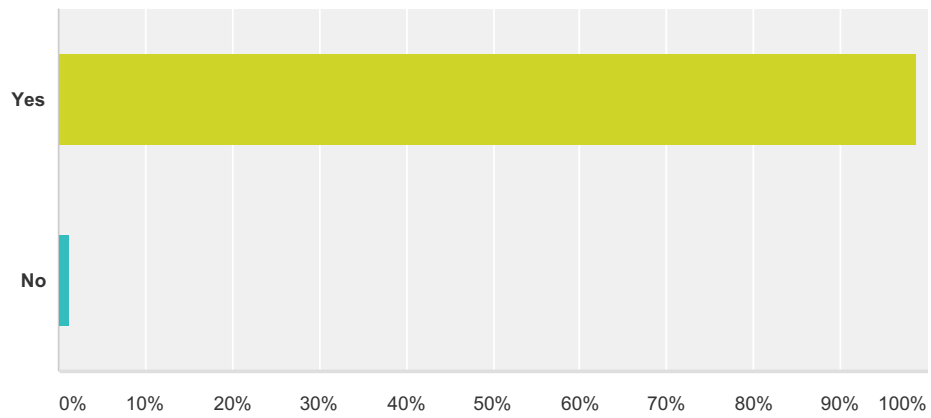


Q1 Our records show that you got care from your healthcare provider. Is that right?

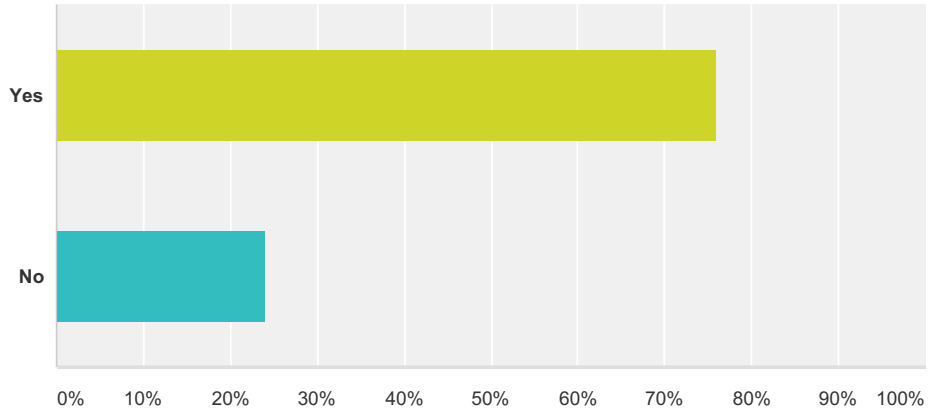
Answered: 333 Skipped: 0



Answer Choices	Responses
Yes	98.80% 329
No	1.20% 4
Total	333

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?

