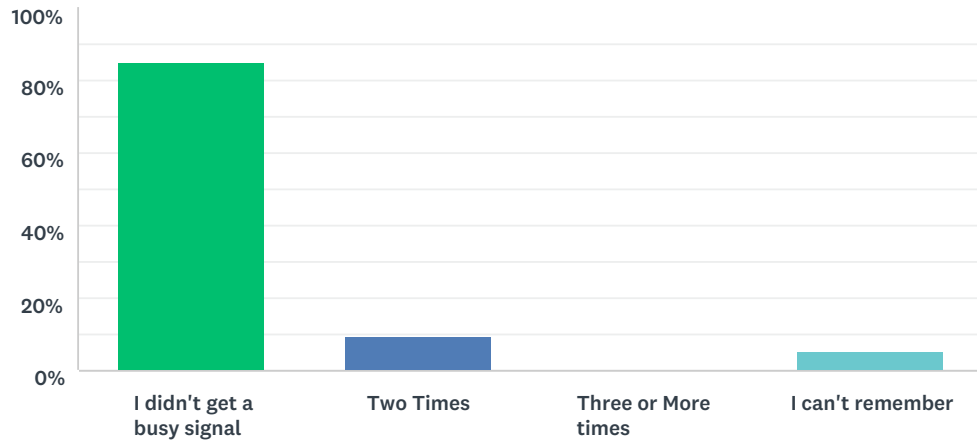


# Q1 When you called our office to make this appointment, how many times did you get a busy signal?

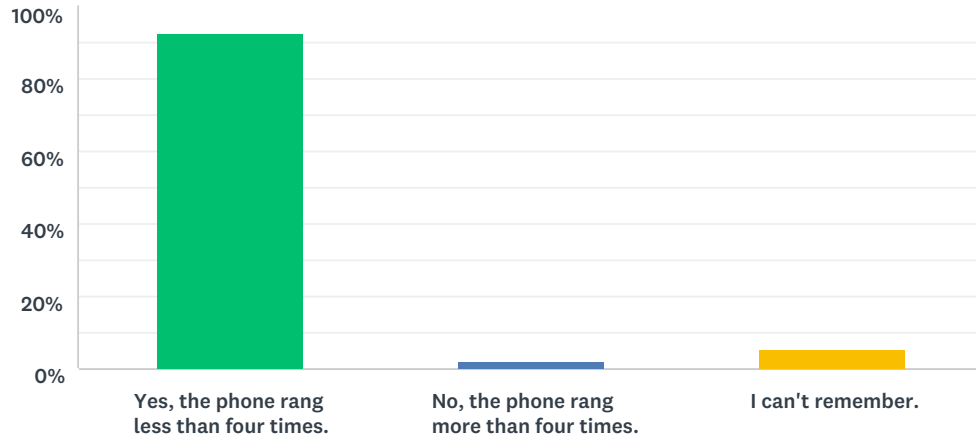
Answered: 54 Skipped: 1



ANSWER CHOICES	RESPONSES	
I didn't get a busy signal	85.19%	46
Two Times	9.26%	5
Three or More times	0.00%	0
I can't remember	5.56%	3
<b>TOTAL</b>		<b>54</b>

## Q2 Was your call answered promptly?

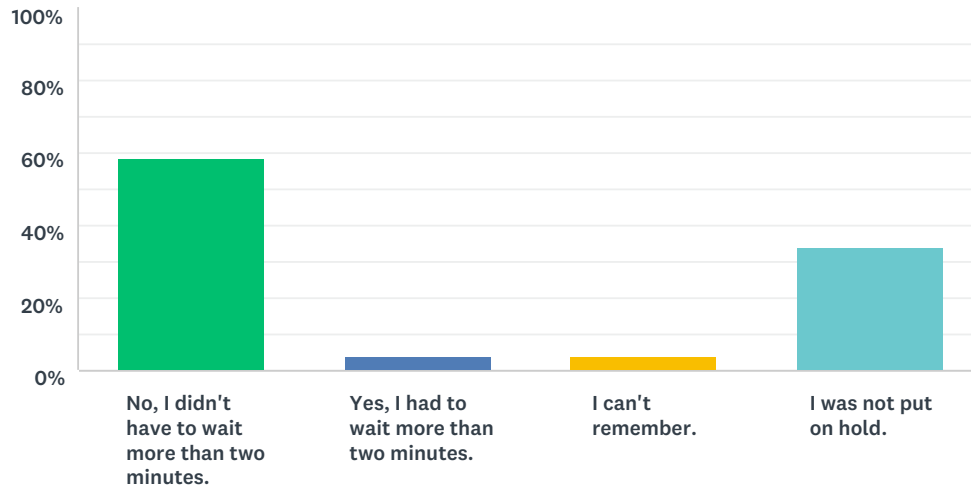
Answered: 53 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, the phone rang less than four times.	92.45%	49
No, the phone rang more than four times.	1.89%	1
I can't remember.	5.66%	3
TOTAL		53

### Q3 If you were put on hold, did you have to wait more than two minutes before the receptionist came back on the line?

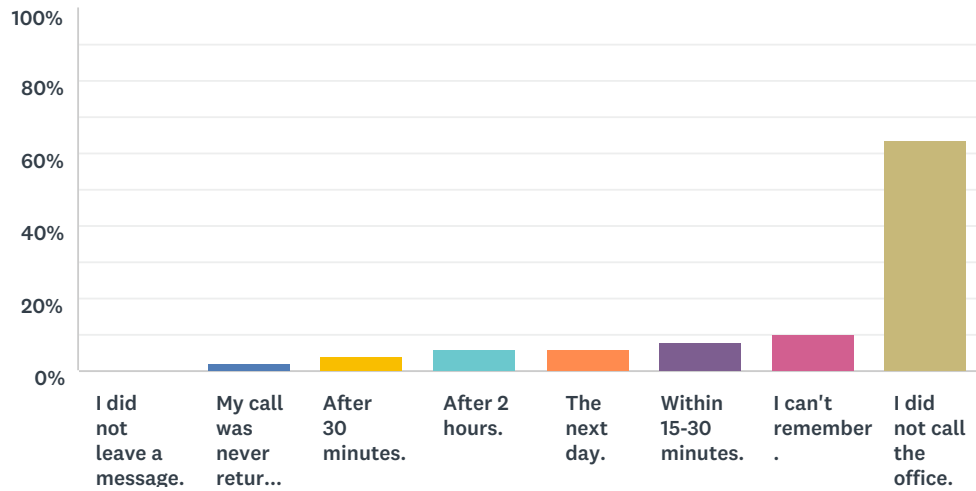
Answered: 53 Skipped: 2



ANSWER CHOICES	RESPONSES	
No, I didn't have to wait more than two minutes.	58.49%	31
Yes, I had to wait more than two minutes.	3.77%	2
I can't remember.	3.77%	2
I was not put on hold.	33.96%	18
<b>TOTAL</b>		<b>53</b>

## Q4 If you called and left a message, when was your call returned?

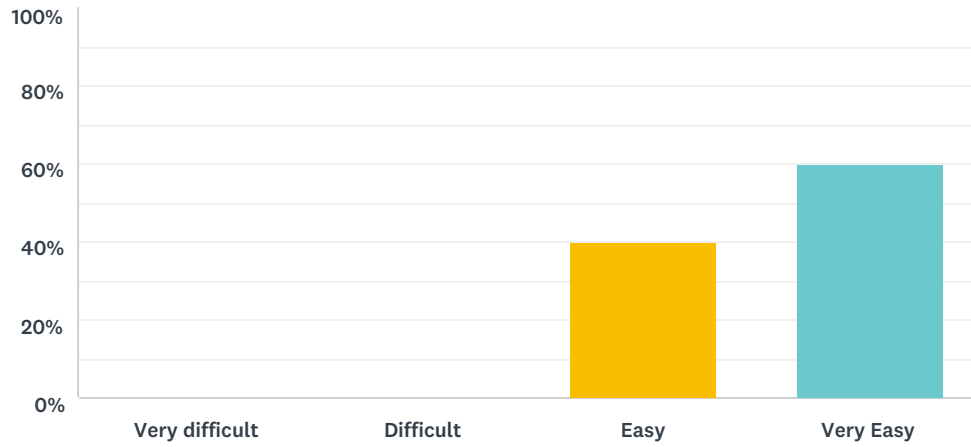
Answered: 49 Skipped: 6



ANSWER CHOICES	RESPONSES	
I did not leave a message.	0.00%	0
My call was never returned.	2.04%	1
After 30 minutes.	4.08%	2
After 2 hours.	6.12%	3
The next day.	6.12%	3
Within 15-30 minutes.	8.16%	4
I can't remember.	10.20%	5
I did not call the office.	63.27%	31
<b>TOTAL</b>		<b>49</b>

### Q5 Based on your contacts with our office over the past few months, how easy has it been for you to make appointments?

