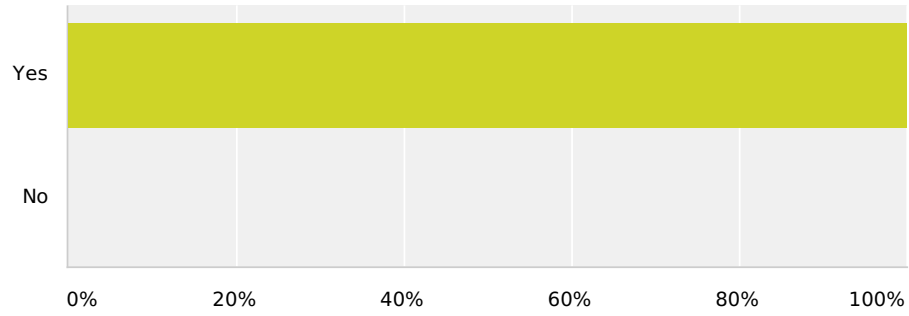


Q1 Our records show that you got care from your healthcare provider. Is that right?

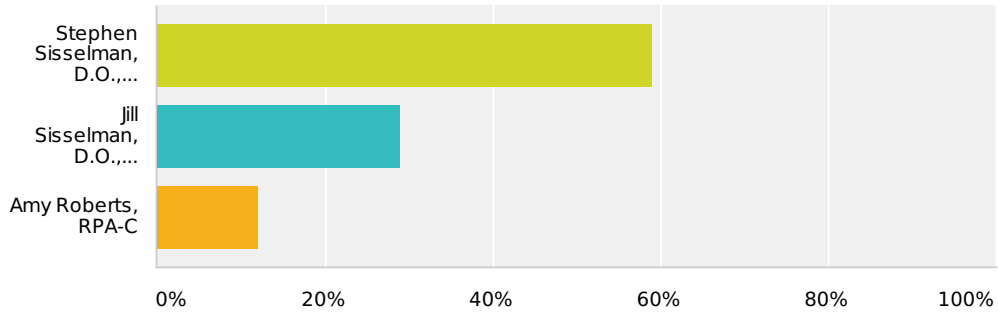
Answered: 229 Skipped: 2



Answer Choices	Responses
Yes	100% 229
No	0% 0
Total	229

Q2 Which Provider do you consider your main Healthcare Provider?

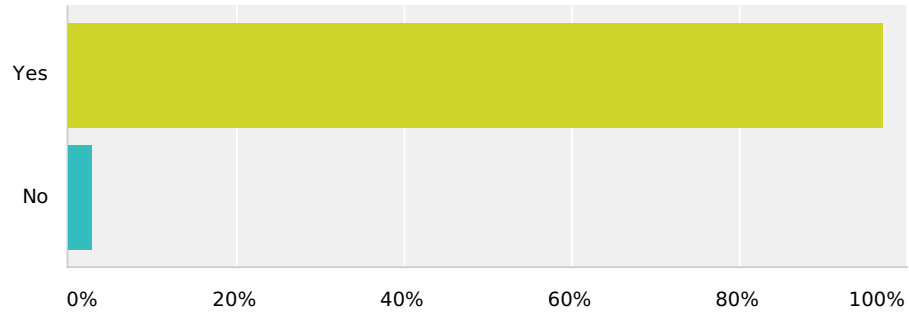
Answered: 83 Skipped: 148



Answer Choices	Responses	
Stephen Sisselman, D.O., F.A.C.P.	59.04%	49
Jill Sisselman, D.O., F.A.A.F.P.	28.92%	24
Amy Roberts, RPA-C	12.05%	10
Total		83

Q3 Is your healthcare provider, the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

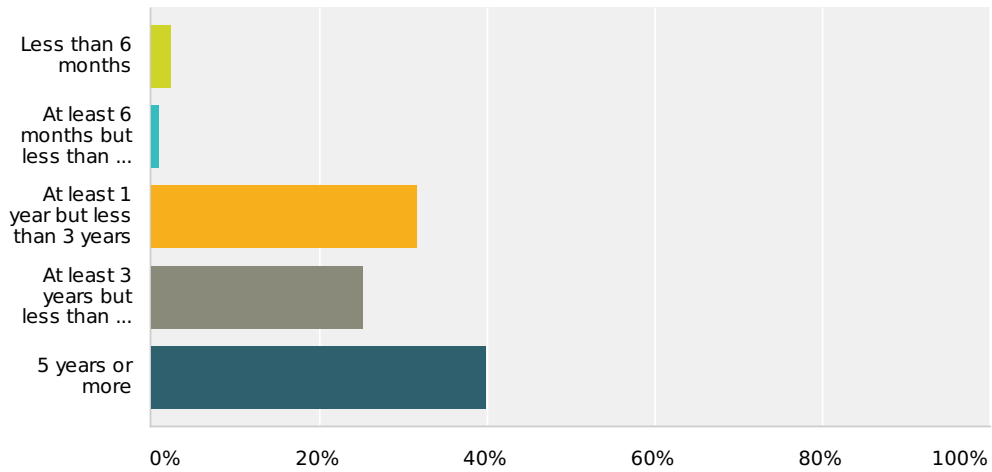
Answered: 217 Skipped: 14



Answer Choices	Responses
Yes	97.24% 211
No	2.76% 6
Total	217

Q4 How long have you been going to your healthcare provider?

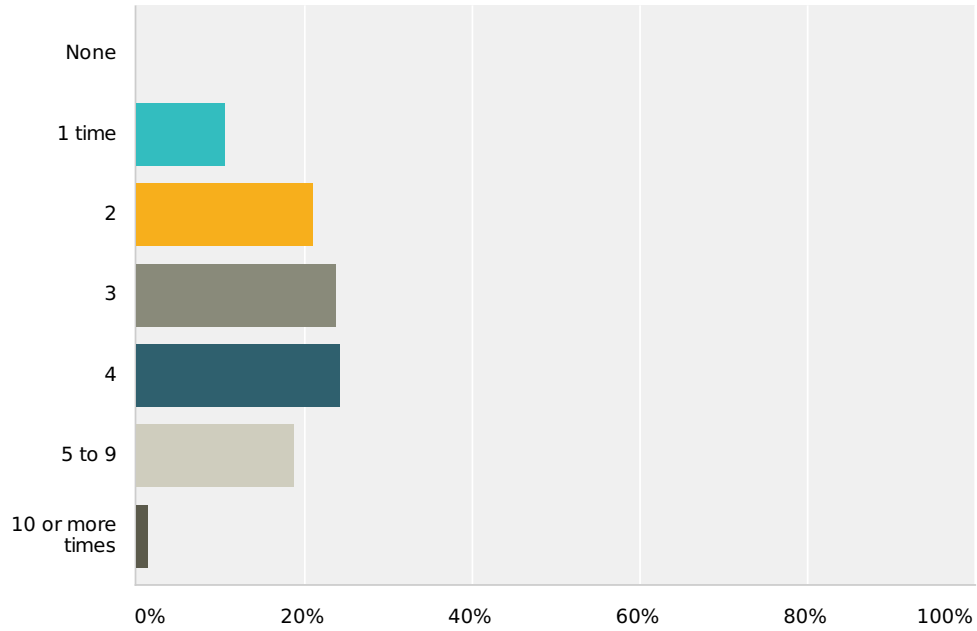
Answered: 218 Skipped: 13



Answer Choices	Responses
Less than 6 months	2.29% 5
At least 6 months but less than 1 year	0.92% 2
At least 1 year but less than 3 years	31.65% 69
At least 3 years but less than 5 years	25.23% 55
5 years or more	39.91% 87
Total	218

Q5 In the last 12 months, how many times did you visit your healthcare provider?