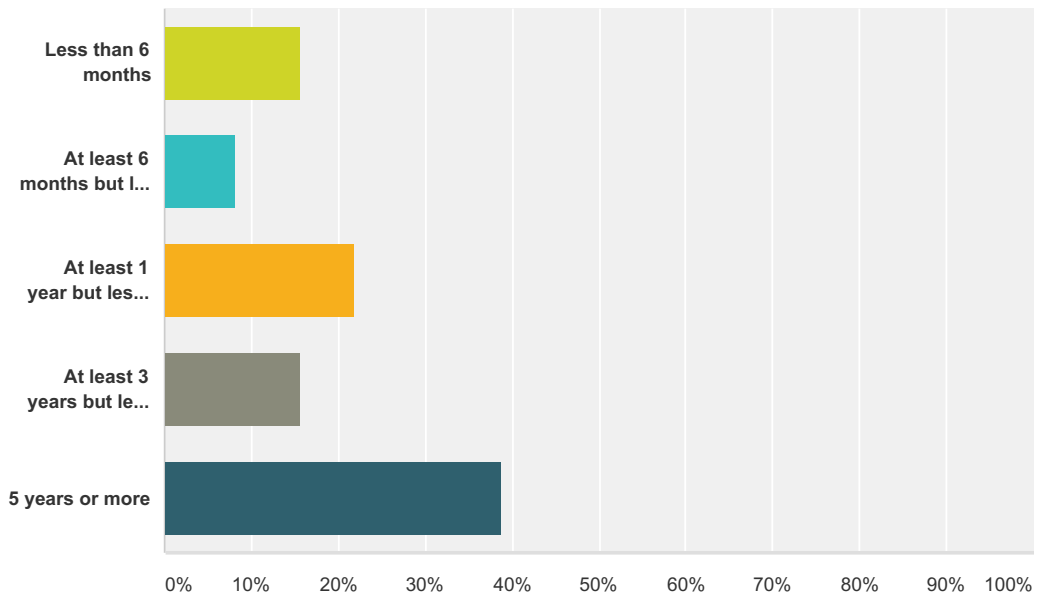
Answered: 326 Skipped: 7



Answer Choices	Responses
Yes	76.07% 248
No	23.93% 78
Total	326

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

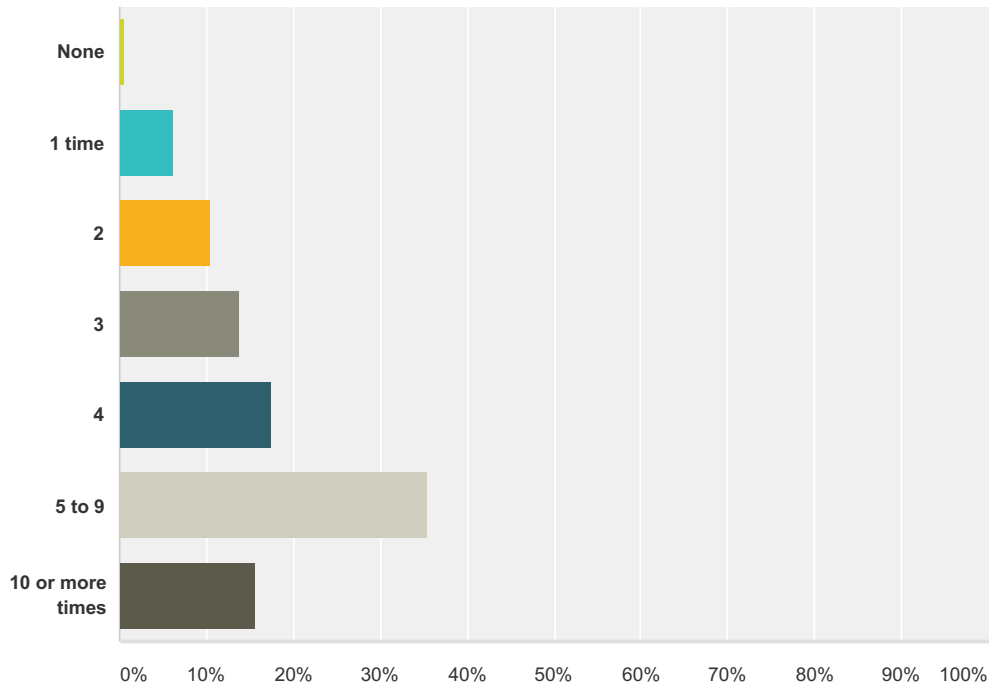
Answered: 333 Skipped: 0



Answer Choices	Responses
Less than 6 months	15.62% 52
At least 6 months but less than 1 year	8.11% 27
At least 1 year but less than 3 years	21.92% 73
At least 3 years but less than 5 years	15.62% 52
5 years or more	38.74% 129
Total	333

Q4 In the last 12 months, how many times did you visit your healthcare provider?

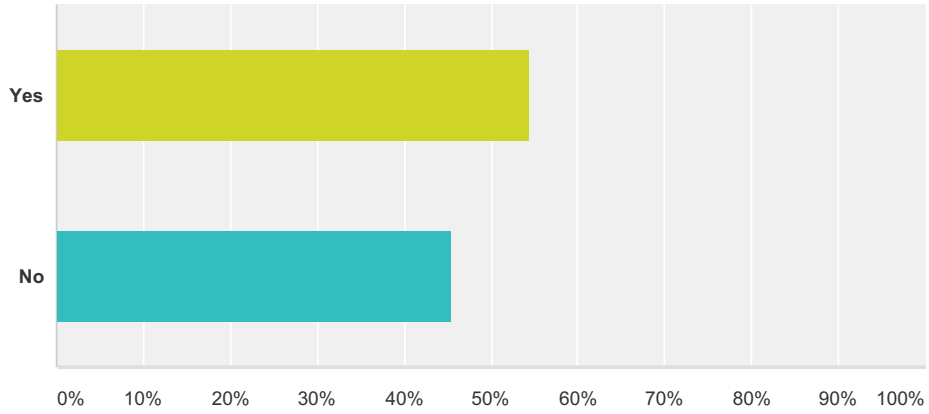
Answered: 332 Skipped: 1



Answer Choices	Responses	Count
None	0.60%	2
1 time	6.33%	21
2	10.54%	35
3	13.86%	46
4	17.47%	58
5 to 9	35.54%	118
10 or more times	15.66%	52
Total		332

Q5 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?

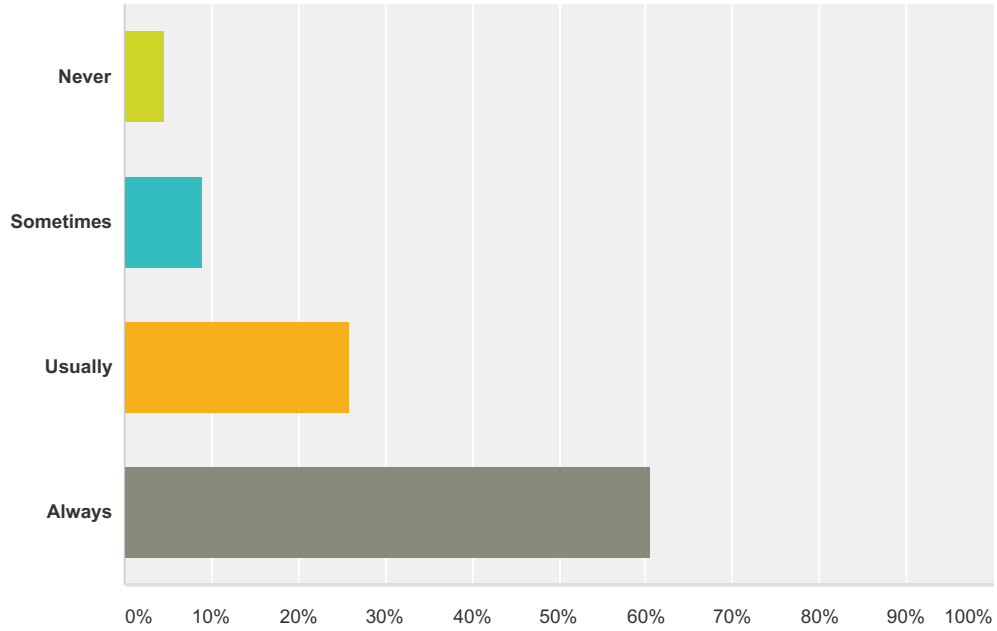
Answered: 332 Skipped: 1



Answer Choices	Responses
Yes	54.52% 181
No	45.48% 151
Total	332

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?

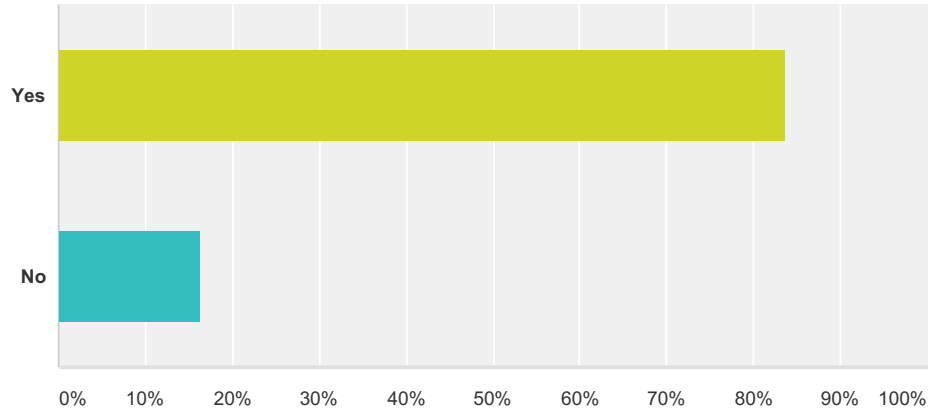
Answered: 289 Skipped: 44



Answer Choices	Responses	
Never	4.50%	13
Sometimes	9.00%	26
Usually	25.95%	75
Always	60.55%	175
Total		289

