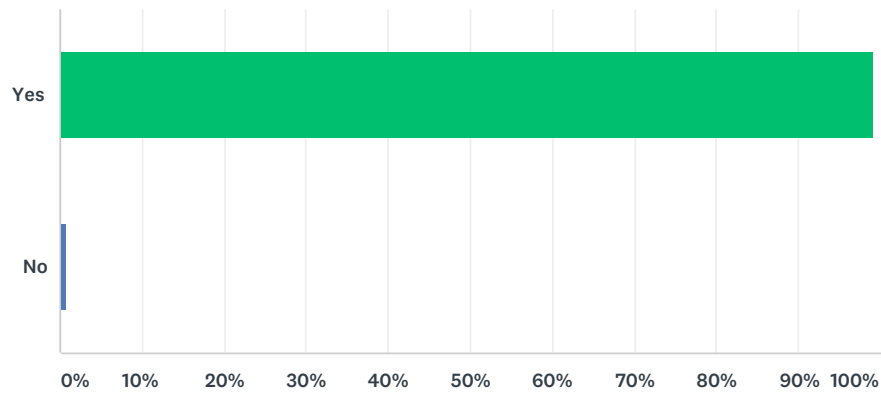


Q1 Our records show that you got care from your healthcare provider. Is that right?

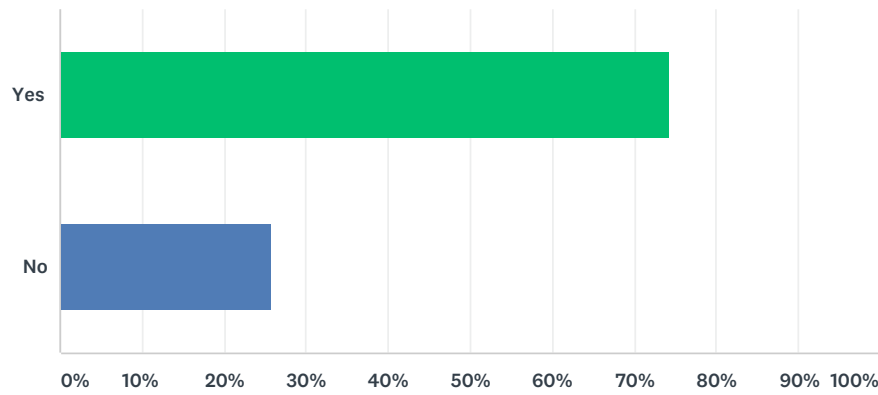
Answered: 464 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	99.14%	460
No	0.86%	4
TOTAL		464

Q2 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?

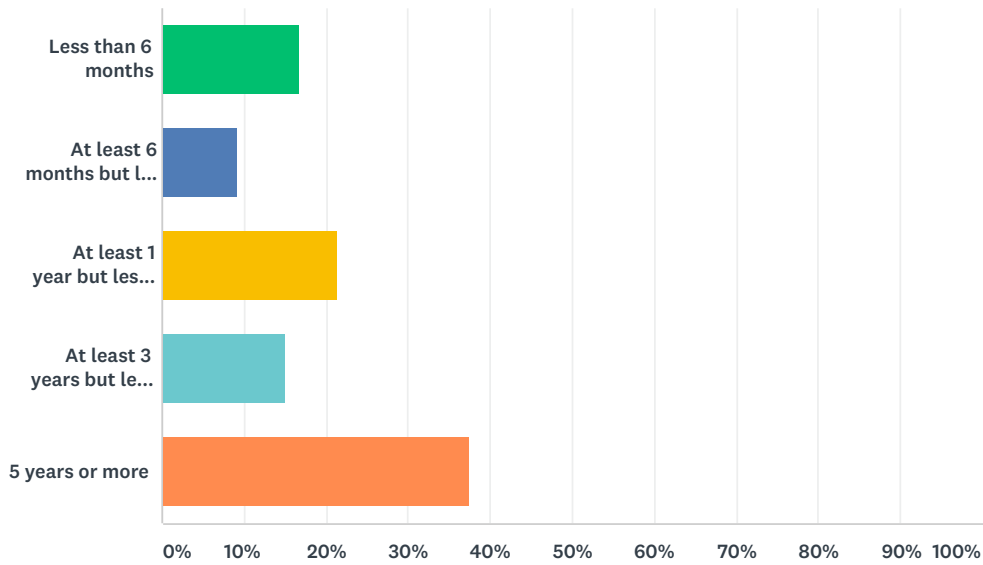
Answered: 458 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	74.24%	340
No	25.76%	118
TOTAL		458

Q3 How long have you been going to your healthcare provider?

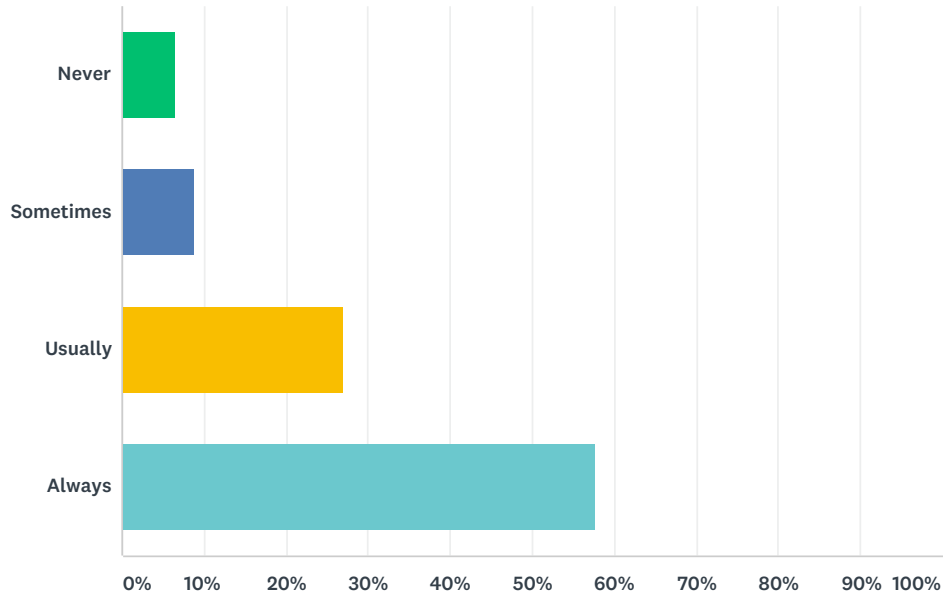
Answered: 462 Skipped: 6



ANSWER CHOICES	RESPONSES	
Less than 6 months	16.67%	77
At least 6 months but less than 1 year	9.31%	43
At least 1 year but less than 3 years	21.43%	99
At least 3 years but less than 5 years	15.15%	70
5 years or more	37.45%	173
TOTAL		462

Q6 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?

