

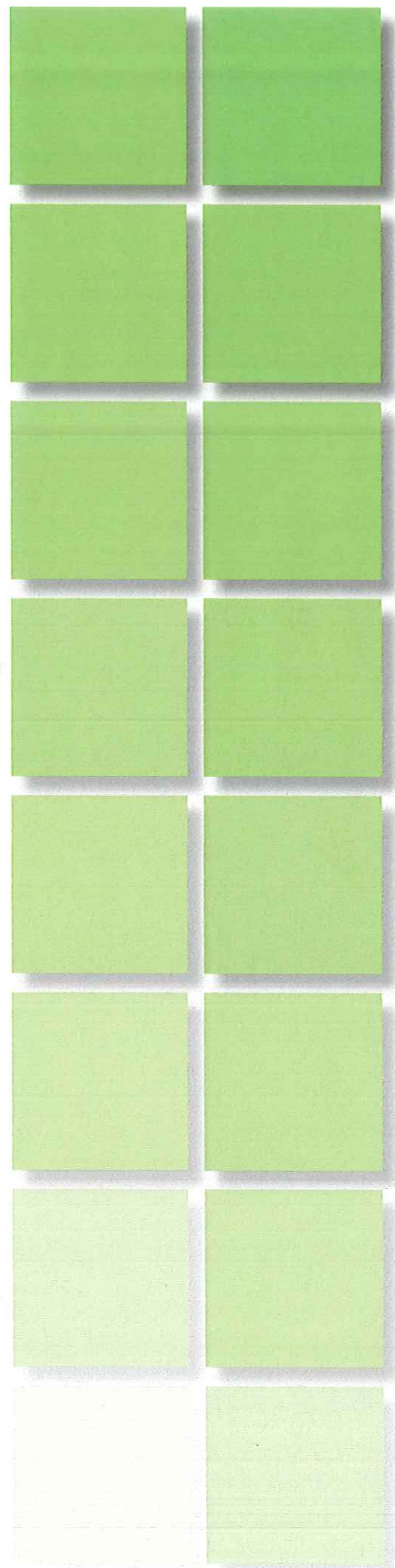
Patient Experience Survey Report

Fall 2017



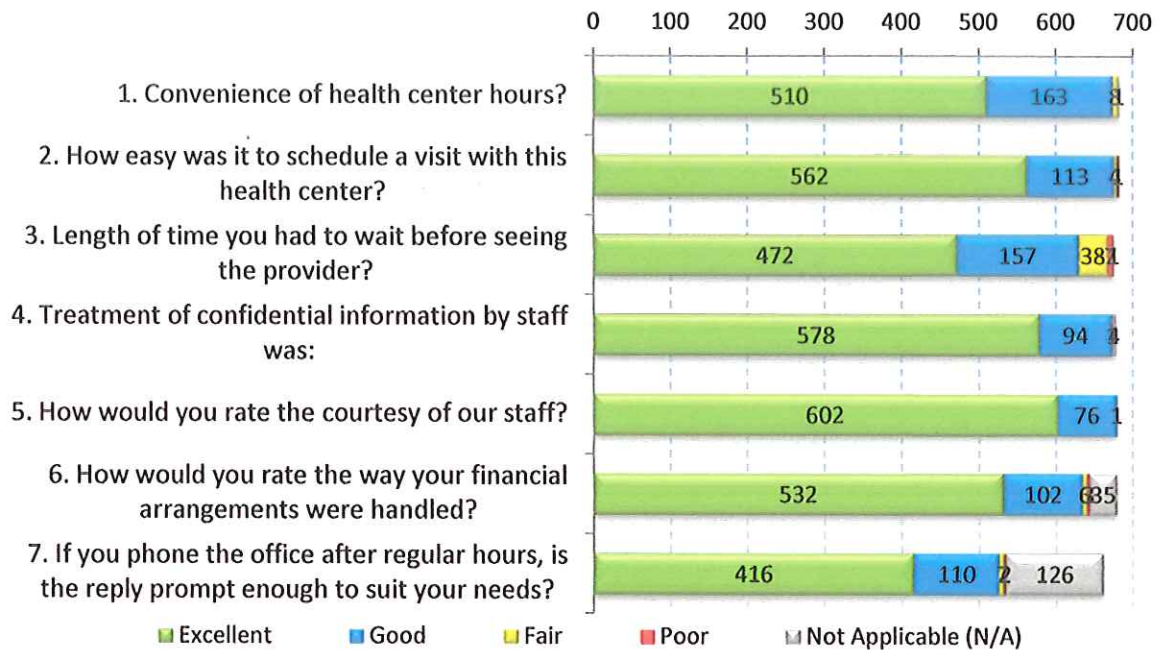
Camden Family Health
All Sites

prepared by:





