



Straight Talk Questions

1. How long have you been a patient at MFHN?
2. Why did you choose MFHN for your medical care?
3. How did you hear about MFHN?
4. Do you feel our hours are convenient to serve your health needs? (*Mention extended-hours*)
5. In comparison with other health settings, how would you rate waiting times at MFHN? (*Identify location(s) and how long of a wait*). If applicable, what are your recommendations on how we can improve your waiting experience?
6. In comparison with other health settings, how would you rate our staff?
7. Describe your relationship with your doctor.
8. Do you currently use Health care Pharmacy/Walgreen/Duane Reade for your prescriptions? (*Mention medication discount program*)
 - Health Care Pharmacy
 - Walgreens
 - 2395 Kennedy Blvd. / Jersey City, NJ
 - 1561 John F. Kennedy Blvd. / Jersey City, NJ
 - 691-699 Broadway / Bayonne, NJ
 - 508 Dr. Martin Luther King Jr. / East Orange, NJ
 - 600 Newark Ave. / Elizabeth, NJ
 - 101 Washington St. / Hoboken, NJ
 - 22 St. George Ave. / Linden, NJ
 - 561-579 Irvington Avenue / Newark, NJ
 - 2148 Morris Avenue / Union, NJ
 - 3333 Park Ave. / Union City, NJ
 - 6012 Kennedy Boulevard West / West New York, NJ
 - Duane Reade
 - 110 Newark Avenue / Jersey City, NJ
 - 52 River Drive / Jersey City, NJ

9. Do you know about all the services we offer at MFHN?
 - a. Locations (Garfield, Bergen, West New York)
 - b. Services (adult, pediatric, OB/GYN, dental, homeless program, psychiatry, podiatry, endocrinology, neurology; ultrasound; pharmacy)
 - c. Programs (insurance marketplace assistance, diabetic classes, individualized pediatric nutrition and physical activity educational sessions, NJ CEED)
 - i. NJ CEED = Cancer Education and Early Detection (contact Suzy Mikaeil x5886)
 1. Provides screening, education, and case management services for breast, cervical, colorectal and prostate cancers
 2. Eligibility: New Jersey residents who are income eligible (maximum allowable income is 250% of the Federal Poverty Level) and are uninsured or underinsured
 - d. Future services (mammography)
 - e. Recognitions (Joint Commission accredited, Patient Centered Medical Home recognized)

10. In order to optimally prevent spread of infections within our facility, would you kindly answer a few questions regarding infection control:

- a. Is soap/alcohol-based dispensers readily available to maintain your hand hygiene?
- b. Have you seen healthcare professionals wash their hands?
- c. Do you think healthcare professionals clean their hands when they should?
- d. Do we have tissues available to you, for when you cough/sneeze, at a convenient location?

11. What were you most pleased with?

12. Would you recommend MFHN to family and friends?

Comments: