

Total Surveys: **209**

NA = no answer 1 = very poor/awful 5 = exceptional/outstanding

| | NA | 1 | 2 | 3 | 4 | 5 |
|--|-----|---|---|----|----|-----|
| Ease of getting an appt? | 1 | | | 2 | 11 | 195 |
| How were you treated by staff? | 8 | | | 1 | 7 | 193 |
| Was your time used efficiently? | 20 | | 1 | 2 | 38 | 148 |
| Greeting, friendliness, bedside manner of provider | 4 | | | 3 | 20 | 182 |
| Knowledge, competence, skill of provider | 6 | | | 1 | 20 | 182 |
| Clarity, understandable language of provider | 6 | | | 1 | 19 | 183 |
| Effectiveness of education...of provider | 7 | | | 3 | 21 | 178 |
| Overall impression of provider | 30* | | | 1 | 35 | 143 |
| * change in format caused many to overlook | | | | | | |
| Facility (parking, location, music, etc) | 3 | | | 5 | 41 | 160 |
| Fees (5 is <i>less</i> than expected) | 25 | 1 | 1 | 15 | 50 | 117 |
| Billing | 27 | 1 | 1 | 8 | 42 | 130 |
| Services (X-ray, evening hours, etc) | 12 | | 1 | 6 | 24 | 166 |
| Overall Impression | 6 | | | 3 | 17 | 183 |

Recommend HFM to friends and family? NA - 5 No - 0 Undecided - 1 Yes - 97 Yes!* - 106

* Yes! = "Yes, with enthusiasm!"