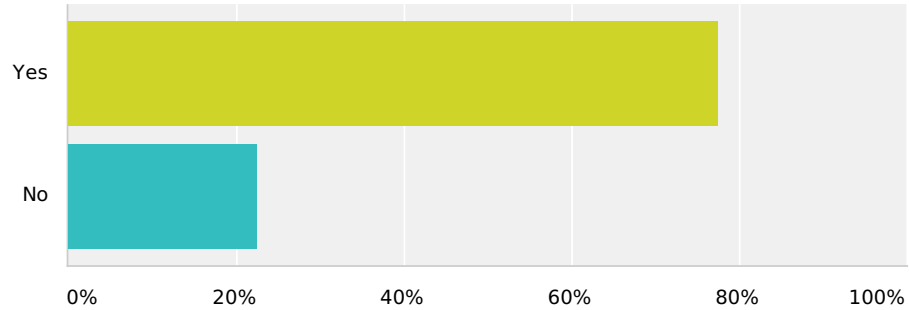
Answered: 218 Skipped: 13



Answer Choices	Responses
None	0% 0
1 time	10.55% 23
2	21.10% 46
3	23.85% 52
4	24.31% 53
5 to 9	18.81% 41
10 or more times	1.38% 3
Total	218

Q6 In the last 12 months, did you phone your healthcare provider's office to get an appointment for an illness, injury, or condition that needed care right away?

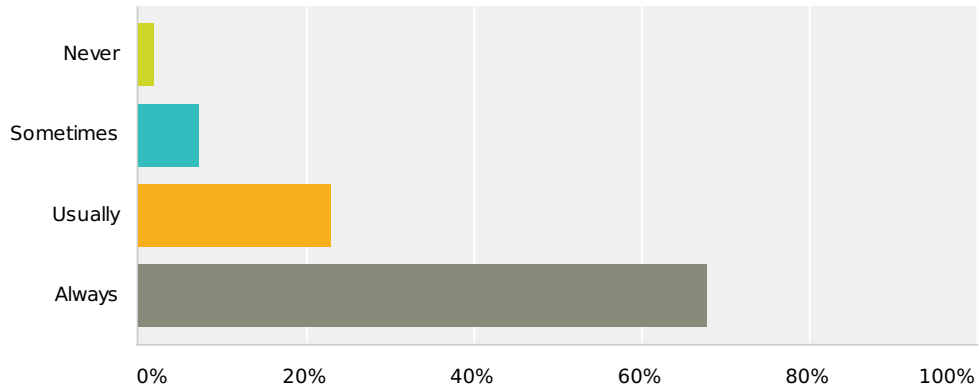
Answered: 218 Skipped: 13



Answer Choices	Responses	
Yes	77.52%	169
No	22.48%	49
Total		218

Q7 In the last 12 months, when you phoned your healthcare provider’s office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?

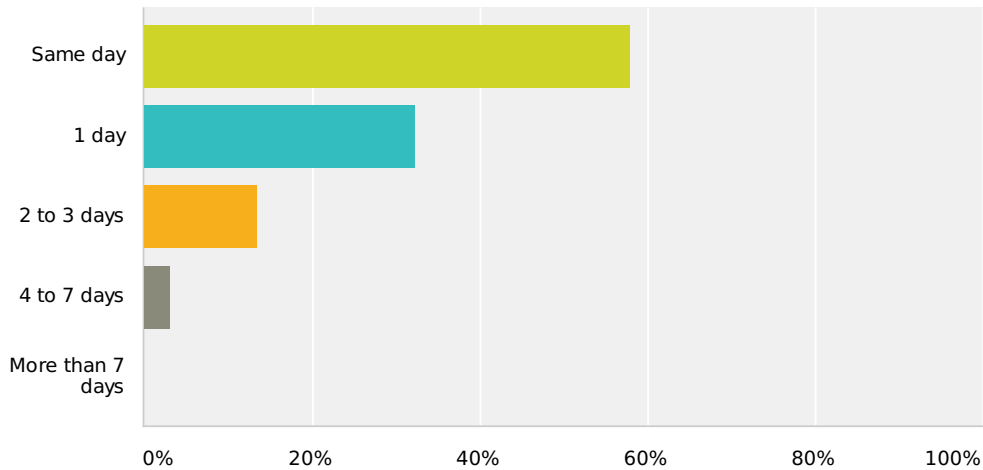
Answered: 165 Skipped: 66



Answer Choices	Responses	
Never	1.82%	3
Sometimes	7.27%	12
Usually	23.03%	38
Always	67.88%	112
Total		165

Q8 In the last 12 months, how many days did you usually have to wait for an appointment when you needed care right away?

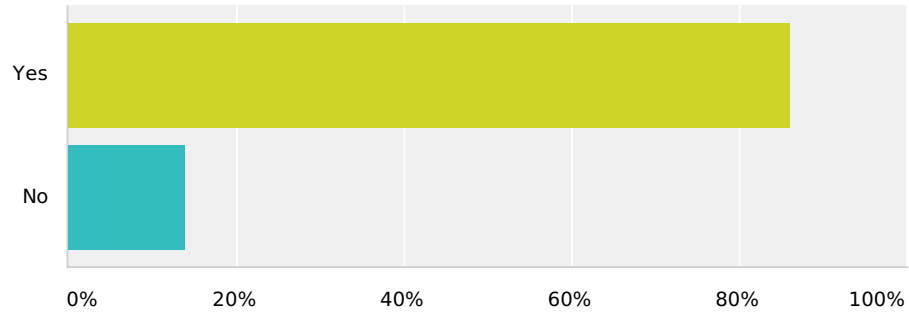
Answered: 164 Skipped: 67



Answer Choices	Responses
Same day	57.93% 95
1 day	32.32% 53
2 to 3 days	13.41% 22
4 to 7 days	3.05% 5
More than 7 days	0% 0
Total Respondents: 164	

Q9 In the last 12 months, did you make any appointments for a check-up or routine care with your healthcare provider?

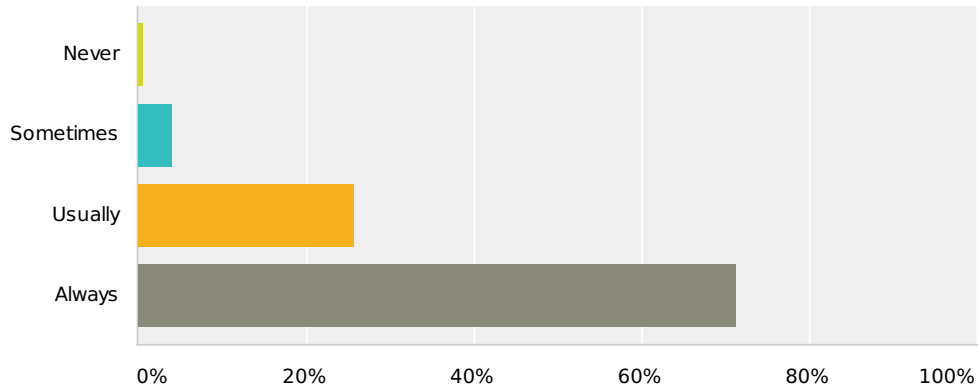
Answered: 209 Skipped: 22



Answer Choices	Responses
Yes	86.12% 180
No	13.88% 29
Total	209

Q10 In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?

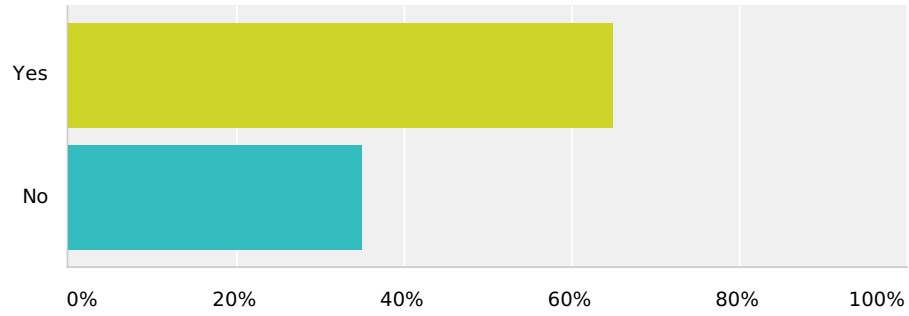
Answered: 202 Skipped: 29



Answer Choices	Responses
Never	0.50% 1
Sometimes	3.96% 8
Usually	25.74% 52
Always	71.29% 144
Total Respondents: 202	

Q11 Did this provider's office give you information about what to do if you needed care during evenings, weekends or holidays?