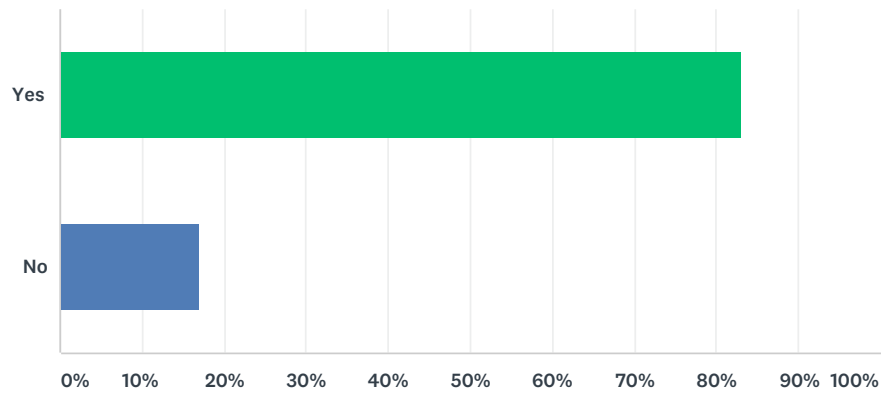
Answered: 405 Skipped: 63



ANSWER CHOICES	RESPONSES	
Never	6.42%	26
Sometimes	8.89%	36
Usually	26.91%	109
Always	57.78%	234
TOTAL		405

Q7 In the last 12 months, did you make any appointments for a check-up or routine care with your healthcare provider?

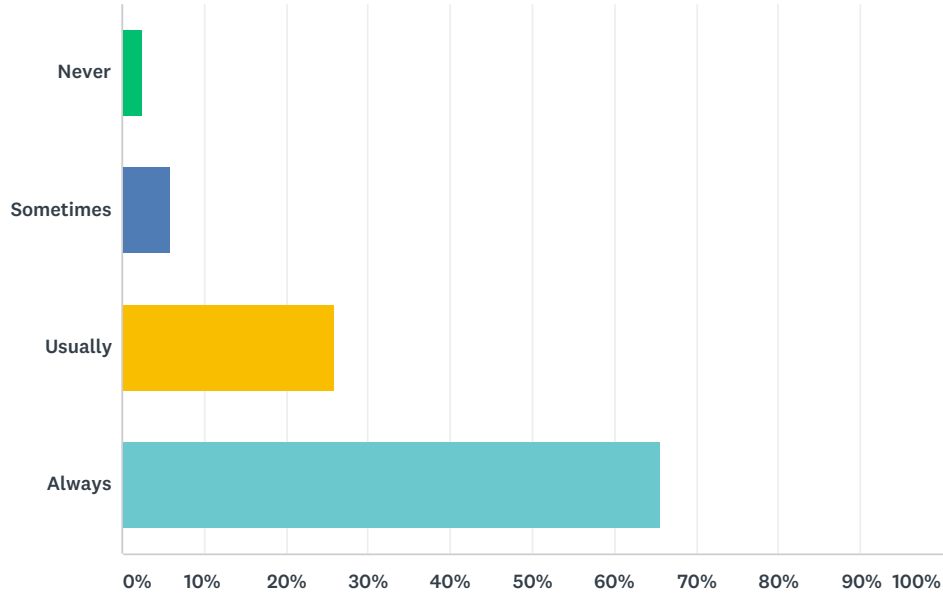
Answered: 459 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	83.01%	381
No	16.99%	78
TOTAL		459

Q8 In the last 12 months, when you made an appointment for a check-up or routine care with your healthcare provider, how often did you get an appointment as soon as you needed?

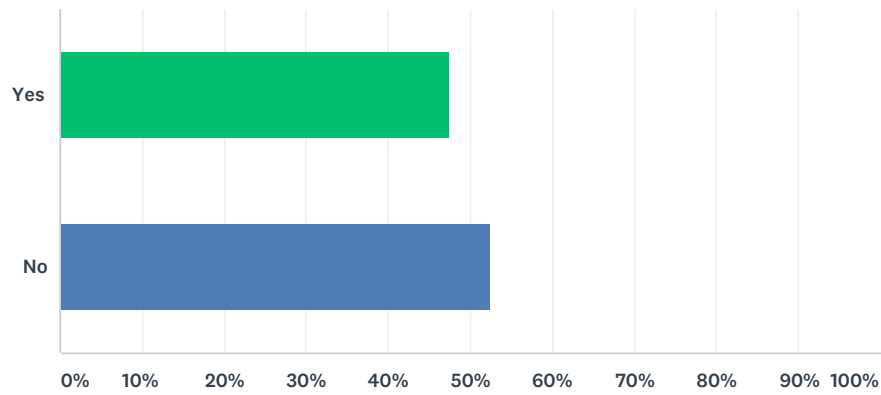
Answered: 443 Skipped: 25



ANSWER CHOICES	RESPONSES	
Never	2.48%	11
Sometimes	5.87%	26
Usually	25.96%	115
Always	65.69%	291
TOTAL		443

Q9 In the last 12 months, did you phone your healthcare provider’s office with a medical question during regular office hours?

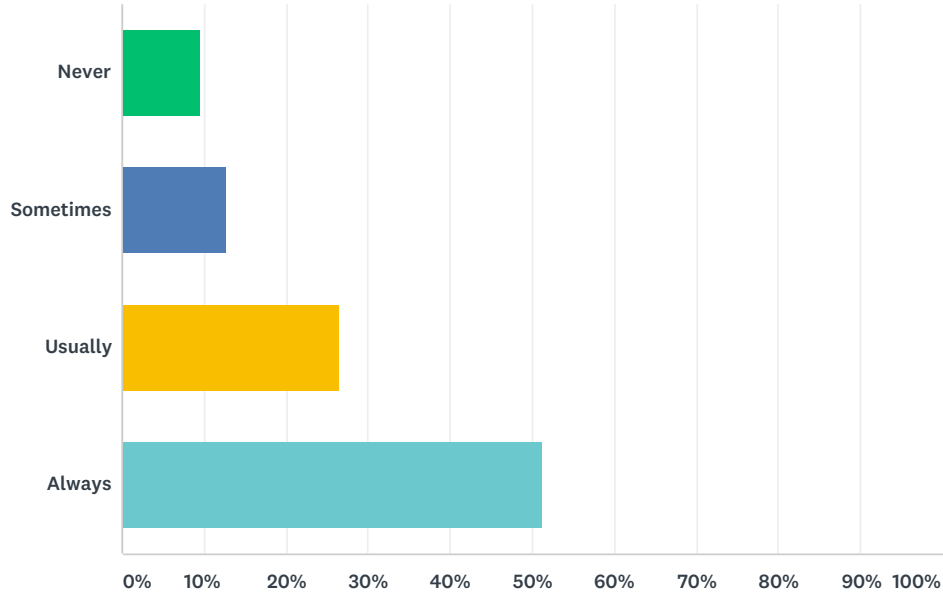
Answered: 464 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	47.41%	220
No	52.59%	244
TOTAL		464

Q10 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?

