

Did you use our translation service?

Answer	Total	% Total
N/A	354	16.4%
No	1779	82.4%
Yes	26	1.2%

How satisfied are you with the ease of making your appointment by telephone or requested online?

Answer	Total	% Total
N/A	438	20.3%
Dissatisfied	36	1.7%
Does Not Apply	144	6.7%
Not Satisfied or Dissatisfied	37	1.7%
Satisfied	267	12.4%
Very Satisfied	1237	57.3%

How satisfied are you with the friendliness of our staff?

Answer	Total	% Total
N/A	471	21.8%
Dissatisfied	33	1.5%
Does Not Apply	4	0.2%
Not Satisfied or Dissatisfied	27	1.3%
Satisfied	252	11.7%
Very Satisfied	1372	63.5%

How satisfied are you with the speed with which your telephone calls are answered?

Answer	Total	% Total
N/A	517	23.9%
Dissatisfied	55	2.5%
Does Not Apply	290	13.4%
Not Satisfied or Dissatisfied	57	2.6%
Satisfied	375	17.4%
Very Satisfied	865	40.1%

How satisfied are you with your providers communication efforts with your other providers involved in your care?

Answer	Total	% Total
N/A	553	25.6%
Dissatisfied	11	0.5%
Does Not Apply	592	27.4%
Not Satisfied or Dissatisfied	59	2.7%
Satisfied	183	8.5%
Very Satisfied	761	35.2%

How satisfied are you with our practice over all?

Answer	Total	% Total
N/A	615	28.5%
Dissatisfied	23	1.1%
Does Not Apply	2	0.1%
Not Satisfied or Dissatisfied	35	1.6%
Satisfied	219	10.1%
Very Satisfied	1265	58.6%

How likely are you to recommend our practice to your friends and family?

Answer	Total	% Total
N/A	672	31.1%
May or May Not Recommend	49	2.3%
Would Definitely Recommend	1232	57.1%
Would Not Recommend	19	0.9%
Would Recommend	187	8.7%

How satisfied are you with the ease of utilization with the translation services?

Answer	Total	% Total
N/A	2145	99.4%
Does Not Apply	1	0%
Satisfied	3	0.1%
Very Satisfied	10	0.5%

How satisfied are you with the ability to get an appointment that is suitable to your schedule?

Answer	Total	% Total
N/A	440	20.4%
Dissatisfied	18	0.8%
Does Not Apply	13	0.6%
Not Satisfied or Dissatisfied	37	1.7%
Satisfied	332	15.4%
Very Satisfied	1319	61.1%

How satisfied are you with the caring and concern of our medical assistants/nurses/providers?

Answer	Total	% Total
N/A	471	21.8%
Dissatisfied	20	0.9%
Does Not Apply	9	0.4%
Not Satisfied or Dissatisfied	27	1.3%
Satisfied	201	9.3%
Very Satisfied	1431	66.3%

How satisfied are you with the ability to get help or advice during office hours by telephone?

Answer	Total	% Total
N/A	517	23.9%
Dissatisfied	41	1.9%
Does Not Apply	543	25.2%
Not Satisfied or Dissatisfied	59	2.7%
Satisfied	280	13%
Very Satisfied	719	33.3%

How satisfied are you with your providers efforts in involving you in the planning of your own care?

Answer	Total	% Total
N/A	552	25.6%
Dissatisfied	13	0.6%
Does Not Apply	201	9.3%
Not Satisfied or Dissatisfied	46	2.1%

Satisfied	261	12.1%
Very Satisfied	1086	50.3%

How satisfied are you with the access of appointments using the translation services?

Answer	Total	% Total
N/A	2145	99.4%
Satisfied	4	0.2%
Very Satisfied	10	0.5%

How satisfied are you with the time that you spent in the waiting room and exam room before seeing your provider?

Answer	Total	% Total
N/A	438	20.3%
Dissatisfied	68	3.1%
Does Not Apply	12	0.6%
Not Satisfied or Dissatisfied	64	3%
Satisfied	395	18.3%
Very Satisfied	1182	54.7%

How satisfied are you with the way that your provider listened to your concerns and showed understanding of your health condition?

Answer	Total	% Total
N/A	519	24%
Dissatisfied	17	0.8%
Does Not Apply	19	0.9%
Not Satisfied or Dissatisfied	33	1.5%
Satisfied	174	8.1%
Very Satisfied	1397	64.7%

How satisfied are you with friendliness of the translation services staff?

Answer	Total	% Total
N/A	2145	99.4%
Not Satisfied or Dissatisfied	1	0%
Satisfied	2	0.1%
Very Satisfied	11	0.5%

How satisfied are you with your providers explanation of things in a way that you could understand, such as medications and follow up?

Answer	Total	% Total
N/A	521	24.1%
Dissatisfied	17	0.8%
Does Not Apply	20	0.9%
Not Satisfied or Dissatisfied	30	1.4%
Satisfied	176	8.2%
Very Satisfied	1395	64.6%

How satisfied are you with the interaction and accuracy of the translation service team and your provider?

Answer	Total	% Total
N/A	2145	99.4%
Does Not Apply	1	0%
Not Satisfied or Dissatisfied	1	0%
Satisfied	2	0.1%
Very Satisfied	10	0.5%

How satisfied are you with the availability of your health information, such as test results?

Answer	Total	% Total
N/A	525	24.3%
Dissatisfied	15	0.7%
Does Not Apply	444	20.6%
Not Satisfied or Dissatisfied	53	2.5%
Satisfied	205	9.5%
Very Satisfied	917	42.5%