit

1. Speed of the registration process
2. Courtesy of staff in registration area
3. Comfort and pleasantness of waiting area
4. Time spent in waiting room
5. Friendliness of nurse/medical assistant
6. Concern the nurse/medical assistant showed for your problem or condition
7. Time spent waiting in exam room before seeing your healthcare provider



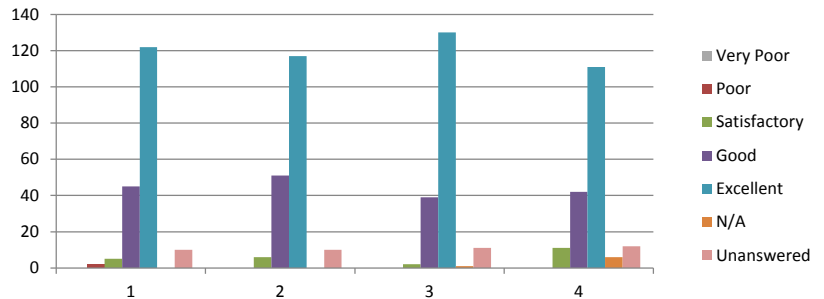
C. Your Care Provider

1. Friendliness and professionalism of your care provider
2. Care, compassion, and respect your care provider showed for your concerns/worries
3. Explanations your care provider gave you about your problem or condition
4. Your care provider's effort to include you in decisions about your treatment
5. Information your care provider gave you regarding any medications or necessary follow-up
6. Degree to which your care provider talked to you in language you could understand
7. Amount of time your care provider spent with you at the visit
8. Likelihood of your recommending this care provider to others



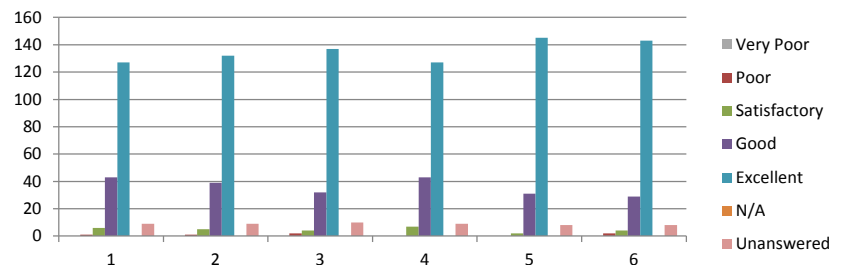
D. Personal Issues

1. Convenience of our office hours
2. Our sensitivity to your needs
3. Our concern for your privacy
4. You are kept up-to-date on the status of referrals and/or lab or diagnostic imaging results



E. Overall Assessment

1. Satisfaction with the office
2. Satisfaction with quality of medical care
3. Satisfaction with our staff and your care provider
4. Overall cheerfulness of our practice
5. Overall cleanliness of our practice
6. Likelihood of your recommending our practice to others



Thank you for choosing Family Care Associates!