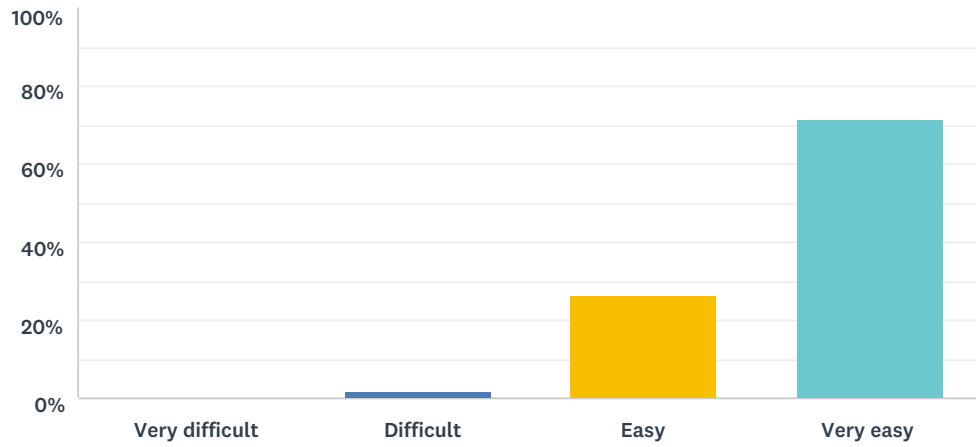
Answered: 55 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very difficult	0.00%	0
Difficult	0.00%	0
Easy	40.00%	22
Very Easy	60.00%	33
<b>TOTAL</b>		<b>55</b>

## Q6 How easy has it been for you to get prescriptions filled?

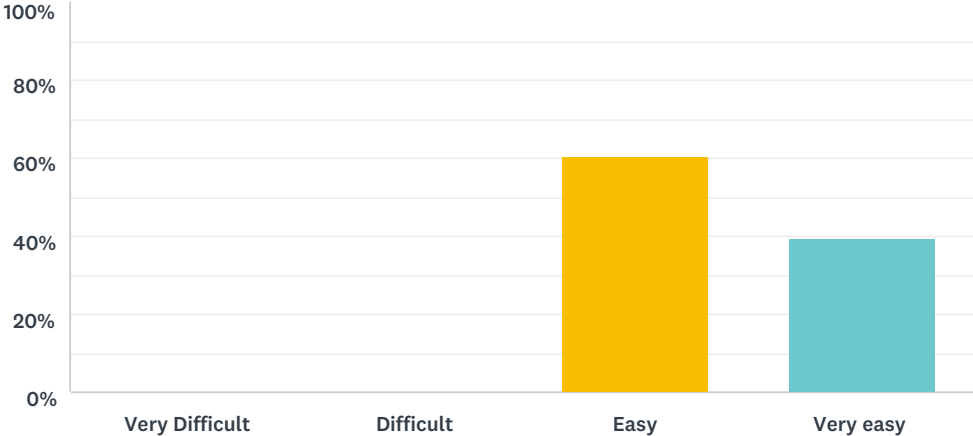
Answered: 53 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very difficult	0.00%	0
Difficult	1.89%	1
Easy	26.42%	14
Very easy	71.70%	38
<b>TOTAL</b>		<b>53</b>

### Q7 How easy has it been to get lab results?

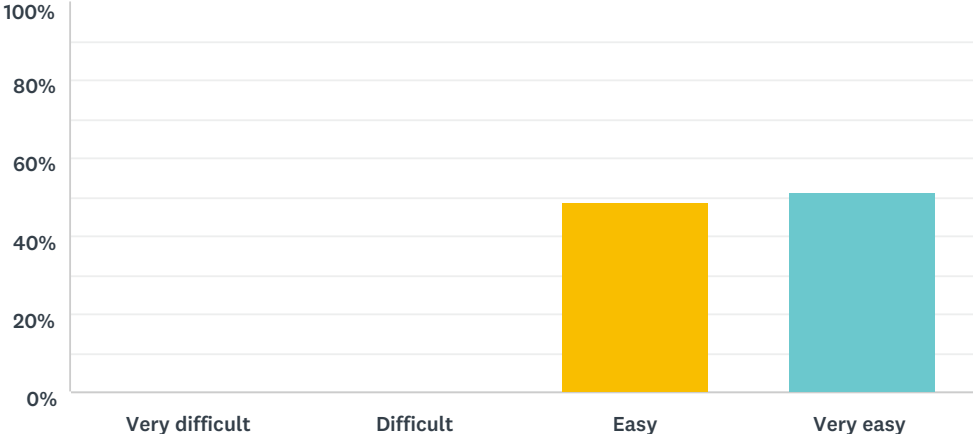
Answered: 53 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Difficult	0.00%	0
Difficult	0.00%	0
Easy	60.38%	32
Very easy	39.62%	21
TOTAL		53