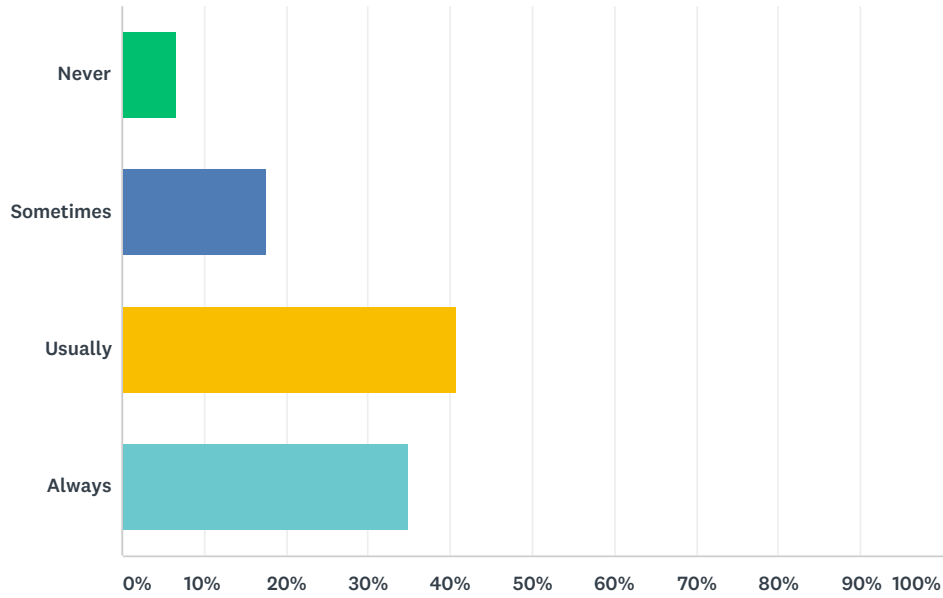
Answered: 346 Skipped: 122



ANSWER CHOICES	RESPONSES	
Never	9.54%	33
Sometimes	12.72%	44
Usually	26.59%	92
Always	51.16%	177
TOTAL		346

Q13 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?

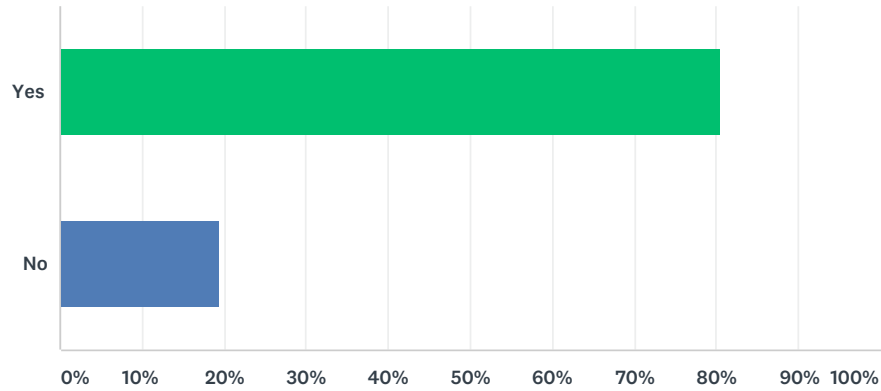
Answered: 464 Skipped: 4



ANSWER CHOICES	RESPONSES	
Never	6.68%	31
Sometimes	17.67%	82
Usually	40.73%	189
Always	34.91%	162
TOTAL		464

Q15 Wait time includes time spent in the waiting room and exam room. During your most recent visit, did you see your healthcare provider within 15 minutes of your appointment time?

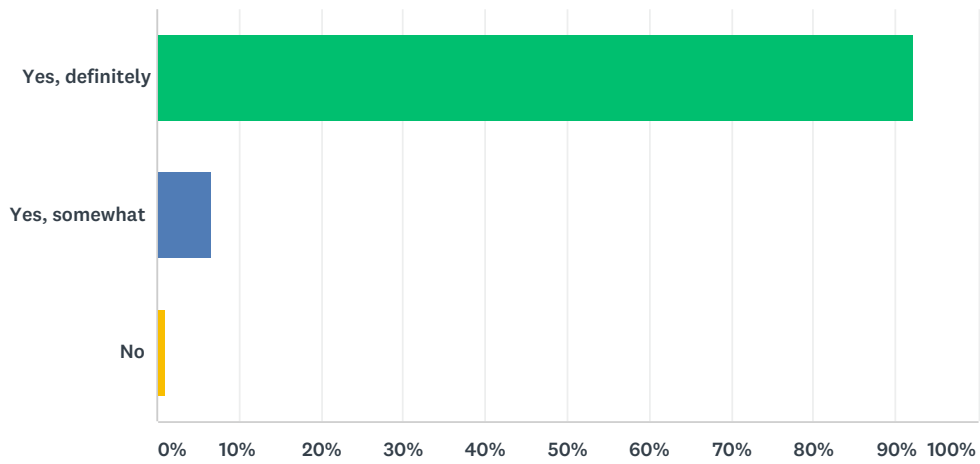
Answered: 461 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	80.48%	371
No	19.52%	90
TOTAL		461

Q16 During your most recent visit, did your healthcare provider explain things in a way that was easy to understand?

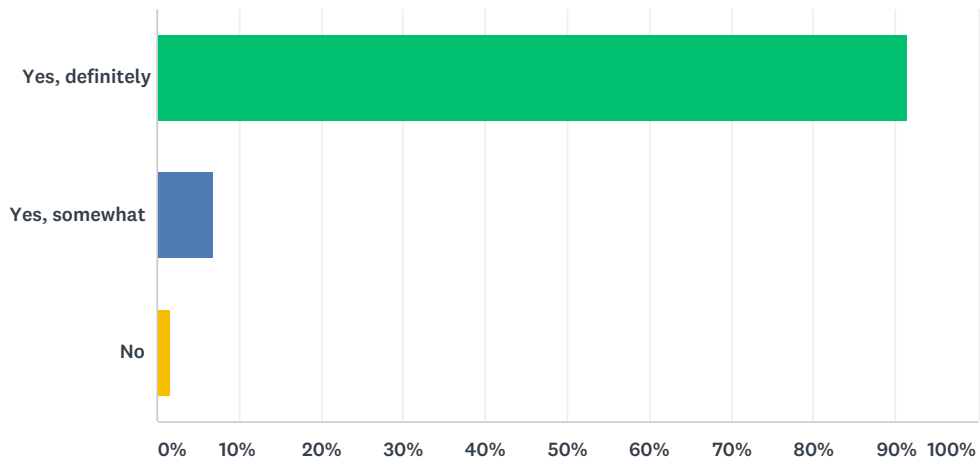
Answered: 464 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes, definitely	92.24%	428
Yes, somewhat	6.68%	31
No	1.08%	5
TOTAL		464

Q17 During your most recent visit, did your healthcare provider listen carefully to you?