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

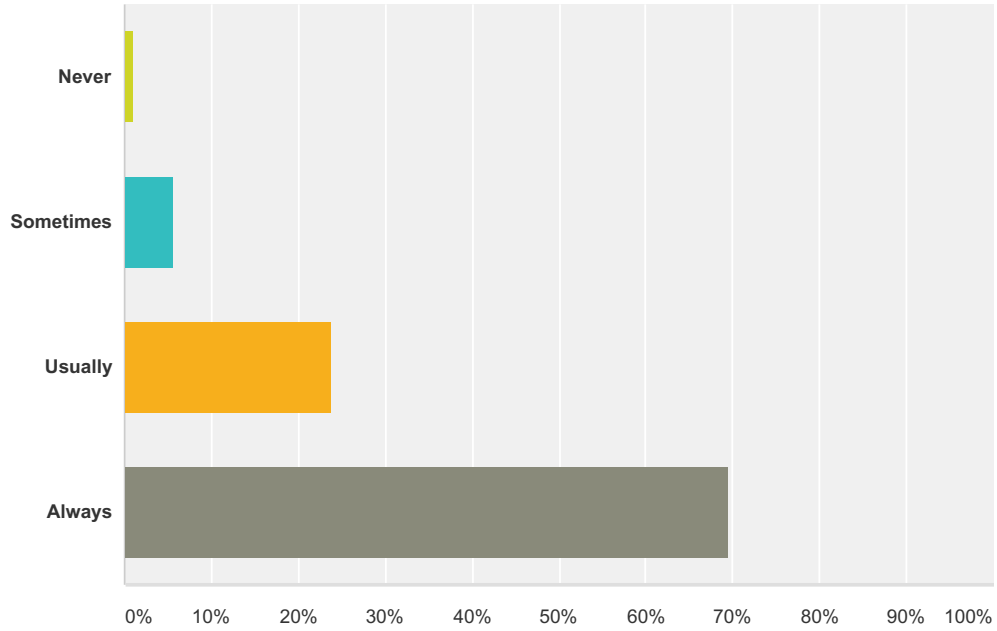
Answered: 327 Skipped: 6



Answer Choices	Responses
Yes	83.79% 274
No	16.21% 53
Total	327

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?

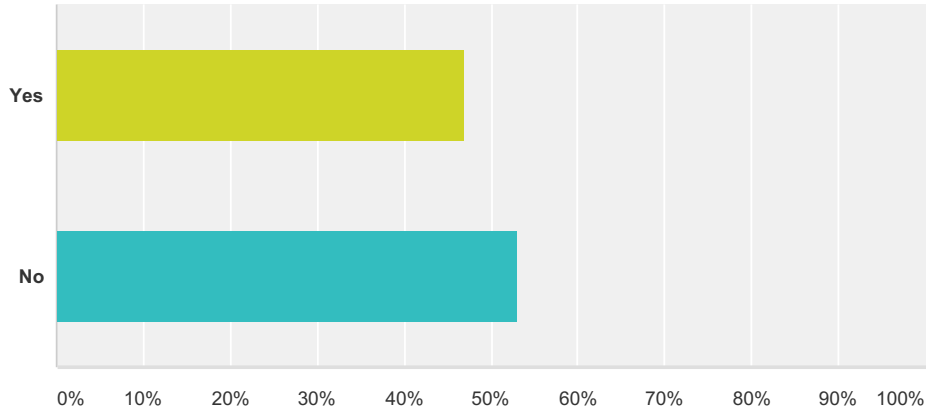
Answered: 315 Skipped: 18



Answer Choices	Responses
Never	0.95% 3
Sometimes	5.71% 18
Usually	23.81% 75
Always	69.52% 219
Total	315

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

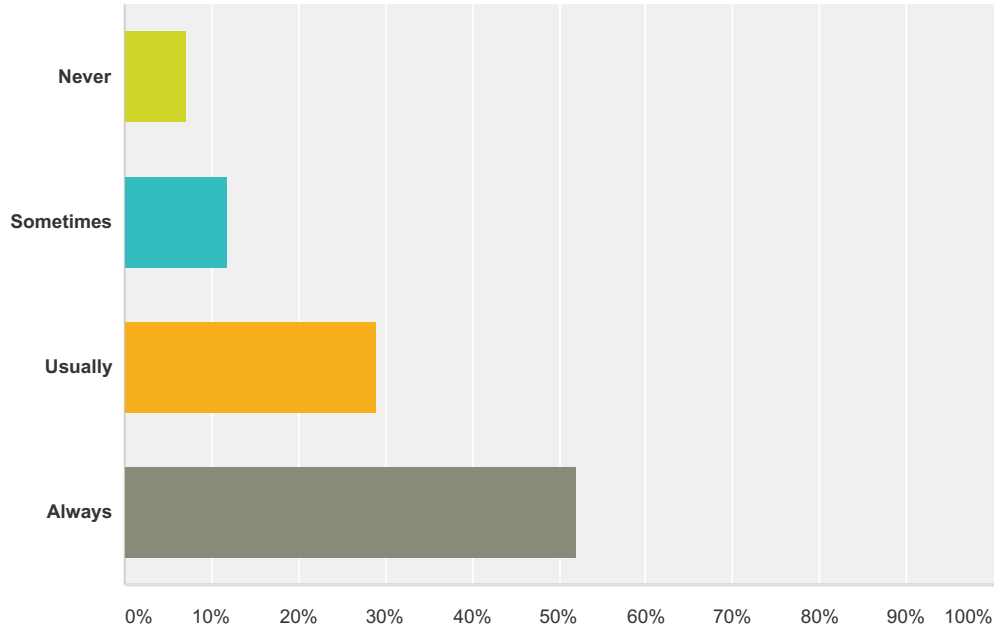
Answered: 330 Skipped: 3



Answer Choices	Responses
Yes	46.97% 155
No	53.03% 175
Total	330

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?