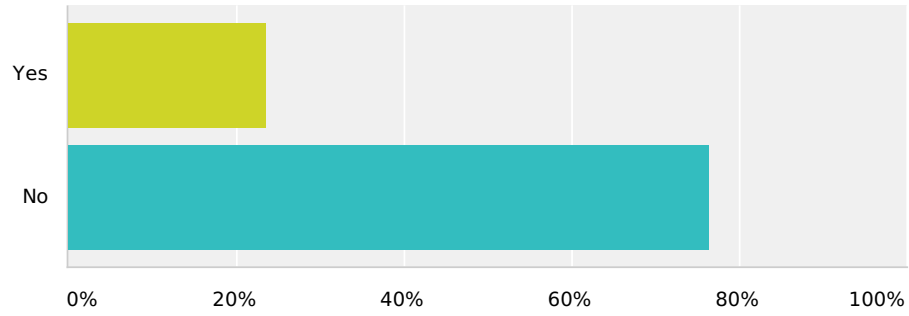
Answered: 211 Skipped: 20



Answer Choices	Responses
Yes	64.93% 137
No	35.07% 74
Total Respondents: 211	

Q12 In the last 12 months, did you need care for yourself during evenings, weekends or holidays?

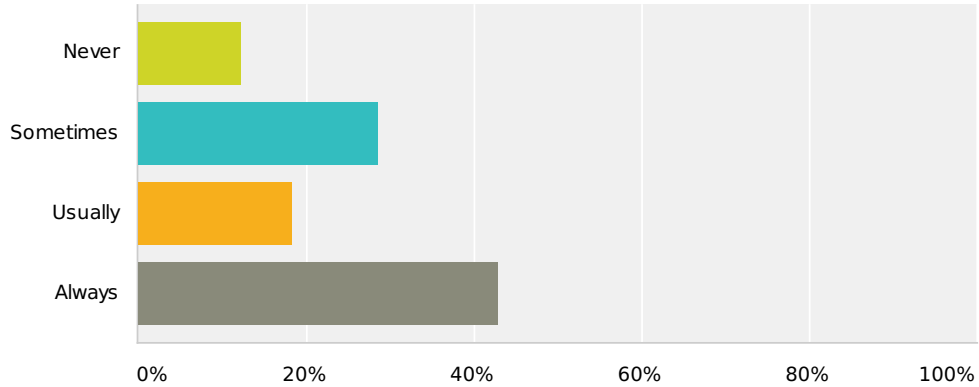
Answered: 212 Skipped: 19



Answer Choices	Responses
Yes	23.58% 50
No	76.42% 162
Total Respondents: 212	

Q13 In the last 12 months, how often were you able to get the care you needed from this provider's office during evenings, weekends or holidays?

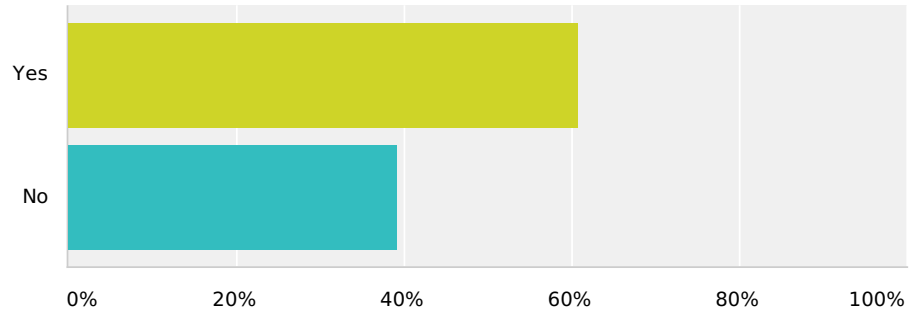
Answered: 49 Skipped: 182



Answer Choices	Responses
Never	12.24% 6
Sometimes	28.57% 14
Usually	18.37% 9
Always	42.86% 21
Total Respondents: 49	

Q14 In the last 12 months, did you phone your healthcare provider's office with a medical question during regular office hours?

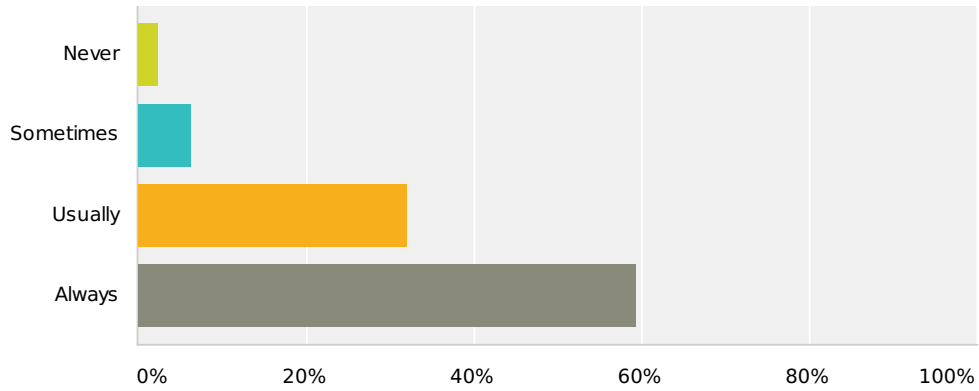
Answered: 212 Skipped: 19



Answer Choices	Responses
Yes	60.85% 129
No	39.15% 83
Total	212

Q15 In the last 12 months, when you phoned your healthcare provider's office during regular office hours, how often did you get an answer to your medical question that same day?

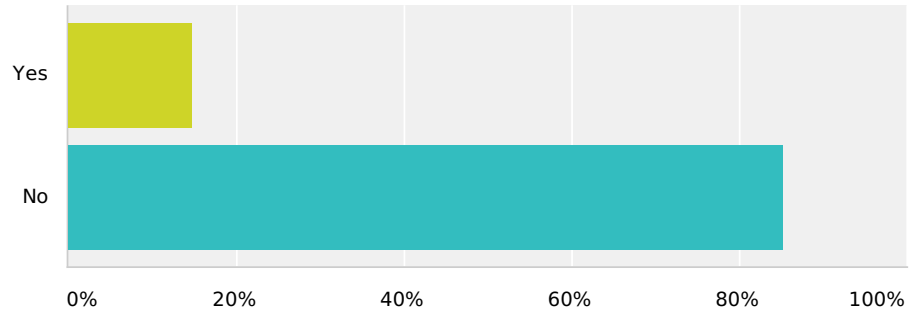
Answered: 128 Skipped: 103



Answer Choices	Responses
Never	2.34% 3
Sometimes	6.25% 8
Usually	32.03% 41
Always	59.38% 76
Total	128

Q16 In the last 12 months, did you phone your healthcare provider's office with a medical question after regular office hours?