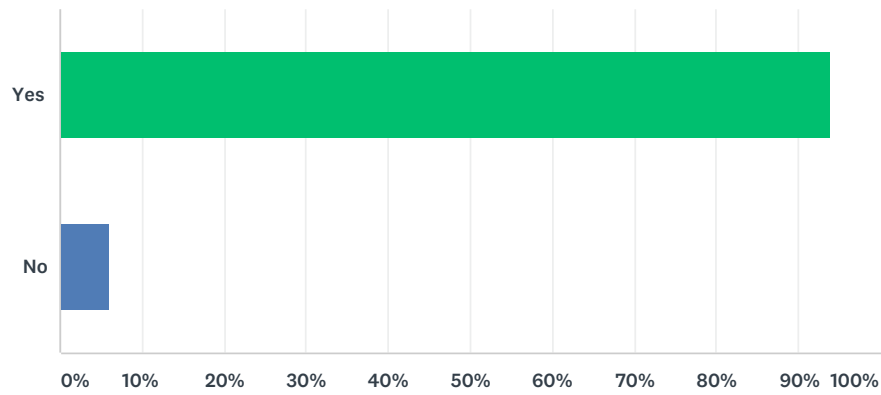
Answered: 467 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, definitely	91.43%	427
Yes, somewhat	6.85%	32
No	1.71%	8
TOTAL		467

Q18 During your most recent visit, did you talk with your healthcare provider about any health questions or concerns?

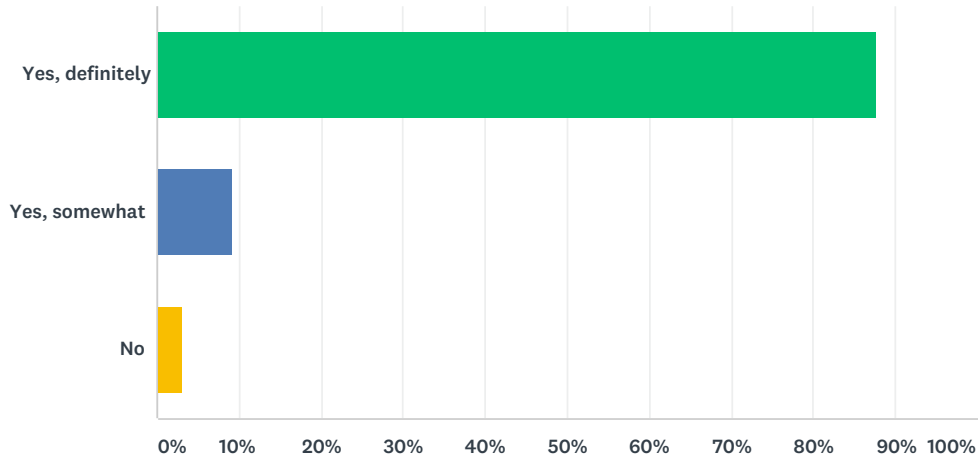
Answered: 466 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	93.99%	438
No	6.01%	28
TOTAL		466

Q19 During your most recent visit, did your healthcare provider give you easy to understand information about these health questions or concerns?

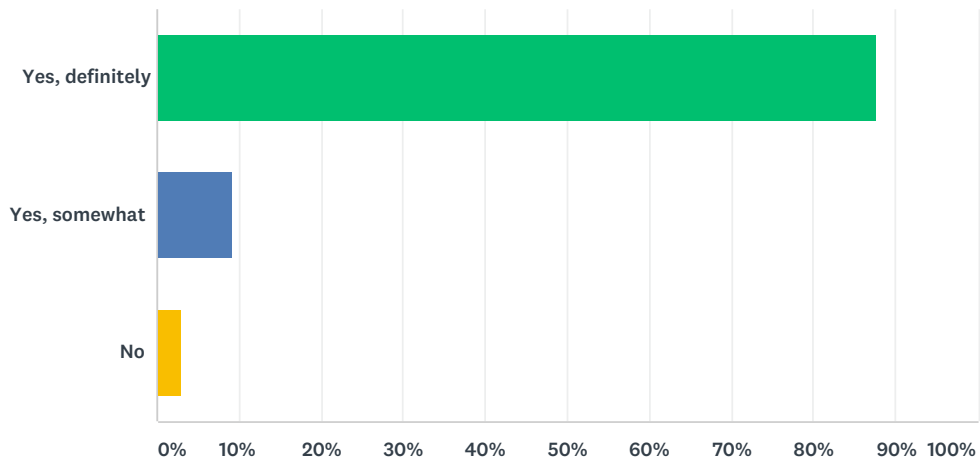
Answered: 456 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes, definitely	87.72%	400
Yes, somewhat	9.21%	42
No	3.07%	14
TOTAL		456

Q20 During your most recent visit, did your healthcare provider seem to know the important information about your medical history?

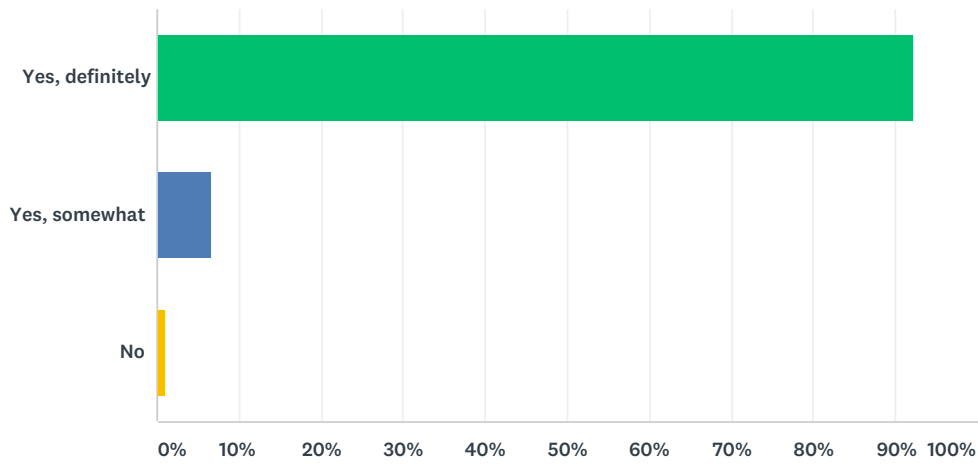
Answered: 464 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes, definitely	87.72%	407
Yes, somewhat	9.27%	43
No	3.02%	14
TOTAL		464

Q21 During your most recent visit, did your healthcare provider show respect for what you had to say?