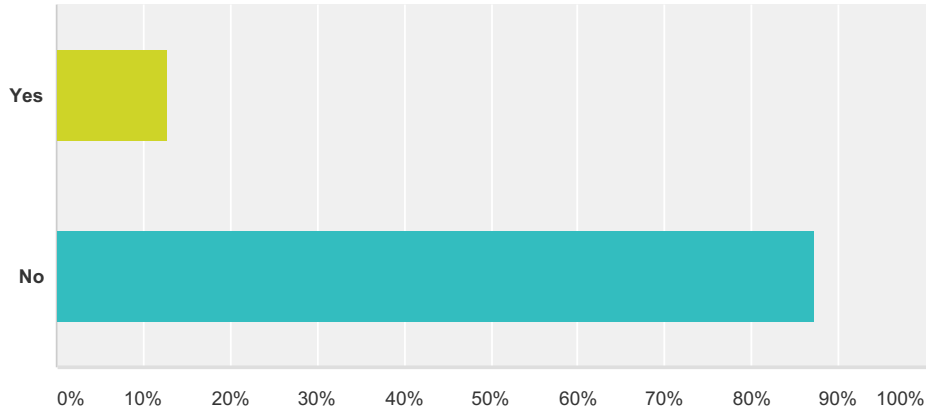
Answered: 242 Skipped: 91



Answer Choices	Responses	
Never	7.02%	17
Sometimes	11.98%	29
Usually	28.93%	70
Always	52.07%	126
Total		242

Q11 In the last 12 months, did you phone your healthcare provider’s office with a medical question after regular office hours?

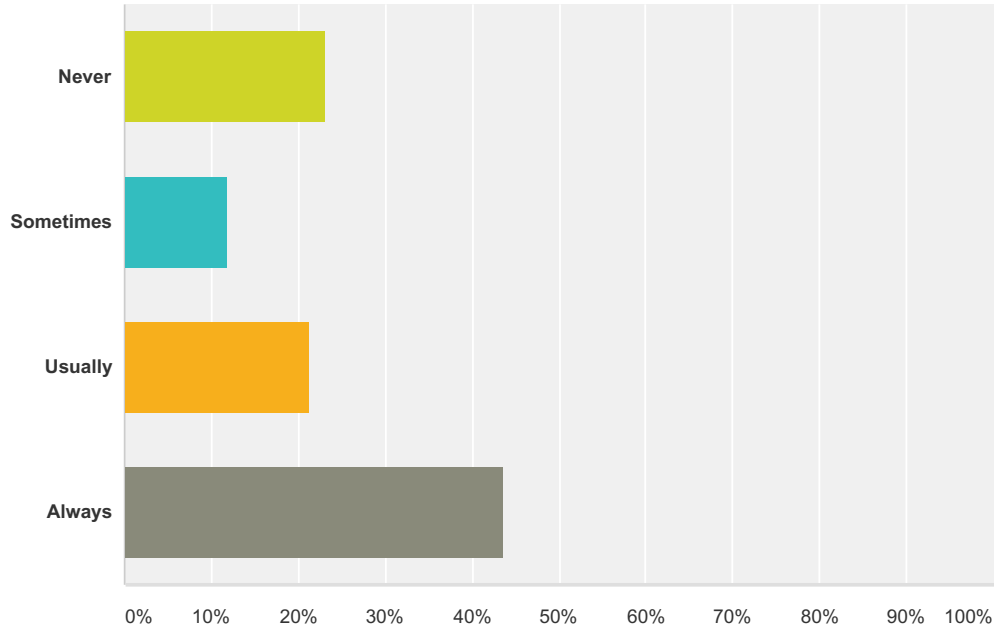
Answered: 323 Skipped: 10



Answer Choices	Responses	
Yes	12.69%	41
No	87.31%	282
Total		323

Q12 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?

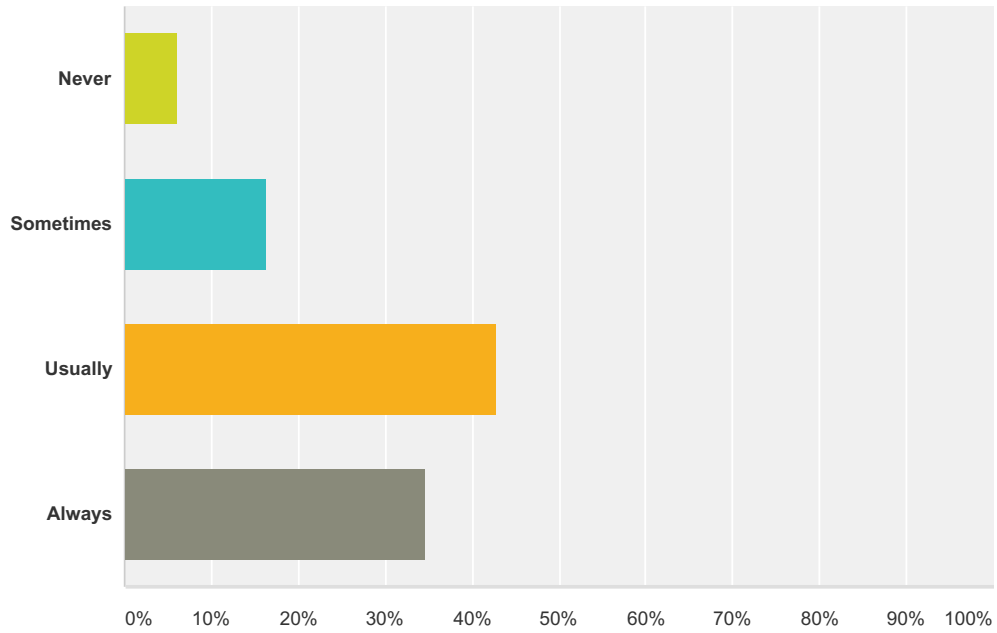
Answered: 151 Skipped: 182



Answer Choices	Responses
Never	23.18% 35
Sometimes	11.92% 18
Usually	21.19% 32
Always	43.71% 66
Total	151

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?