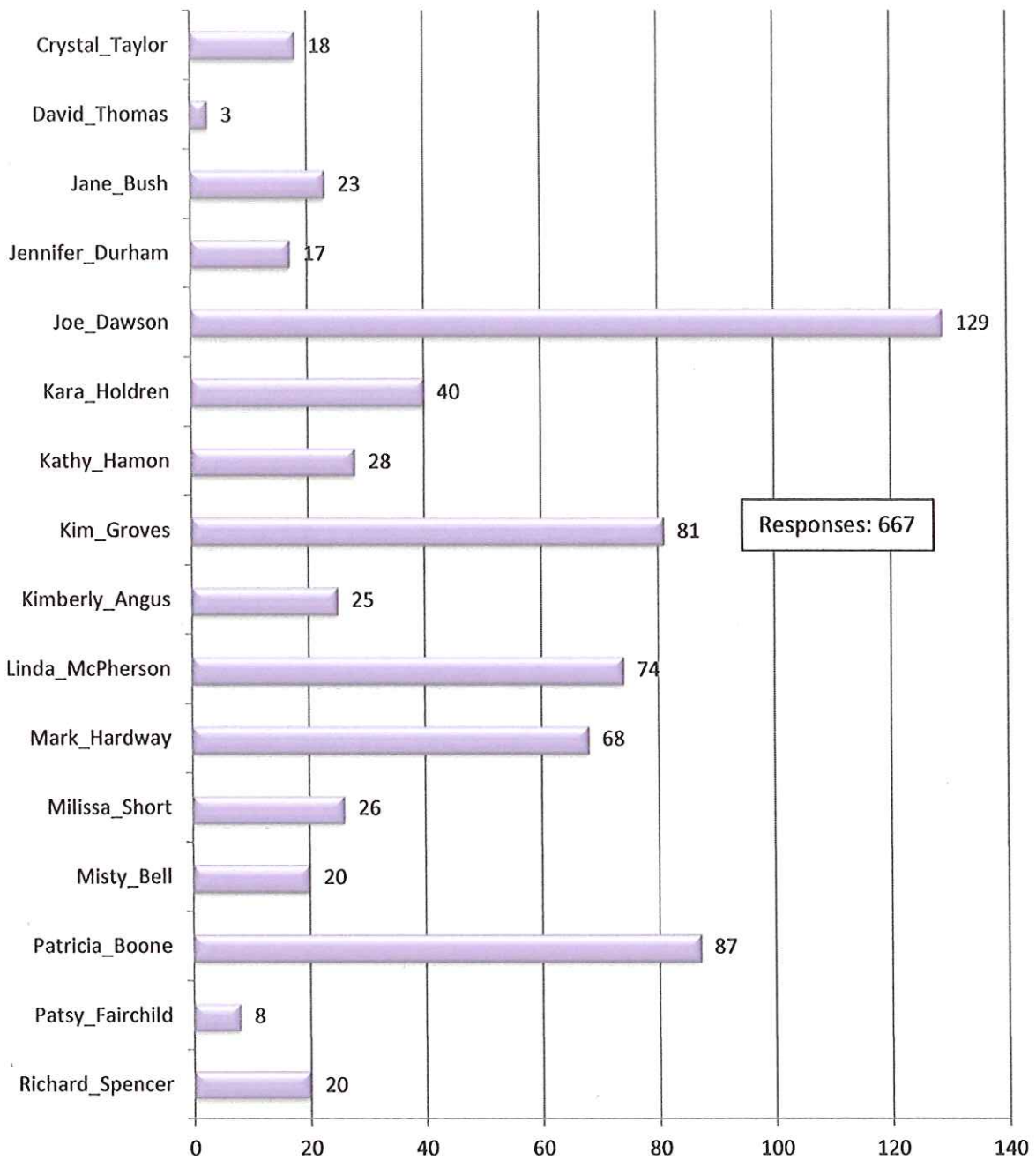
How do you feel about the following?