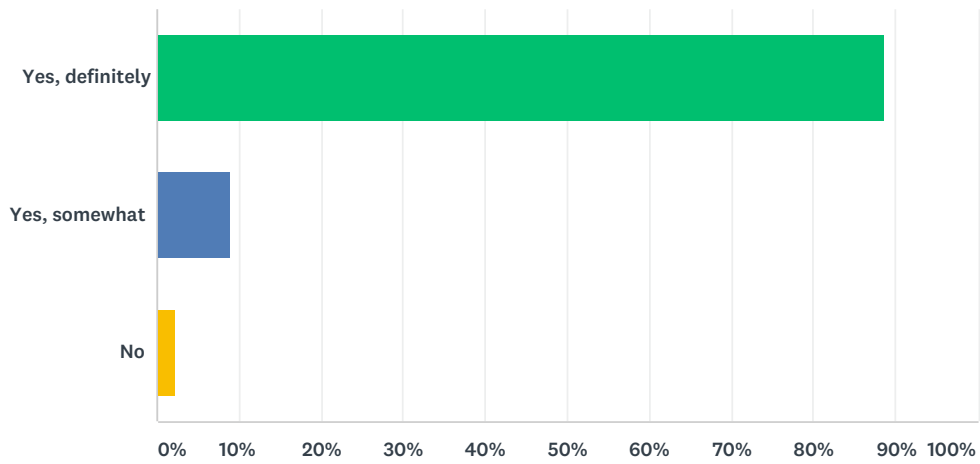
Answered: 466 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, definitely	92.27%	430
Yes, somewhat	6.65%	31
No	1.07%	5
TOTAL		466

Q22 During your most recent visit, did your healthcare provider spend enough time with you?

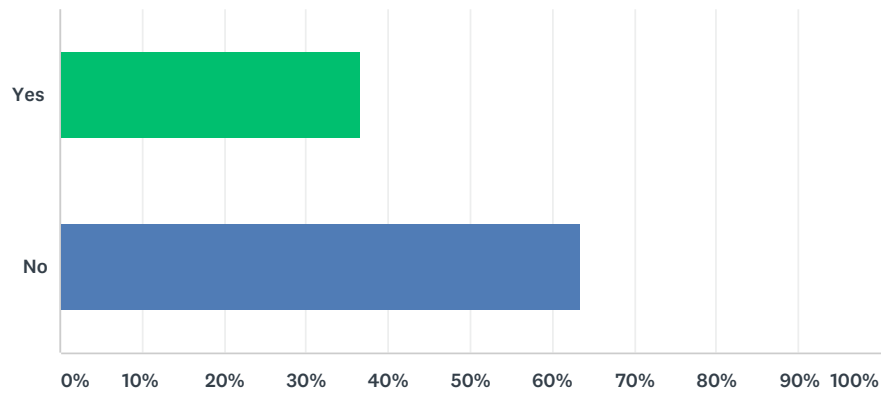
Answered: 465 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes, definitely	88.60%	412
Yes, somewhat	9.03%	42
No	2.37%	11
TOTAL		465

Q23 During your most recent visit, did your healthcare provider order a blood test, x-ray, or other test for you?

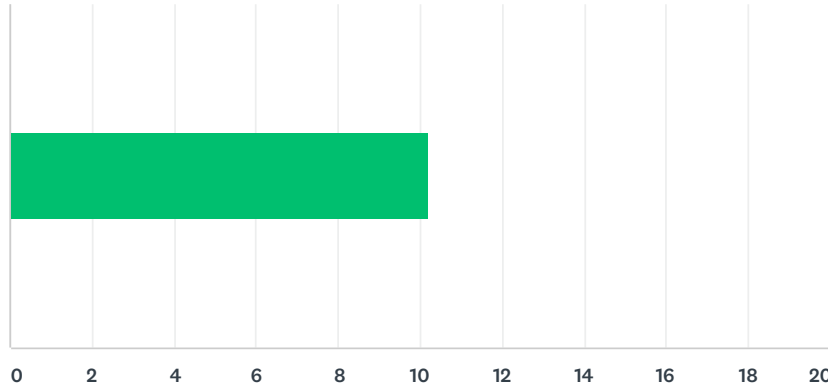
Answered: 462 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	36.58%	169
No	63.42%	293
TOTAL		462

Q25 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?

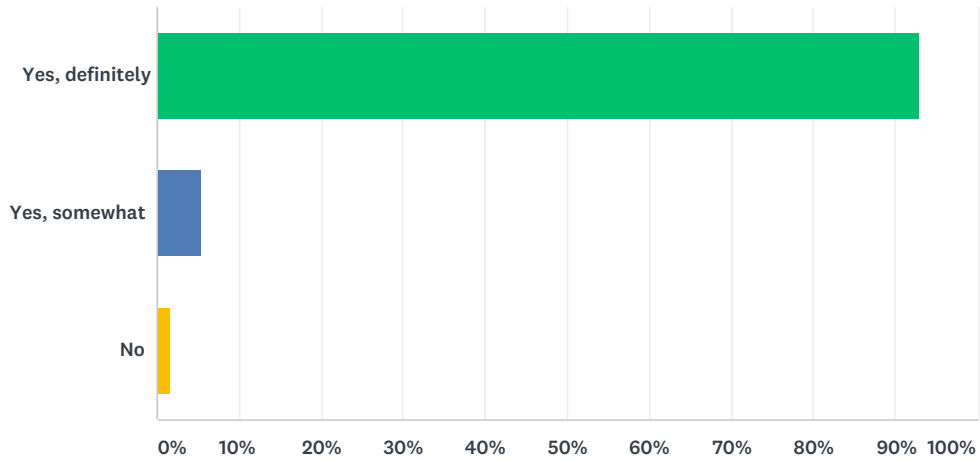
Answered: 464 Skipped: 4



	10 BEST PROVIDER POSSIBLE	9	8	7	6	5	4	3	2	1	0 WORST PROVIDER POSSIBLE	TOTAL	WEIGHTED AVERAGE
.	59.05%	23.49%	10.34%	3.66%	1.08%	1.08%	0.22%	0.00%	0.22%	0.00%	0.86%	464	10.0
	274	109	48	17	5	5	1	0	1	0	4		

Q26 Would you recommend your healthcare provider's office to your family and friends?