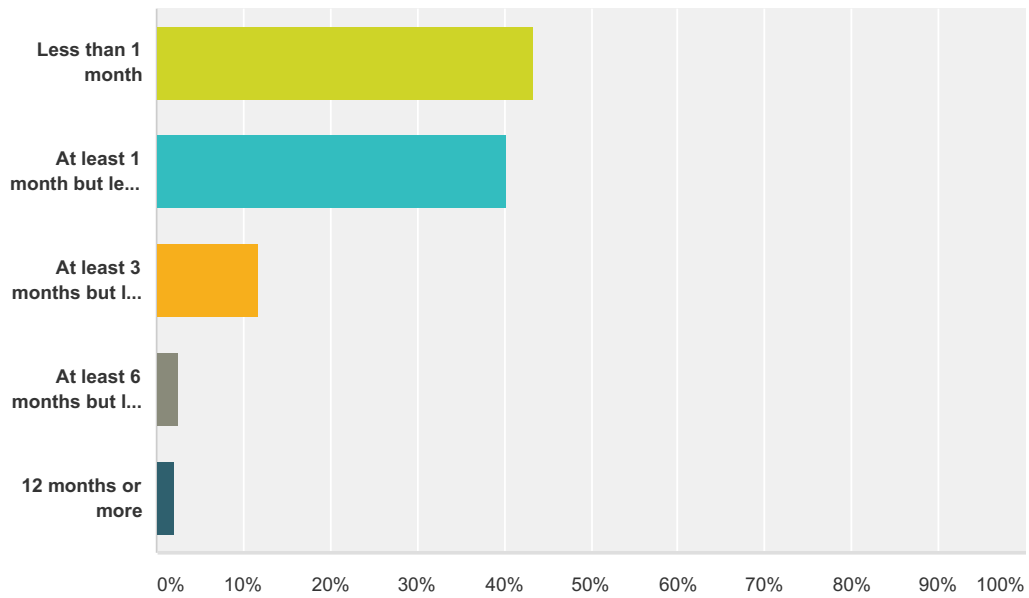
Answered: 331 Skipped: 2



Answer Choices	Responses
Never	6.04% 20
Sometimes	16.31% 54
Usually	42.90% 142
Always	34.74% 115
Total	331

Q14 How long has it been since your most recent visit with your healthcare provider?

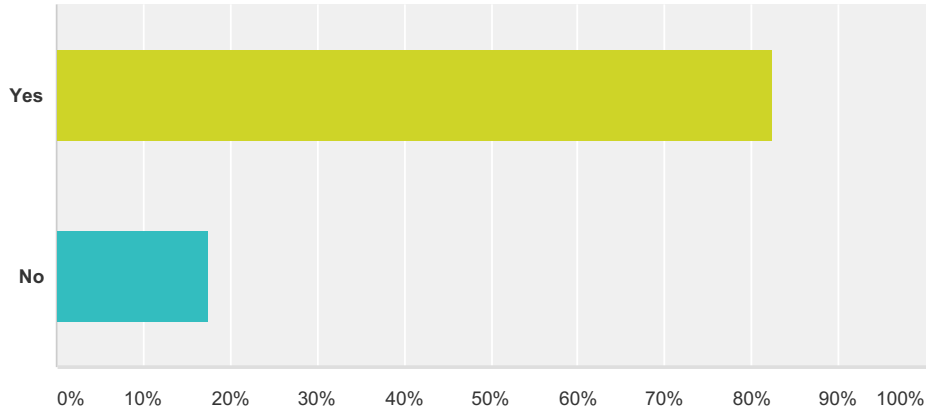
Answered: 332 Skipped: 1



Answer Choices	Responses
Less than 1 month	43.37% 144
At least 1 month but less than 3 months	40.36% 134
At least 3 months but less than 6 months	11.75% 39
At least 6 months but less than 12 months	2.41% 8
12 months or more	2.11% 7
Total	332

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?

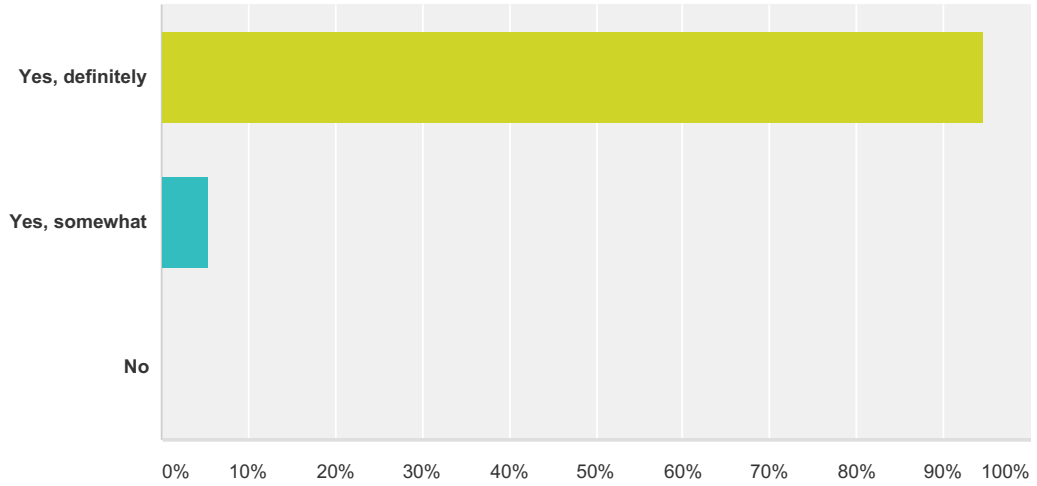
Answered: 330 Skipped: 3



Answer Choices	Responses
Yes	82.42% 272
No	17.58% 58
Total	330

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

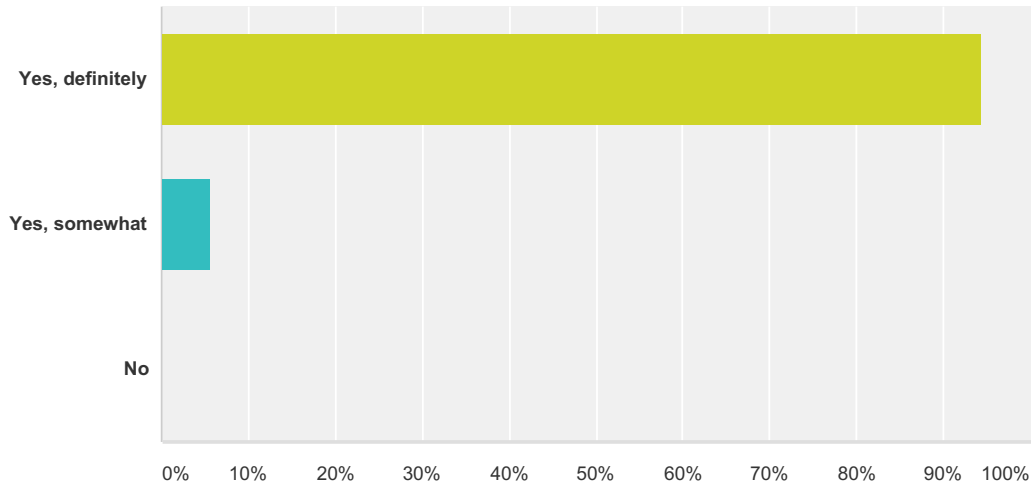
Answered: 332 Skipped: 1



Answer Choices	Responses
Yes, definitely	94.58% 314
Yes, somewhat	5.42% 18
No	0.00% 0
Total	332