Question	Excellent	Good	Fair	Poor	(N/A)	Total
1. Convenience of health center hours?	510	163	8	1	0	682
2. How easy was it to schedule a visit with this health center?	562	113	4	1	1	681
3. Length of time you had to wait before seeing the provider?	472	157	38	7	1	675
4. Treatment of confidential information by staff was:	578	94	0	1	4	677
5. How would you rate the courtesy of our staff?	602	76	0	1	0	679
6. How would you rate the way your financial arrangements were handled?	532	102	6	3	35	678
7. If you phone the office after regular hours, is the reply prompt enough to suit your needs?	416	110	7	2	126	661

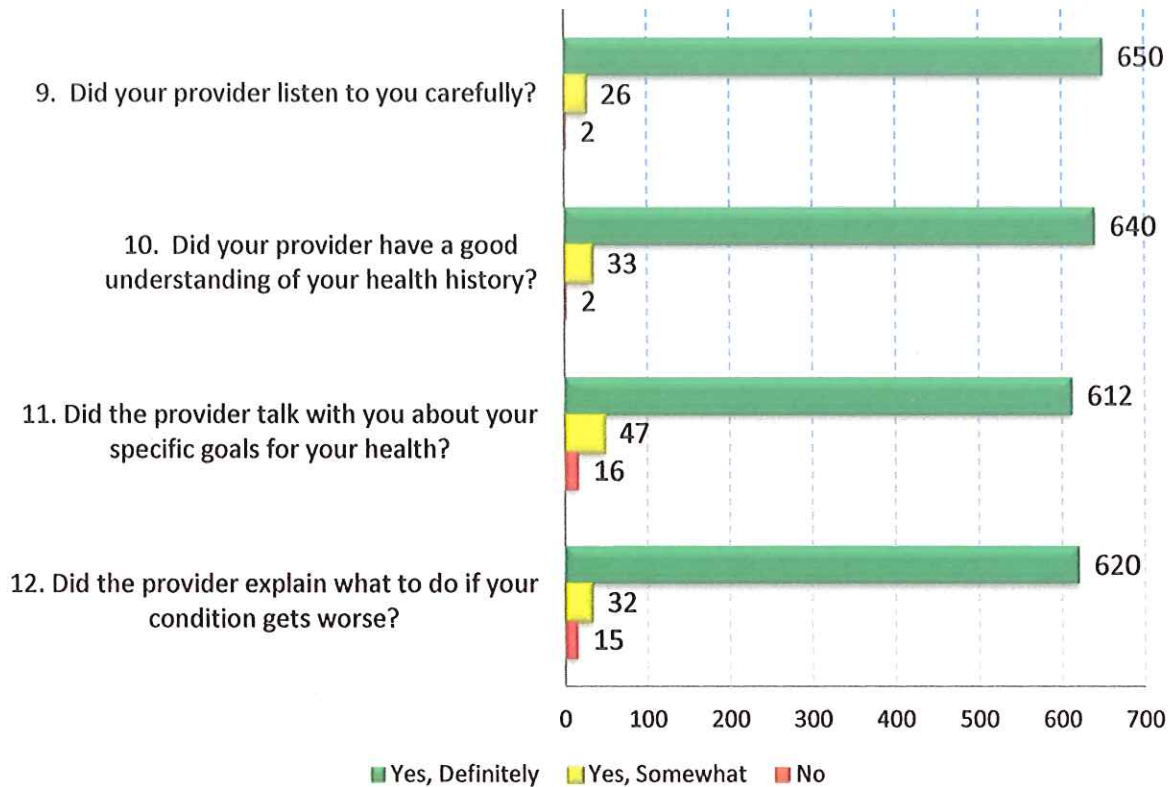


8. Please print the name of the provider you saw during your visit today:





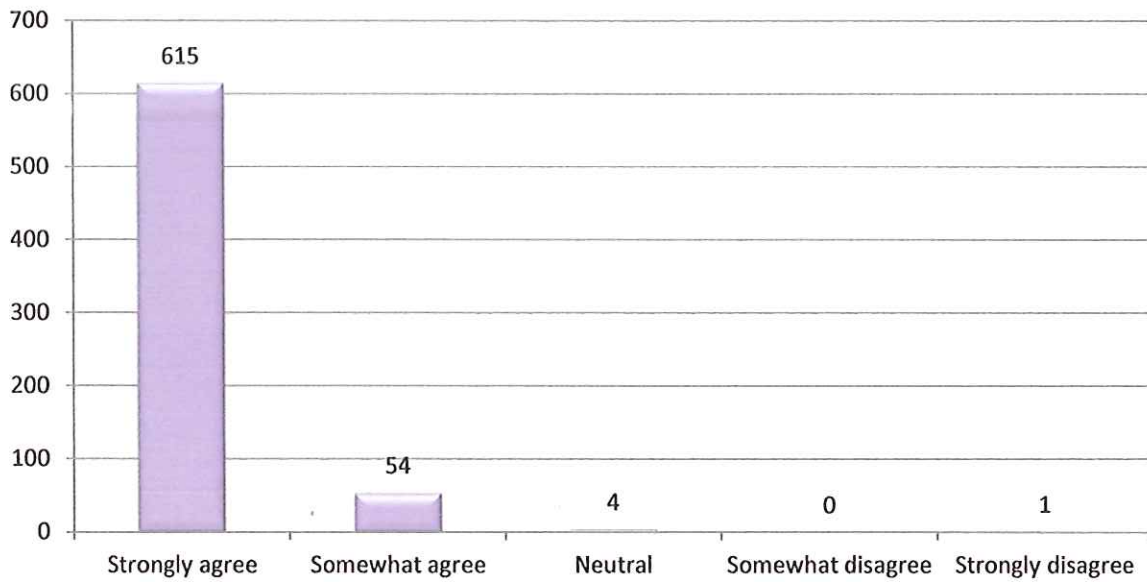
How is your provider doing in the following areas?