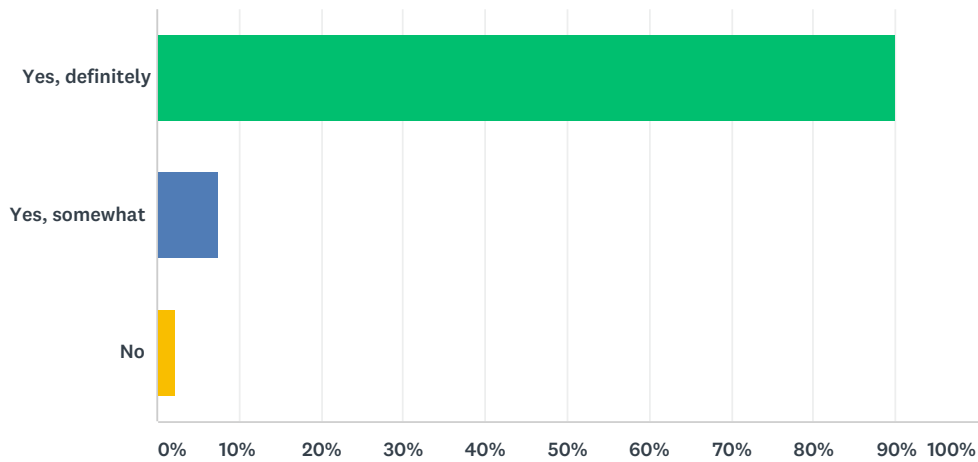
Answered: 464 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes, definitely	92.89%	431
Yes, somewhat	5.39%	25
No	1.72%	8
TOTAL		464

Q27 During your most recent visit, were clerks and receptionists at your healthcare provider’s office as helpful as you thought they should be?

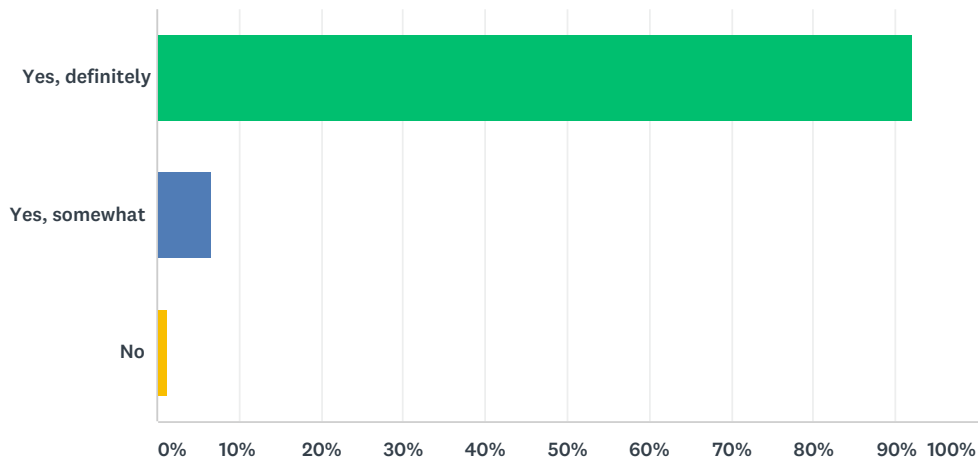
Answered: 462 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes, definitely	90.04%	416
Yes, somewhat	7.58%	35
No	2.38%	11
TOTAL		462

Q28 During your most recent visit, did clerks and receptionists at your healthcare provider's office treat you with courtesy and respect?

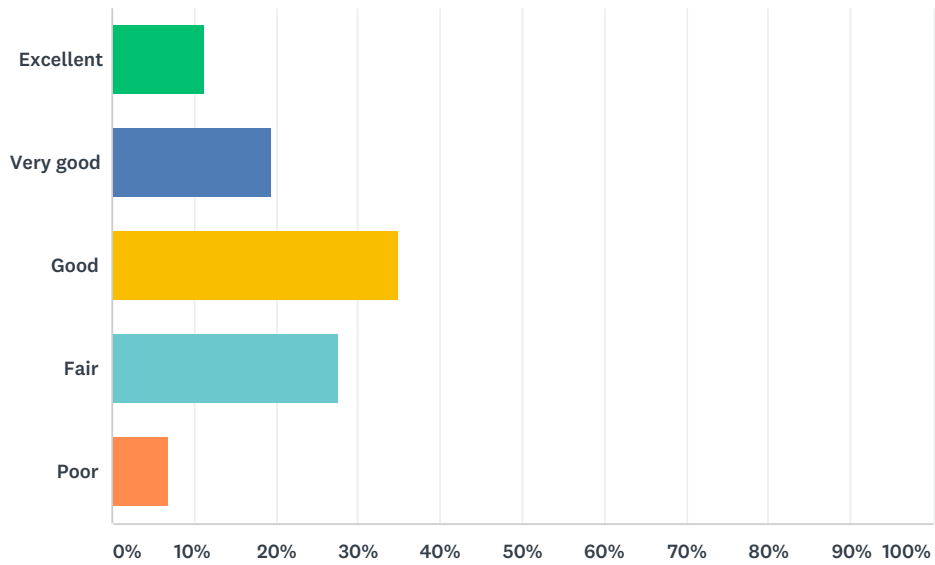
Answered: 462 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes, definitely	91.99%	425
Yes, somewhat	6.71%	31
No	1.30%	6
TOTAL		462

Q29 In general, how would you rate your overall health?

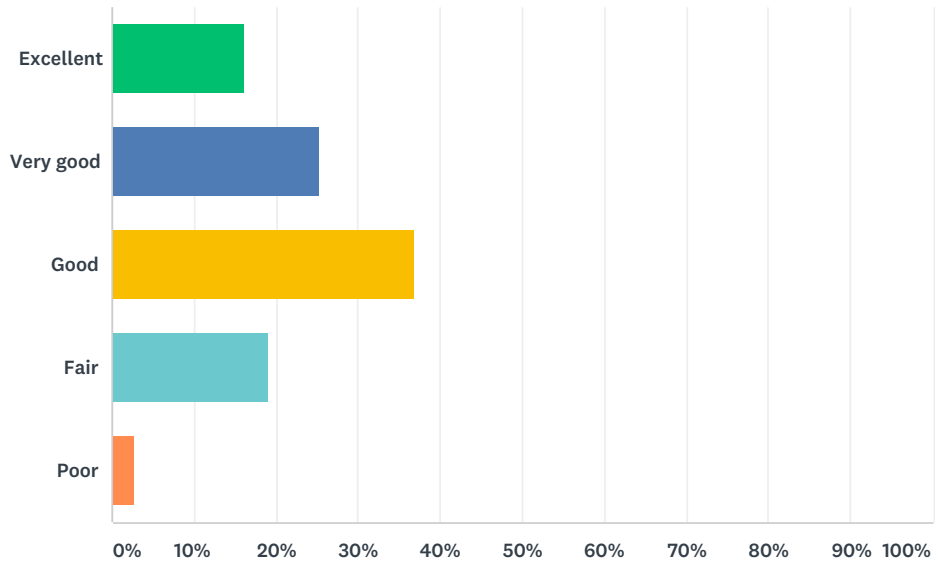
Answered: 464 Skipped: 4



ANSWER CHOICES	RESPONSES	
Excellent	11.21%	52
Very good	19.40%	90
Good	34.91%	162
Fair	27.59%	128
Poor	6.90%	32
TOTAL		464

Q30 In general, how would you rate your overall mental or emotional health?