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

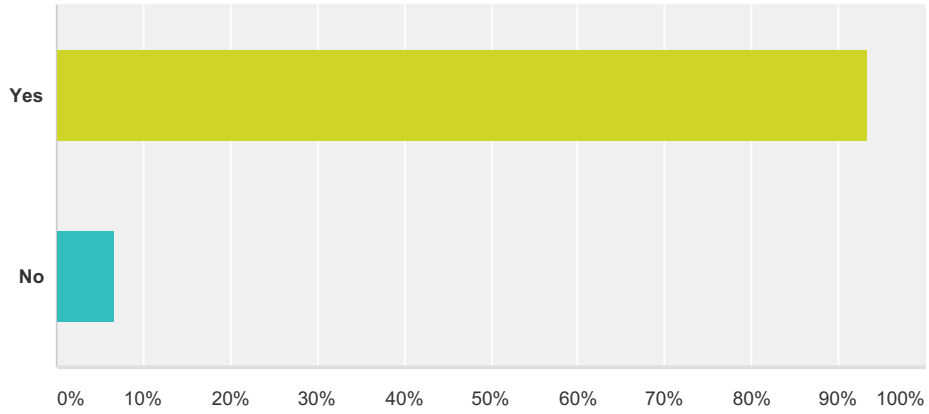
Answered: 333 Skipped: 0



Answer Choices	Responses
Yes, definitely	94.29% 314
Yes, somewhat	5.71% 19
No	0.00% 0
Total	333

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

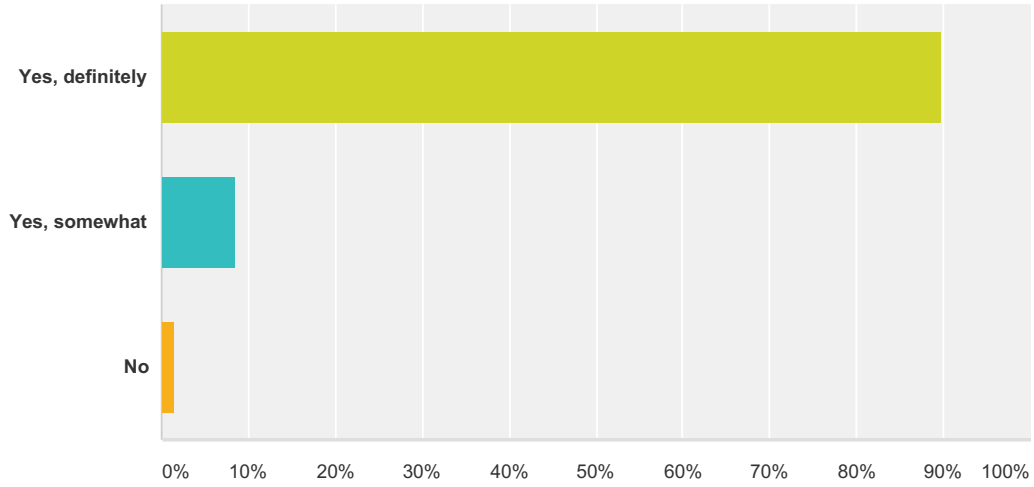
Answered: 333 Skipped: 0



Answer Choices	Responses
Yes	93.39% 311
No	6.61% 22
Total	333

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

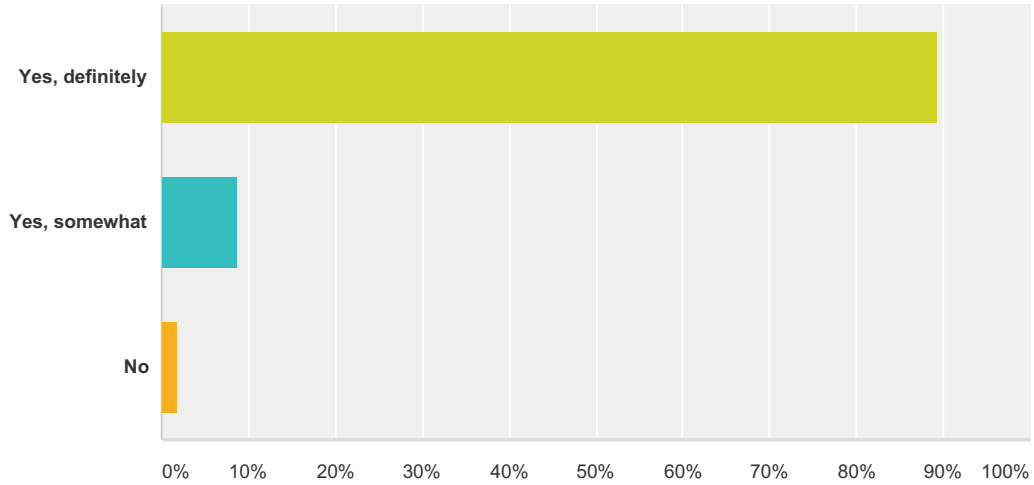
Answered: 324 Skipped: 9



Answer Choices	Responses	Count
Yes, definitely	89.81%	291
Yes, somewhat	8.64%	28
No	1.54%	5
Total		324

