

H.O.A.P

Patient Satisfaction Survey

Primary Care Services

We would like to know how you feel about the services we provide so we can make sure we are meeting your needs. Your responses are directly responsible for improving these services. All responses will be kept confidential and anonymous. Thank you for your time.

	GREAT	GOOD	OK	FAIR	POOR
Please circle how well you think we are doing in the following areas:	5	4	3	2	1
Ease of getting care:					
Ability to get in to be seen	5	4	3	2	1
Hours Center is open	5	4	3	2	1
Convenience of Center's location	5	4	3	2	1
Prompt return on calls	5	4	3	2	1
Waiting:					
Time in waiting room	5	4	3	2	1
Time in exam room	5	4	3	2	1
Waiting for tests to be performed	5	4	3	2	1
Waiting for test results	5	4	3	2	1
Staff:					
<i>Provider: (Your Primary care Provider)</i>					
Listens to you	5	4	3	2	1
Takes enough time with you	5	4	3	2	1
Explains what you want to know	5	4	3	2	1
Gives you good advice and treatment	5	4	3	2	1
<i>Nurses and Medical Assistants:</i>					
Friendly and helpful to you	5	4	3	2	1
Answers your questions	5	4	3	2	1

Please circle how well you think we are doing in the following areas:	GREAT	GOOD	OK	FAIR	POOR
	5	4	3	2	1
Receptionist:					
Friendly and helpful to you	5	4	3	2	1
Answers your questions	5	4	3	2	1
Facility:					
Neat and clean building	5	4	3	2	1
Ease of finding where to go	5	4	3	2	1
Comfort	5	4	3	2	1
Safety	5	4	3	2	1
Privacy					
Confidentiality:					
Keeping my personal information private	5	4	3	2	1
Care Coordination:					
Do you feel your team keeps you well informed regarding outside appointments?	5	4	3	2	1
Do you feel like your team is aware of other providers you see?	5	4	3	2	1
Do you feel like you care team takes an active role in coordinating your care?					
Self Management:					
How involved do you feel with decisions made regarding your healthcare?	5	4	3	2	1
Do you understand your medical conditions?	5	4	3	2	1

What do you like *best* about our center? _____

What do you like *least* about our Center? _____

Suggestions for improvement? _____

Thank you for completing our Survey!