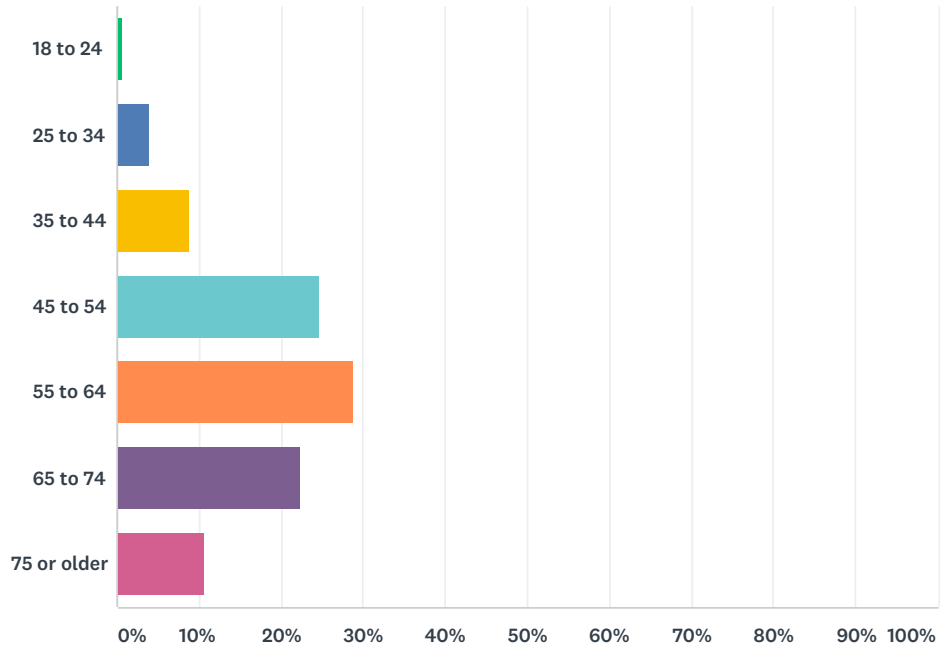
Answered: 462 Skipped: 6



ANSWER CHOICES	RESPONSES	
Excellent	16.02%	74
Very good	25.32%	117
Good	36.80%	170
Fair	19.05%	88
Poor	2.81%	13
TOTAL		462

Q31 What is your age?

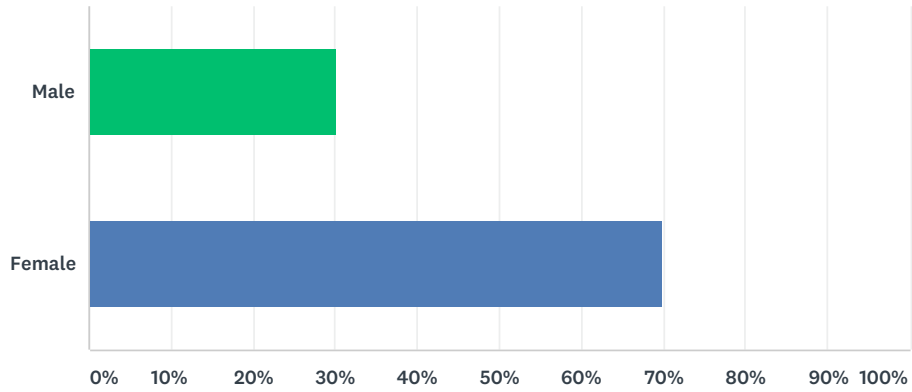
Answered: 463 Skipped: 5



ANSWER CHOICES	RESPONSES
18 to 24	0.65% 3
25 to 34	3.89% 18
35 to 44	8.86% 41
45 to 54	24.62% 114
55 to 64	28.94% 134
65 to 74	22.46% 104
75 or older	10.58% 49
TOTAL	463

Q32 Are you male or female?

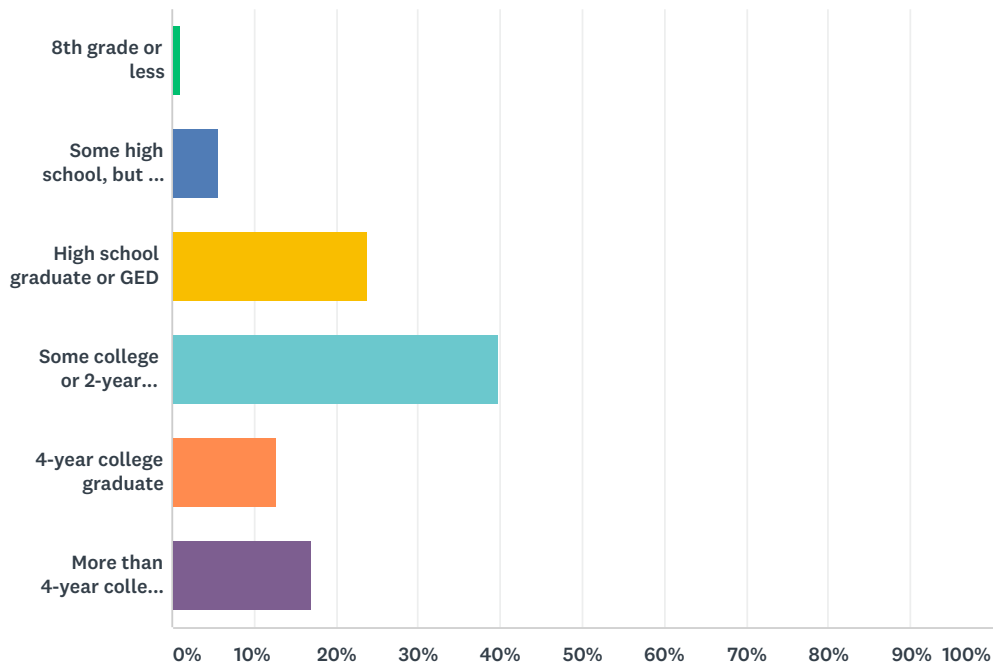
Answered: 460 Skipped: 8



ANSWER CHOICES	RESPONSES	
Male	30.22%	139
Female	69.78%	321
TOTAL		460

Q33 What is the highest grade or level of school that you have completed?

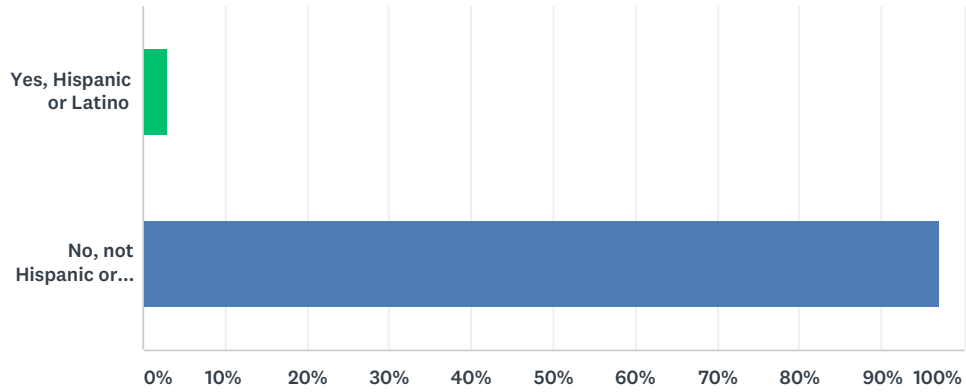
Answered: 461 Skipped: 7



ANSWER CHOICES	RESPONSES	
8th grade or less	1.08%	5
Some high school, but did not graduate	5.64%	26
High school graduate or GED	23.86%	110
Some college or 2-year degree	39.70%	183
4-year college graduate	12.80%	59
More than 4-year college degree	16.92%	78
TOTAL		461

Q34 Are you of Hispanic or Latino origin or descent?