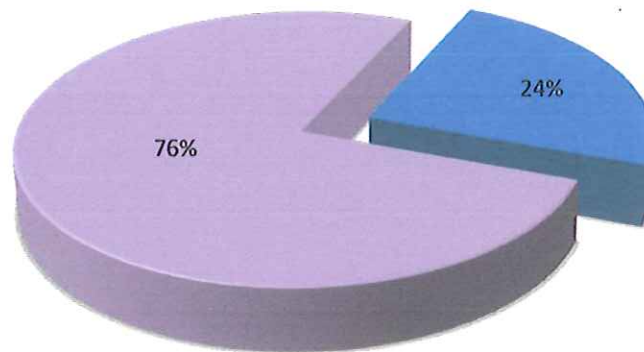
Question	Yes, Definitely	Yes, Somewhat	No	Total
9. Did your provider listen to you carefully?	650	26	2	678
10. Did your provider have a good understanding of your health history?	640	33	2	675
11. Did the provider talk with you about your specific goals for your health?	612	47	16	675
12. Did the provider explain what to do if your condition gets worse?	620	32	15	667



13. I would recommend this health center to others



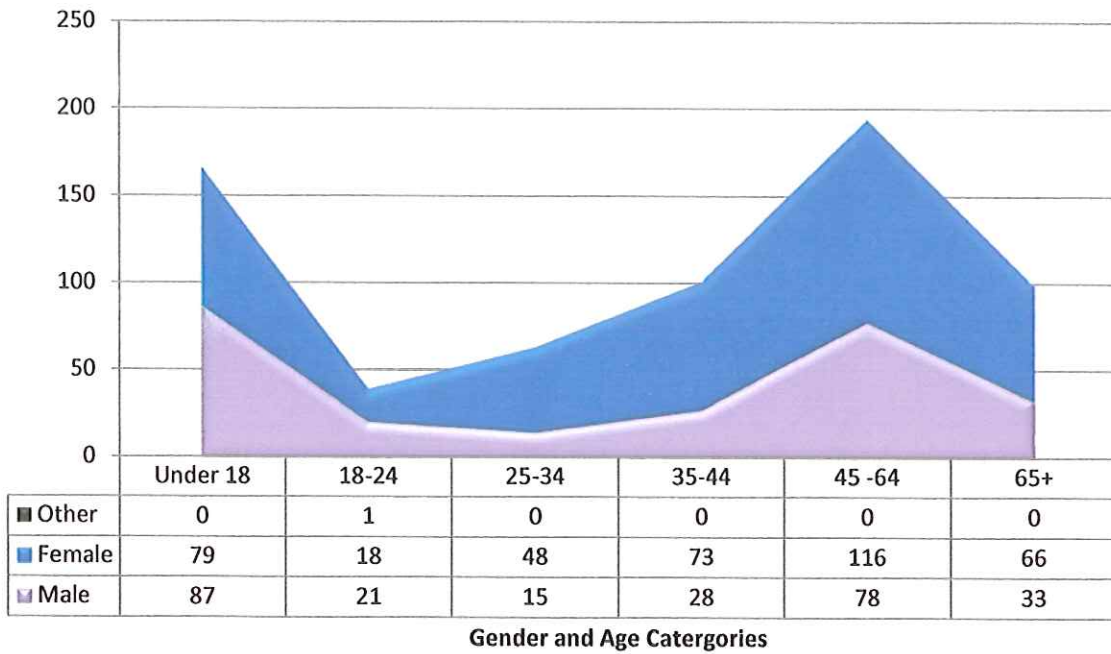
14. In the last 12 months, have you received any reminders from this office to schedule tests or appointments?



Yes No



15. Please mark the following for the person seen by the provider today



16. How was your visit paid for?