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

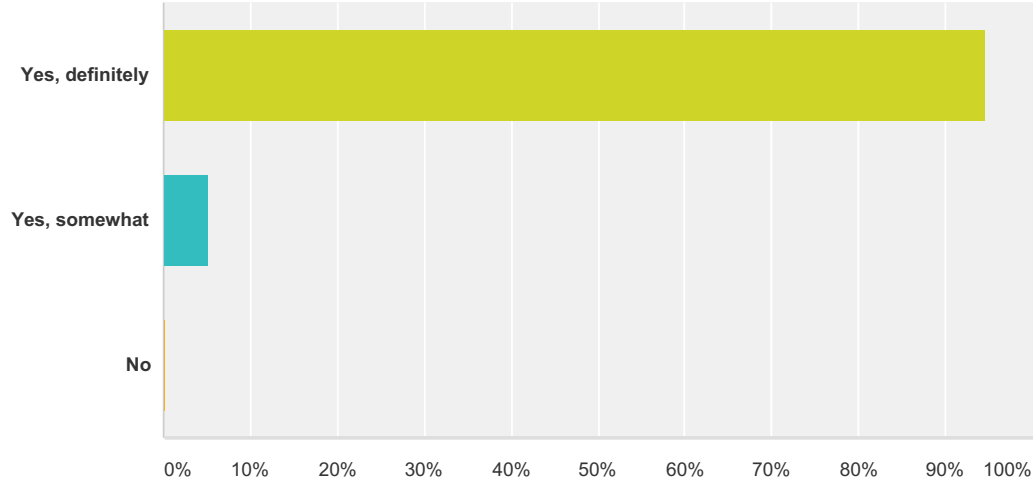
Answered: 331 Skipped: 2



Answer Choices	Responses	Count
Yes, definitely	89.43%	296
Yes, somewhat	8.76%	29
No	1.81%	6
Total		331

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

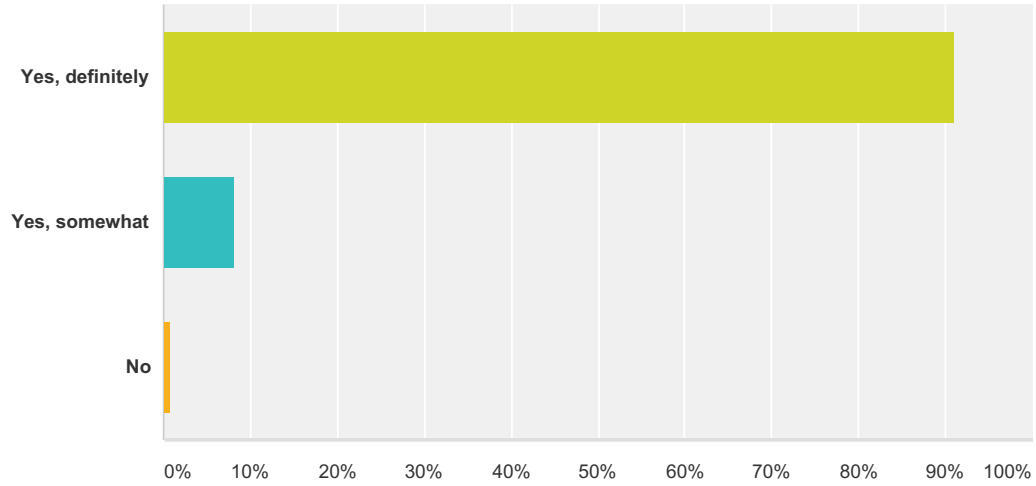
Answered: 332 Skipped: 1



Answer Choices	Responses
Yes, definitely	94.58% 314
Yes, somewhat	5.12% 17
No	0.30% 1
Total	332

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

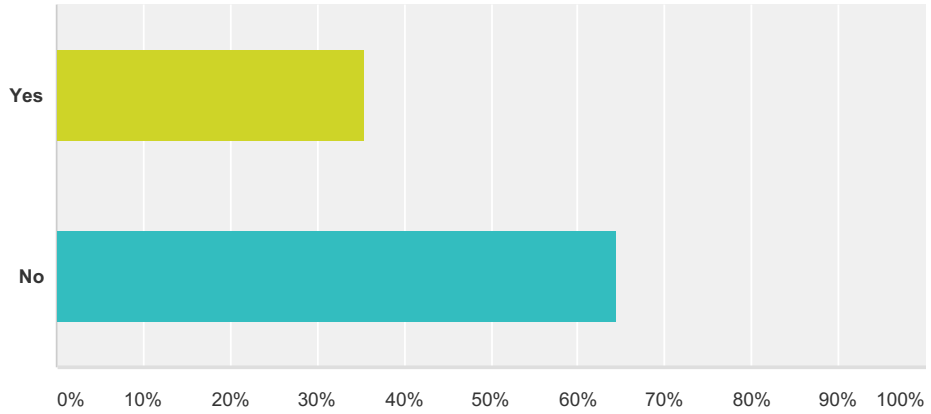
Answered: 332 Skipped: 1



Answer Choices	Responses
Yes, definitely	90.96% 302
Yes, somewhat	8.13% 27
No	0.90% 3
Total	332

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

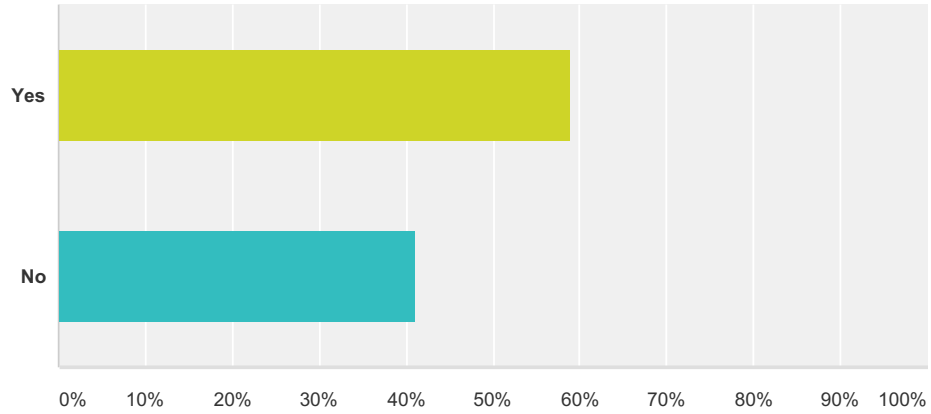
Answered: 330 Skipped: 3



Answer Choices	Responses	
Yes	35.45%	117
No	64.55%	213
Total		330

Q24 Did someone from your healthcare provider’s office follow up to give you those results?