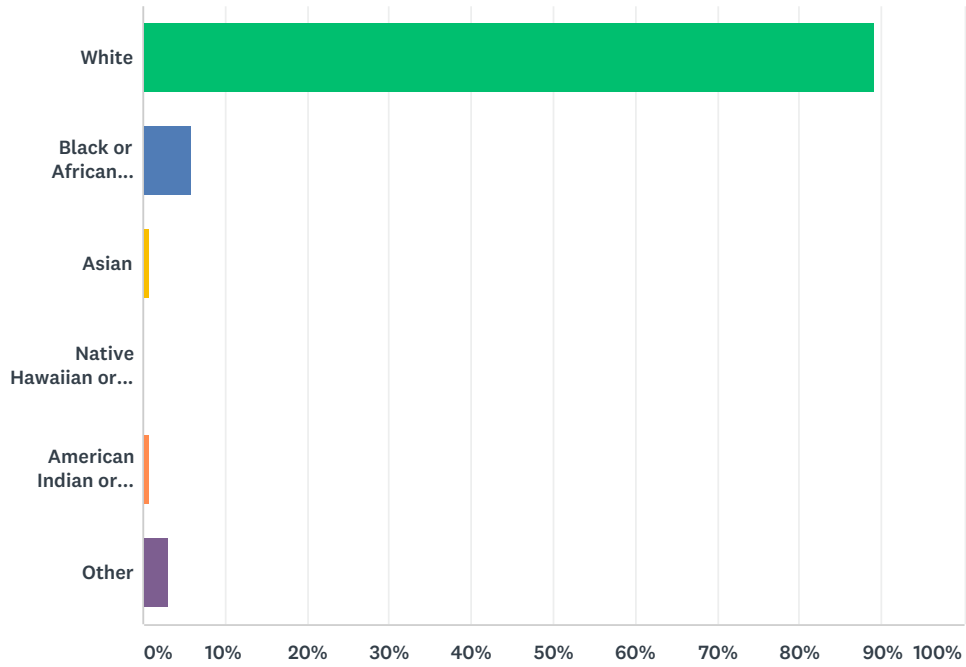
Answered: 451 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes, Hispanic or Latino	2.88%	13
No, not Hispanic or Latino	97.12%	438
TOTAL		451

Q35 What is your race? Mark one or more.

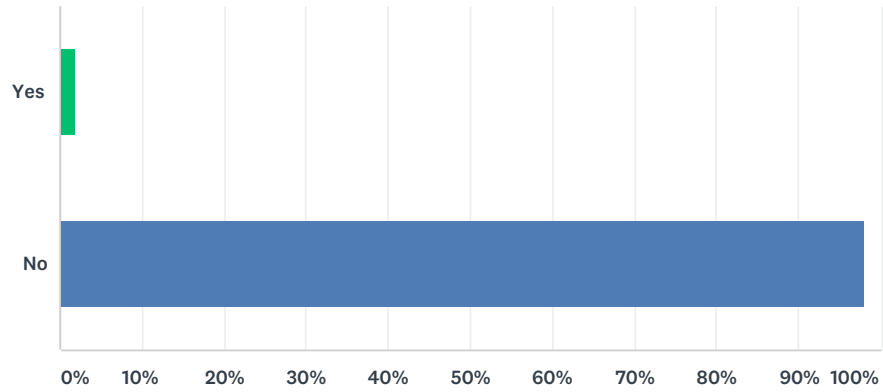
Answered: 456 Skipped: 12



ANSWER CHOICES	RESPONSES	
White	89.04%	406
Black or African American	5.92%	27
Asian	0.88%	4
Native Hawaiian or Other Pacific Islander	0.22%	1
American Indian or Alaska Native	0.88%	4
Other	3.07%	14
TOTAL		456

Q36 Did someone help you complete this survey?

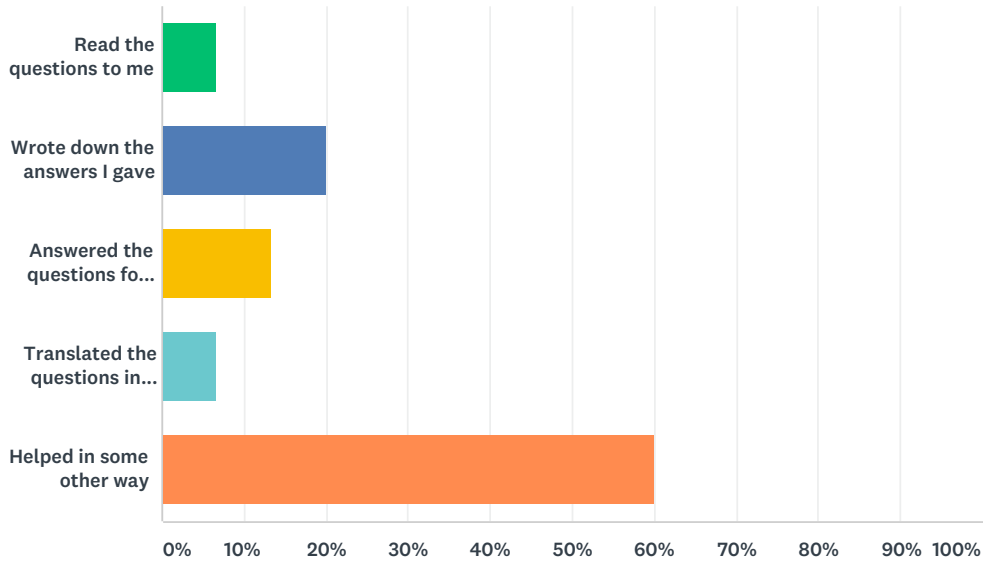
Answered: 463 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	1.94%	9
No	98.06%	454
TOTAL		463

Q37 How did that person help you? Mark one or more.

Answered: 15 Skipped: 453



ANSWER CHOICES	RESPONSES	
Read the questions to me	6.67%	1
Wrote down the answers I gave	20.00%	3
Answered the questions for me	13.33%	2
Translated the questions into my language	6.67%	1
Helped in some other way	60.00%	9
Total Respondents: 15		