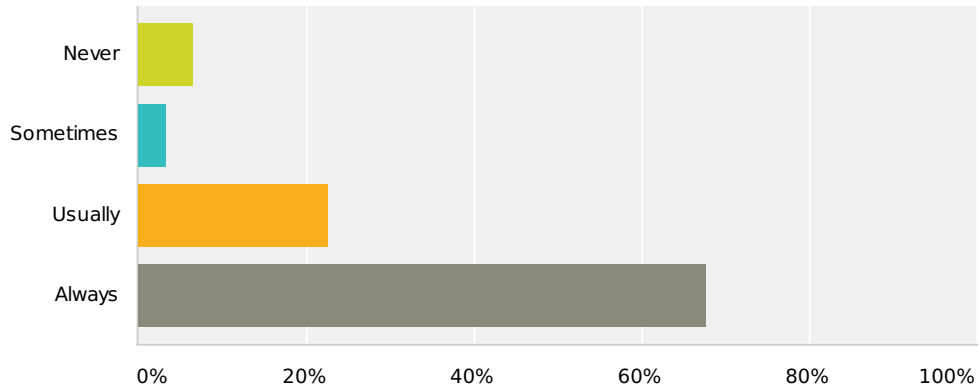
Answered: 210 Skipped: 21



Answer Choices	Responses
Yes	14.76% 31
No	85.24% 179
Total	210

Q17 In the last 12 months, when you phoned your healthcare provider’s office after regular office hours, how often did you get an answer to your medical question as soon as you needed?

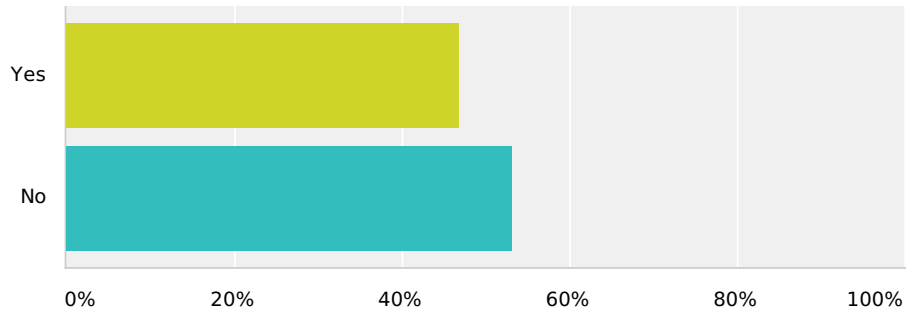
Answered: 31 Skipped: 200



Answer Choices	Responses
Never	6.45% 2
Sometimes	3.23% 1
Usually	22.58% 7
Always	67.74% 21
Total	31

Q18 Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders from this provider’s office between visits?

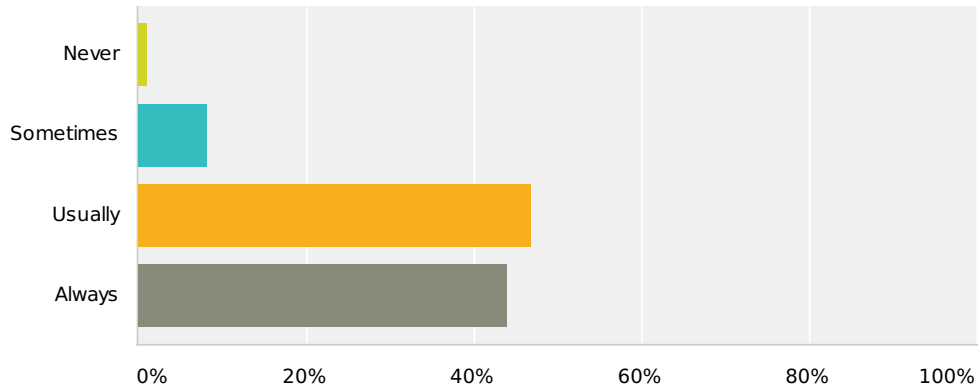
Answered: 207 Skipped: 24



Answer Choices	Responses
Yes	46.86% 97
No	53.14% 110
Total Respondents: 207	

Q19 Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see your healthcare provider within 15 minutes of your appointment time?

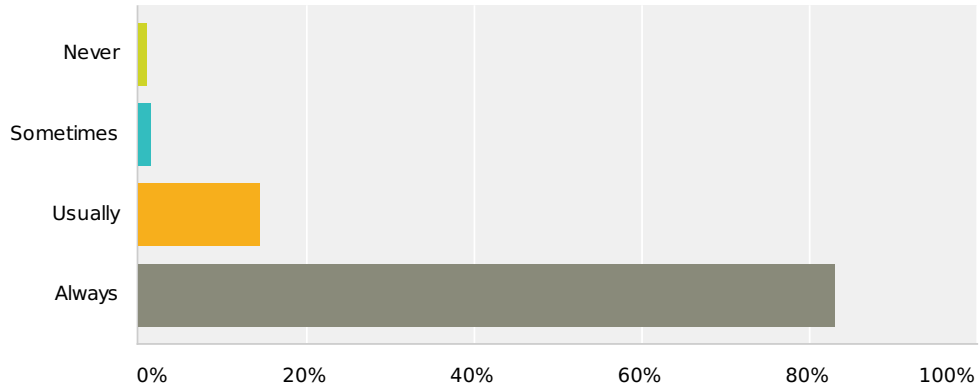
Answered: 207 Skipped: 24



Answer Choices	Responses
Never	0.97% 2
Sometimes	8.21% 17
Usually	46.86% 97
Always	43.96% 91
Total	207

Q20 In the last 12 months, how often did your healthcare provider explain things in a way that was easy to understand?

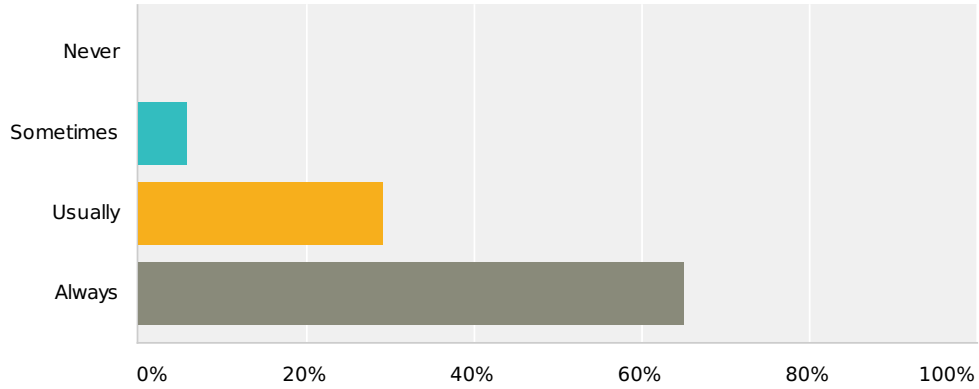
Answered: 207 Skipped: 24



Answer Choices	Responses	
Never	0.97%	2
Sometimes	1.45%	3
Usually	14.49%	30
Always	83.09%	172
Total		207

Q21 In the last 12 months, how often did your healthcare provider seem to know the important information about your medical history?

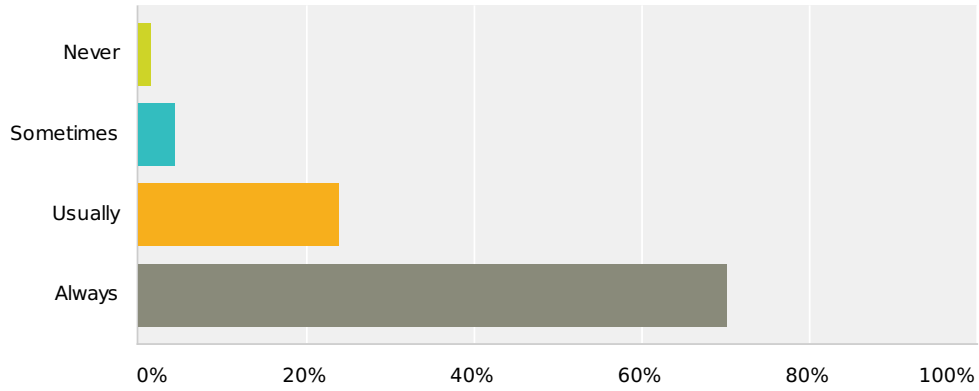
Answered: 206 Skipped: 25



Answer Choices	Responses
Never	0% 0
Sometimes	5.83% 12
Usually	29.13% 60
Always	65.05% 134
Total	206

Q22 In the last 12 months, how often did your healthcare provider spend enough time with you?