### Q8 How easy has it been to talk to a nurse?

Answered: 53 Skipped: 2

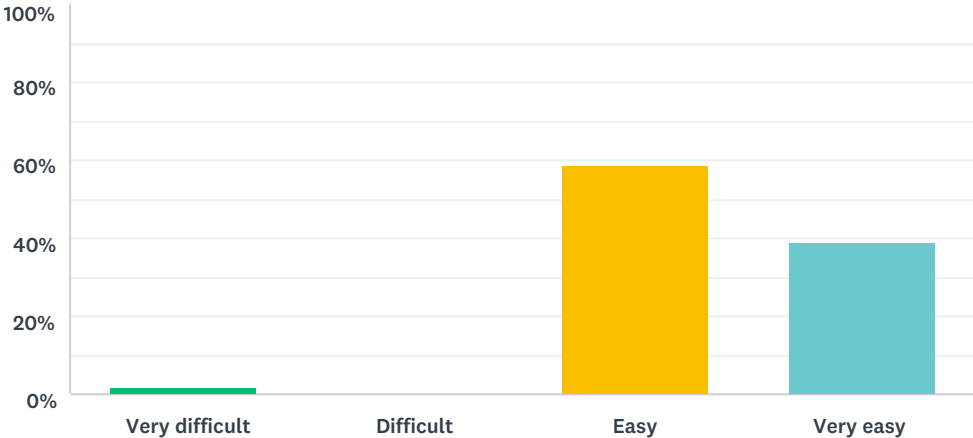


ANSWER CHOICES	RESPONSES	
Very difficult	0.00%	0
Difficult	0.00%	0
Easy	49.06%	26
Very easy	50.94%	27
TOTAL		53



### Q9 How easy has it been to talk to your doctor/provider?

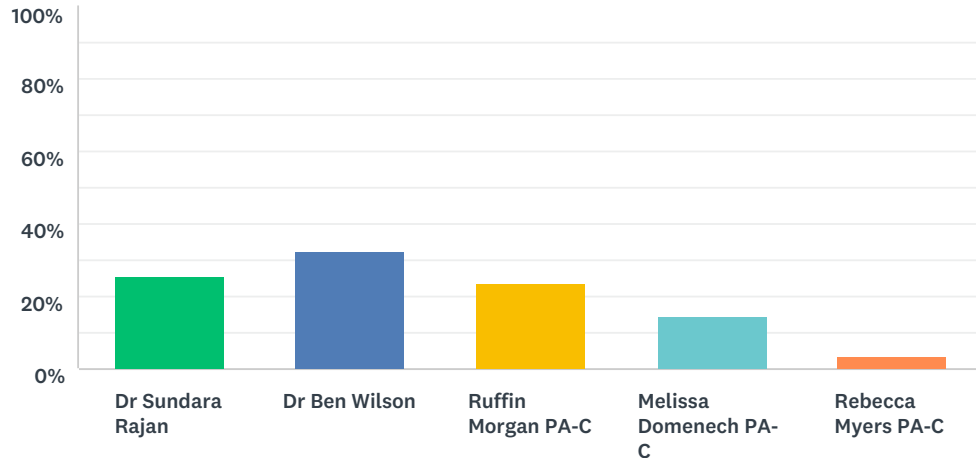
Answered: 51 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very difficult	1.96%	1
Difficult	0.00%	0
Easy	58.82%	30
Very easy	39.22%	20
TOTAL		51

## Q10 Who is your doctor/Provider

Answered: 55 Skipped: 0



ANSWER CHOICES	RESPONSES	
Dr Sundara Rajan	25.45%	14
Dr Ben Wilson	32.73%	18
Ruffin Morgan PA-C	23.64%	13
Melissa Domenech PA-C	14.55%	8
Rebecca Myers PA-C	3.64%	2
<b>TOTAL</b>		<b>55</b>