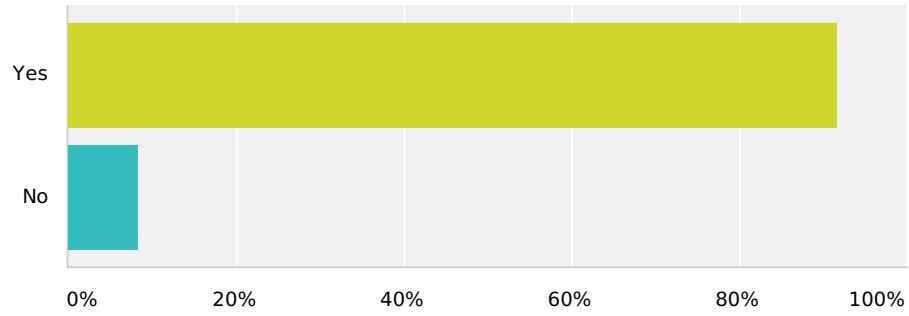
Answered: 205 Skipped: 26



Answer Choices	Responses
Never	1.46% 3
Sometimes	4.39% 9
Usually	23.90% 49
Always	70.24% 144
Total	205

Q23 In the last 12 months, did your healthcare provider order a blood test, x-ray, or other test for you?

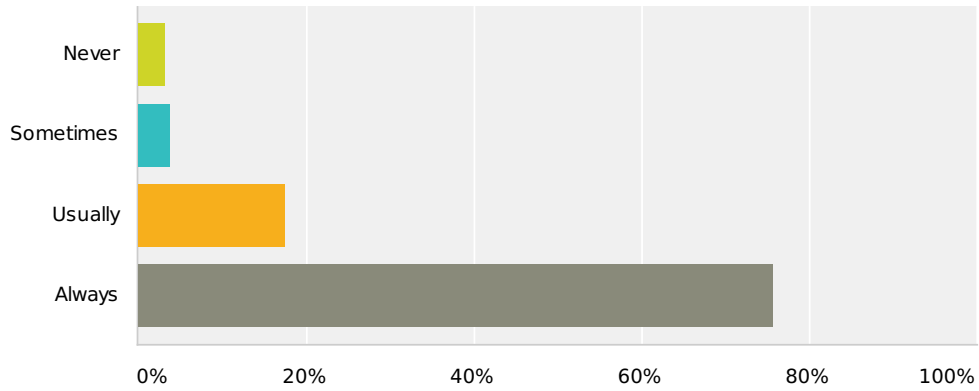
Answered: 206 Skipped: 25



Answer Choices	Responses
Yes	91.75% 189
No	8.25% 17
Total	206

Q24 In the last 12 months, when your healthcare provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider’s office follow up to give you those results?

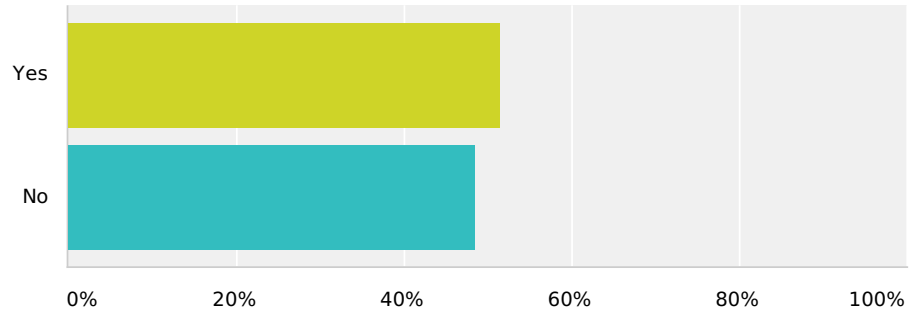
Answered: 189 Skipped: 42



Answer Choices	Responses	
Never	3.17%	6
Sometimes	3.70%	7
Usually	17.46%	33
Always	75.66%	143
Total		189

Q25 In the last 12 months, did you and this provider talk about starting or stopping a prescription medicine?

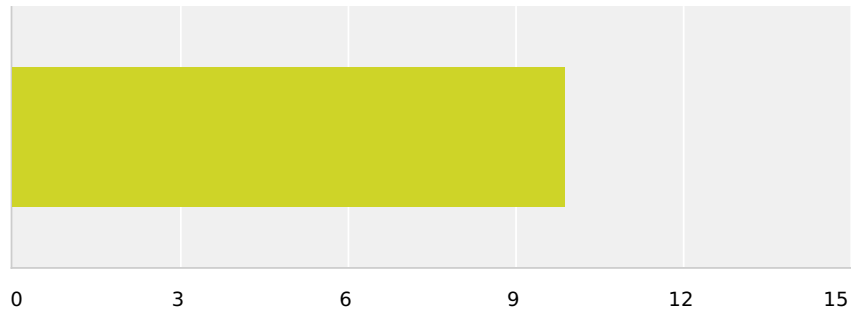
Answered: 206 Skipped: 25



Answer Choices	Responses
Yes	51.46% 106
No	48.54% 100
Total Respondents: 206	

Q26 Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate your healthcare provider?

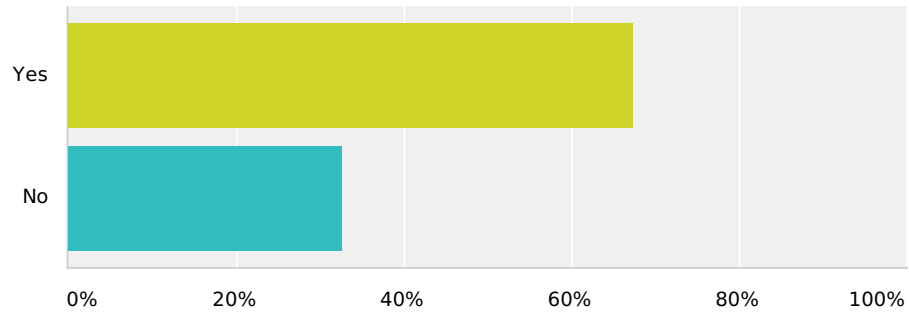
Answered: 206 Skipped: 25



	10 Best provider possible	9	8	7	6	5	4	3	2	1	0 Worst provider possible	Total	Average Rating
.	41.26% 85	28.64% 59	17.96% 37	6.80% 14	2.43% 5	2.43% 5	0% 0	0% 0	0.49% 1	0% 0	0% 0	206	9.89

Q27 Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you see a specialist for a particular health problem?

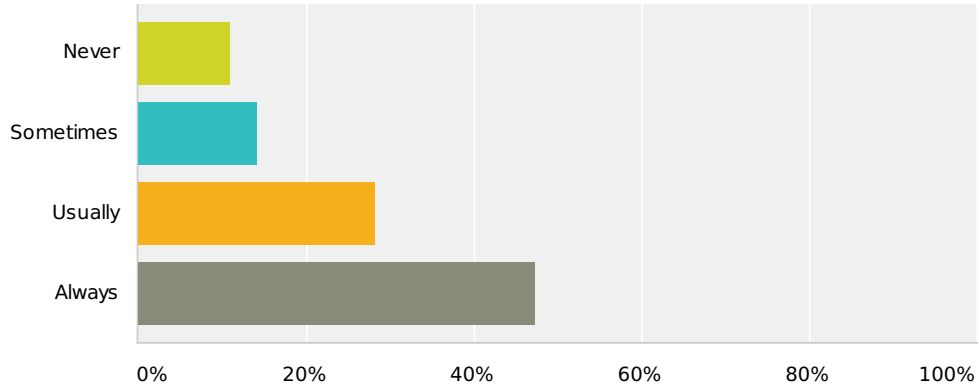
Answered: 202 Skipped: 29



Answer Choices	Responses
Yes	67.33% 136
No	32.67% 66
Total Respondents: 202	

Q28 In the last 12 months, how often did the provider named in Question 1 seem informed and up-to-date about the care you got from specialists?

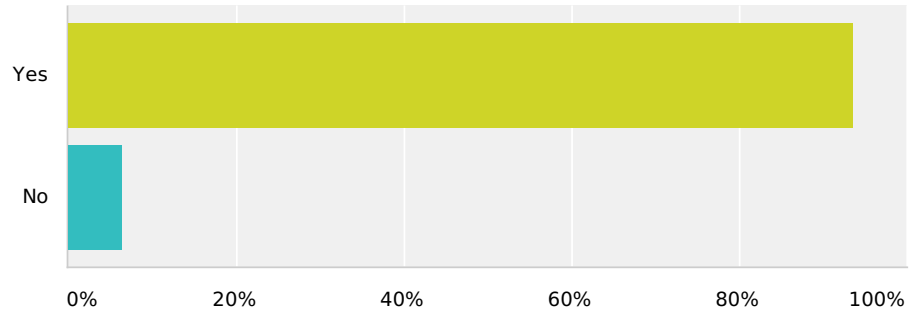
Answered: 184 Skipped: 47



Answer Choices	Responses
Never	10.87% 20
Sometimes	14.13% 26
Usually	28.26% 52
Always	47.28% 87
Total Respondents: 184	

Q29 In the last 12 months, did you take any prescription medicine?

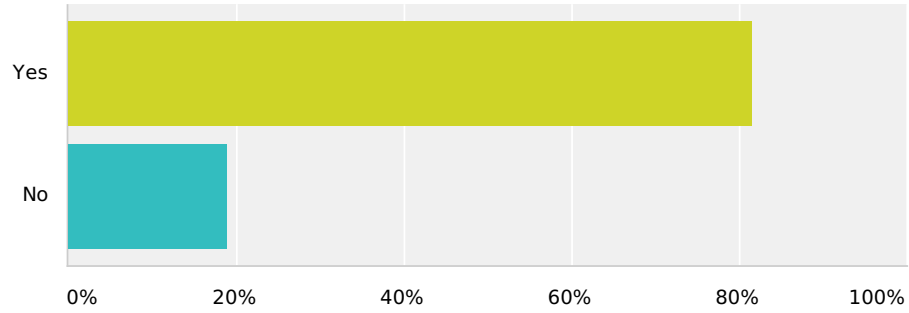
Answered: 205 Skipped: 26



Answer Choices	Responses	
Yes	93.66%	192
No	6.34%	13
Total Respondents: 205		

Q30 In the last 12 months, did you and anyone in your provider's office talk at each visit about all the prescription medicines you were taking?

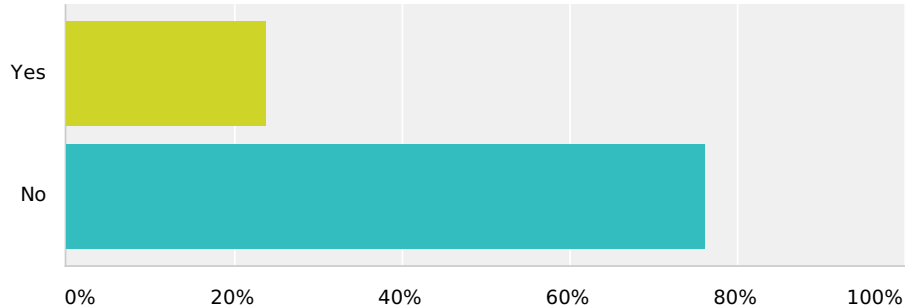
Answered: 190 Skipped: 41



Answer Choices	Responses	
Yes	81.58%	155
No	18.95%	36
Total Respondents: 190		

Q31 In the last 12 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty or depressed?

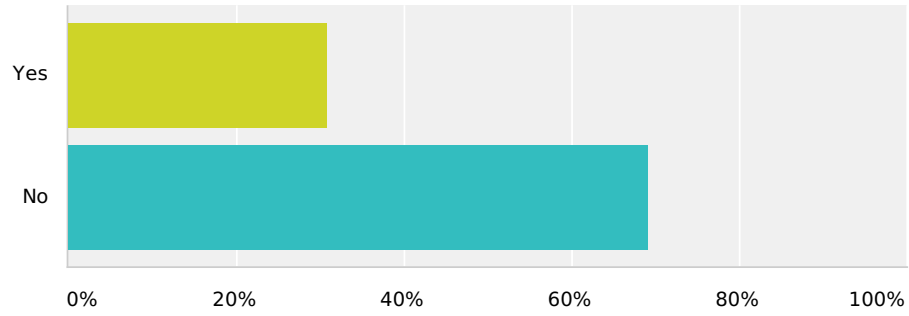
Answered: 202 Skipped: 29



Answer Choices	Responses	
Yes	23.76%	48
No	76.24%	154
Total Respondents: 202		

Q32 In the last 12 months, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress?

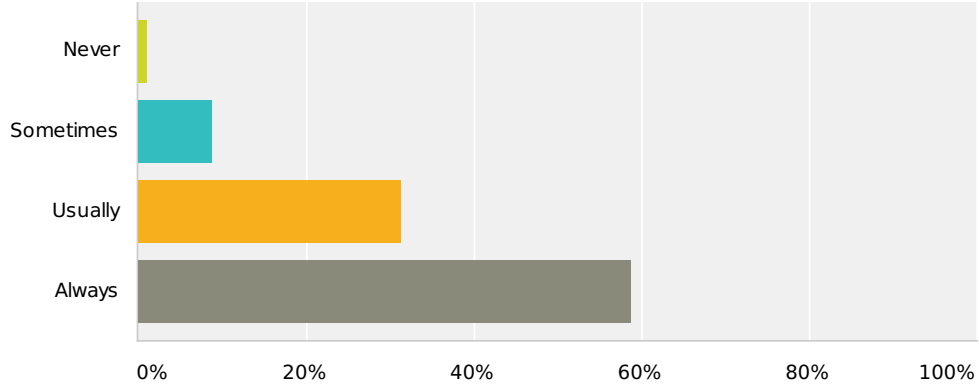
Answered: 204 Skipped: 27



Answer Choices	Responses
Yes	30.88% 63
No	69.12% 141
Total Respondents: 204	

Q33 In the last 12 months, how often were clerks and receptionists at your healthcare provider's office as helpful as you thought they should be?

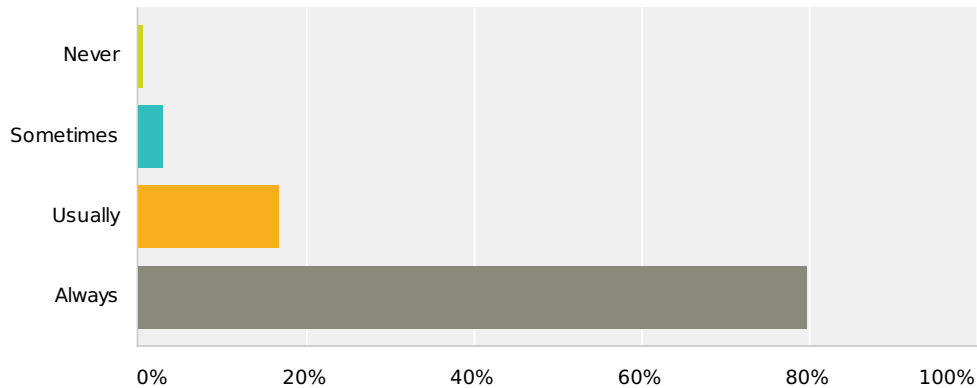
Answered: 204 Skipped: 27



Answer Choices	Responses
Never	0.98% 2
Sometimes	8.82% 18
Usually	31.37% 64
Always	58.82% 120
Total	204

Q34 In the last 12 months, how often did clerks and receptionists at your healthcare provider's office treat you with courtesy and respect?

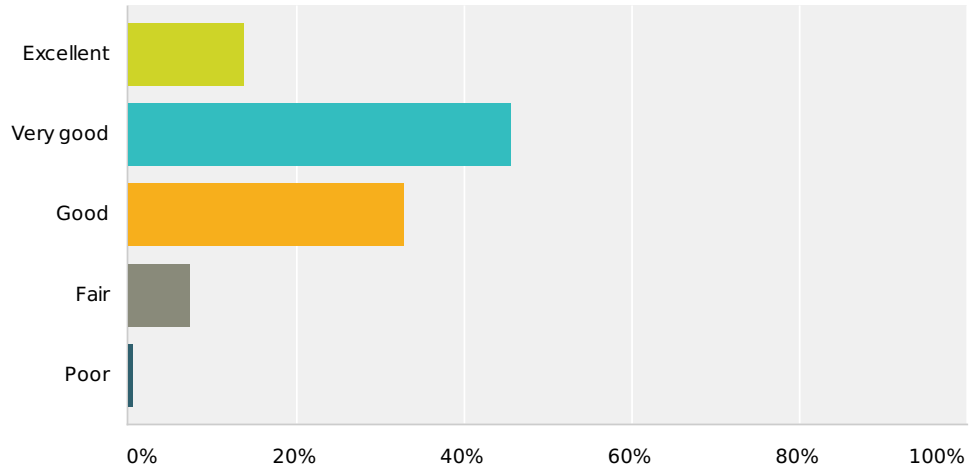
Answered: 203 Skipped: 28



Answer Choices	Responses	
Never	0.49%	1
Sometimes	2.96%	6
Usually	16.75%	34
Always	79.80%	162
Total		203

Q35 In general, how would you rate your overall health?

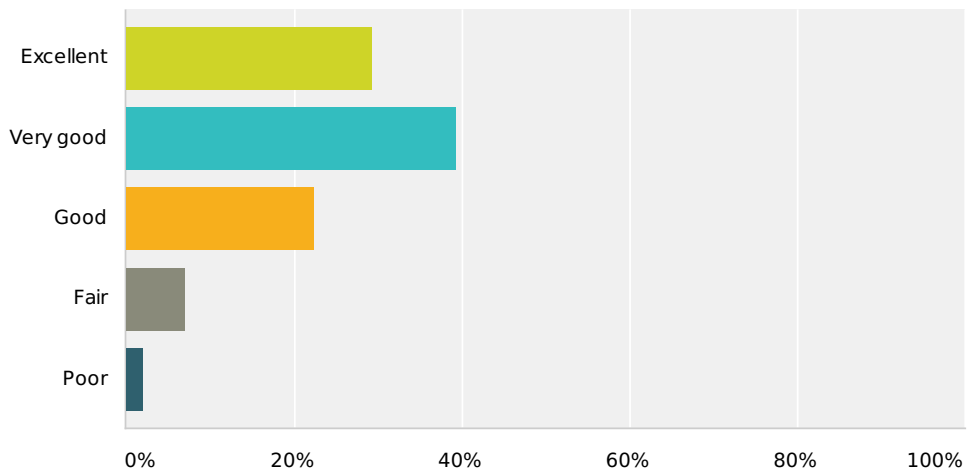
Answered: 204 Skipped: 27



Answer Choices	Responses	
Excellent	13.73%	28
Very good	45.59%	93
Good	32.84%	67
Fair	7.35%	15
Poor	0.49%	1
Total		204

Q36 In general, how would you rate your overall mental or emotional health?

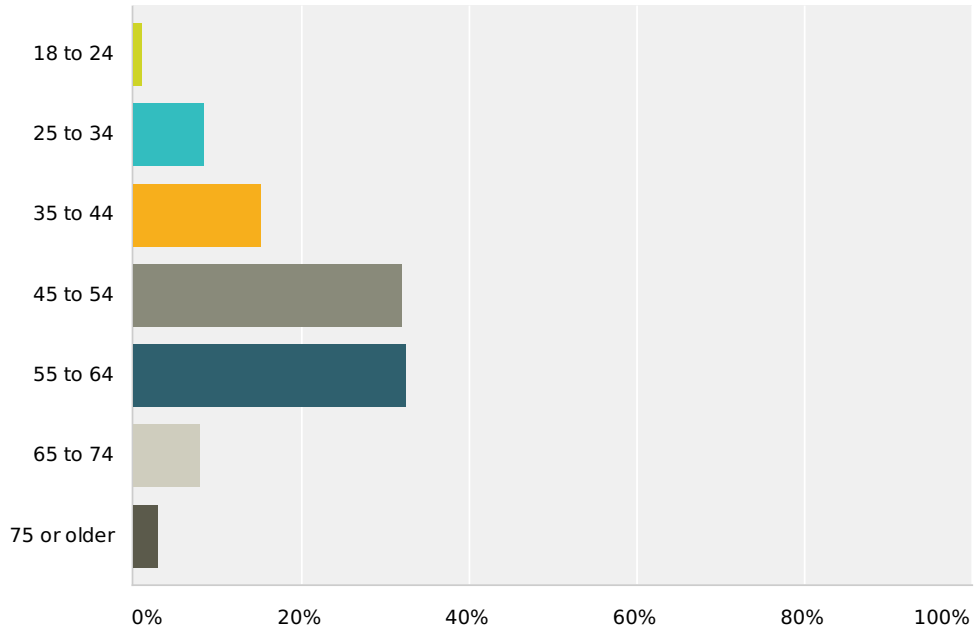
Answered: 201 Skipped: 30



Answer Choices	Responses	
Excellent	29.35%	59
Very good	39.30%	79
Good	22.39%	45
Fair	6.97%	14
Poor	1.99%	4
Total		201

Q37 What is your age?

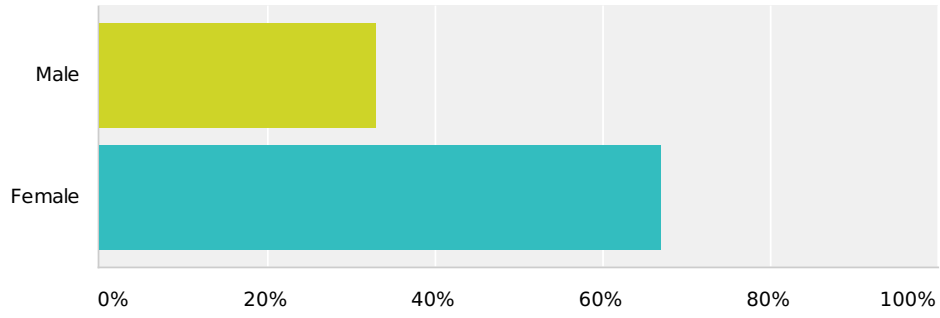
Answered: 203 Skipped: 28



Answer Choices	Responses
18 to 24	0.99% 2
25 to 34	8.37% 17
35 to 44	15.27% 31
45 to 54	32.02% 65
55 to 64	32.51% 66
65 to 74	7.88% 16
75 or older	2.96% 6
Total	203

Q38 Are you male or female?

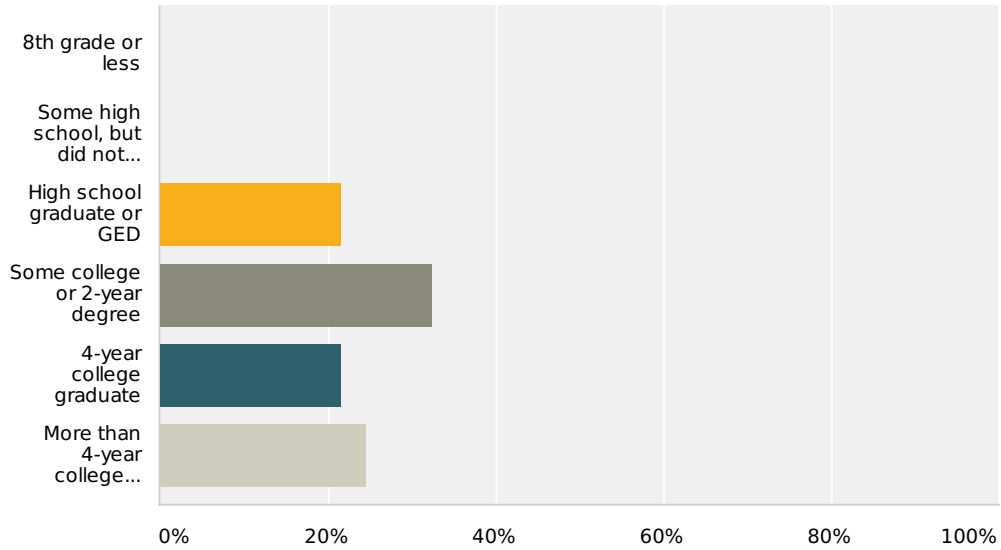
Answered: 200 Skipped: 31



Answer Choices	Responses
Male	33% 66
Female	67% 134
Total	200

Q39 What is the highest grade or level of school that you have completed?

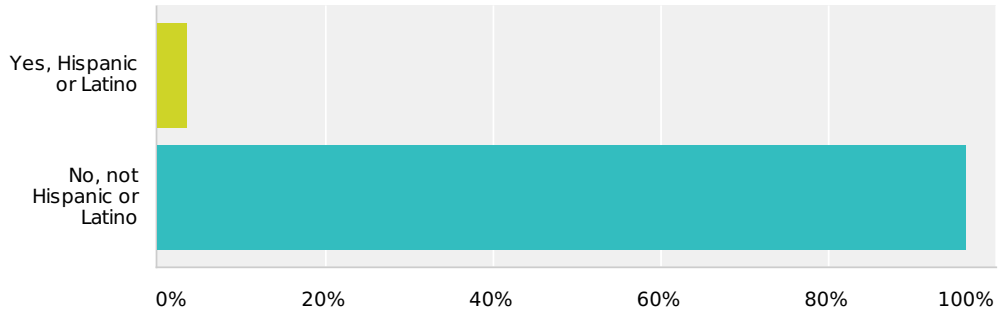
Answered: 204 Skipped: 27



Answer Choices	Responses
8th grade or less	0% 0
Some high school, but did not graduate	0% 0
High school graduate or GED	21.57% 44
Some college or 2-year degree	32.35% 66
4-year college graduate	21.57% 44
More than 4-year college degree	24.51% 50
Total	204

Q40 Are you of Hispanic or Latino origin or descent?

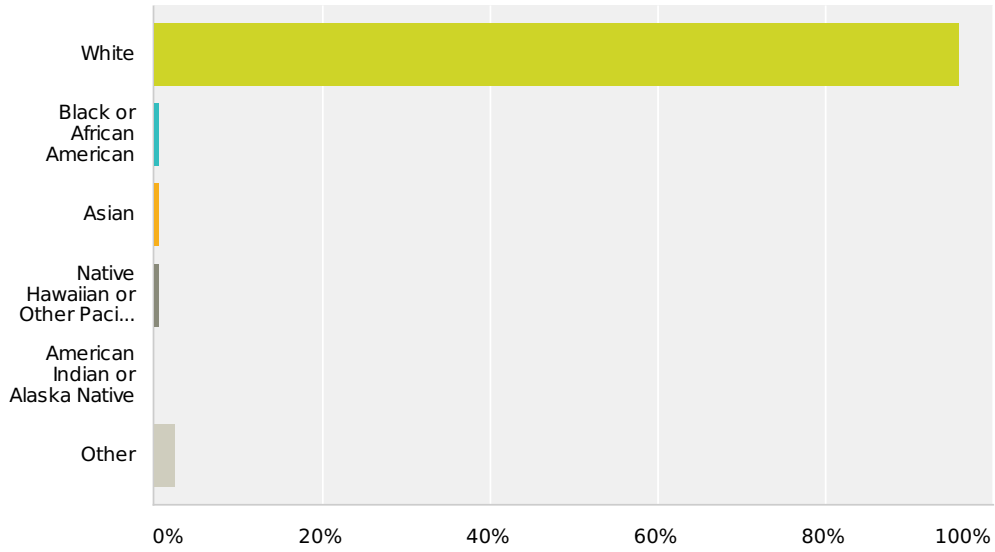
Answered: 201 Skipped: 30



Answer Choices	Responses
Yes, Hispanic or Latino	3.48% 7
No, not Hispanic or Latino	96.52% 194
Total	201

Q41 What is your race? Mark one or more.

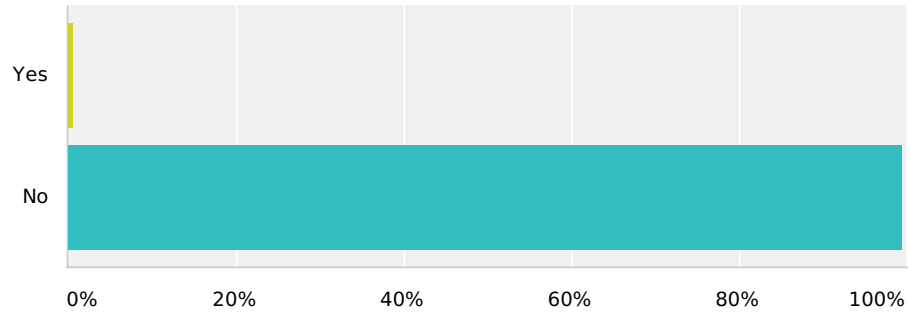
Answered: 202 Skipped: 29



Answer Choices	Responses
White	96.04% 194
Black or African American	0.50% 1
Asian	0.50% 1
Native Hawaiian or Other Pacific Islander	0.50% 1
American Indian or Alaska Native	0% 0
Other	2.48% 5
Total	202

Q42 Did someone help you complete this survey?

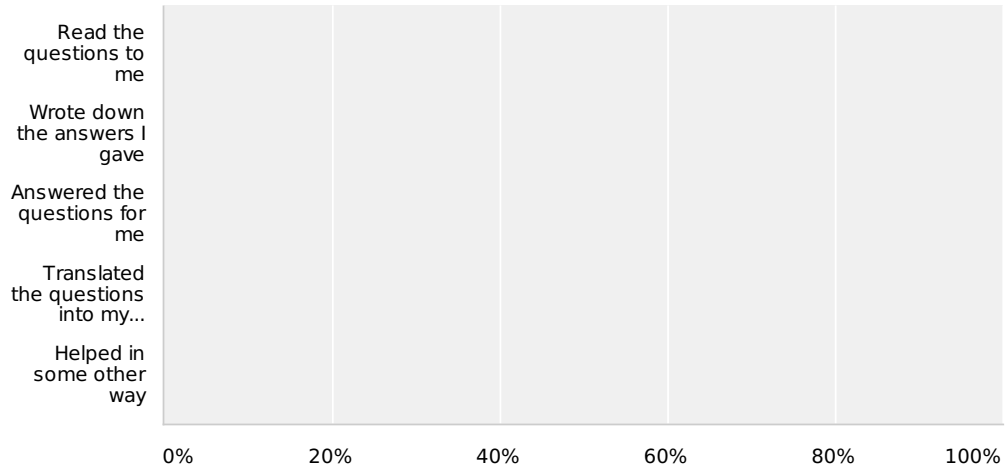
Answered: 204 Skipped: 27



Answer Choices	Responses	
Yes	0.49%	1
No	99.51%	203
Total		204

Q43 How did that person help you? Mark one or more.

Answered: 0 Skipped: 231



Answer Choices	Responses
Read the questions to me	0% 0
Wrote down the answers I gave	0% 0
Answered the questions for me	0% 0
Translated the questions into my language	0% 0
Helped in some other way	0% 0
Total Respondents: 0	