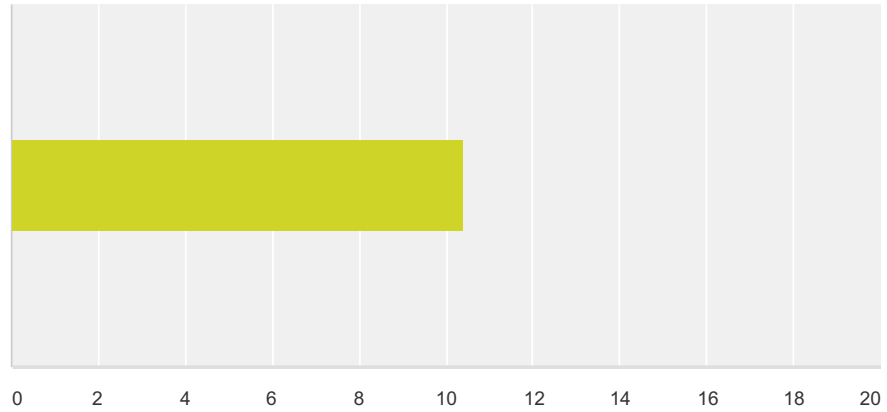
Answered: 180 Skipped: 153



Answer Choices	Responses	
Yes	58.89%	106
No	41.11%	74
Total		180

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?

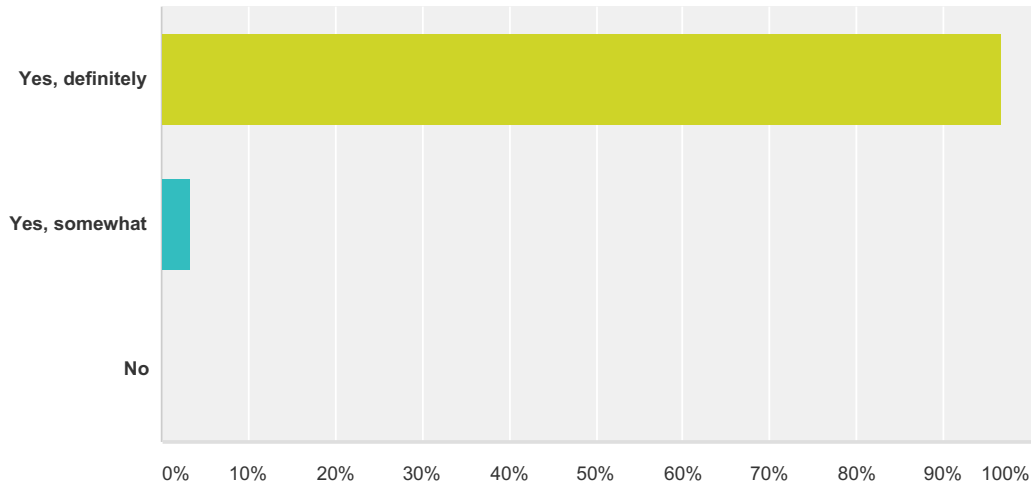
Answered: 333 Skipped: 0



	10 Best provider possible	9	8	7	6	5	4	3	2	1	0 Worst provider possible	Total	Weighted Average
	62.76% 209	22.22% 74	10.51% 35	2.70% 9	1.20% 4	0.60% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	333	10.41

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

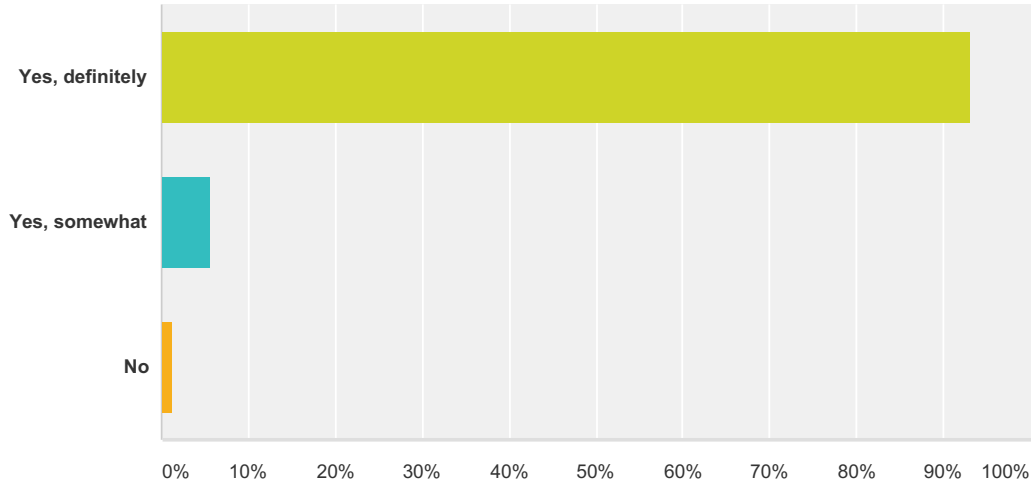
Answered: 331 Skipped: 2



Answer Choices	Responses
Yes, definitely	96.68% 320
Yes, somewhat	3.32% 11
No	0.00% 0
Total	331

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

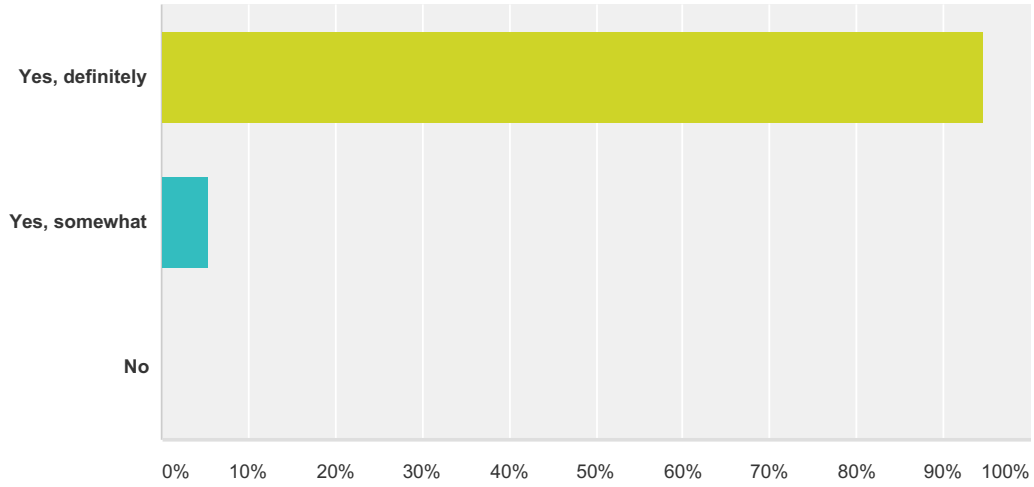
Answered: 331 Skipped: 2



Answer Choices	Responses	
Yes, definitely	93.05%	308
Yes, somewhat	5.74%	19
No	1.21%	4
Total		331

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

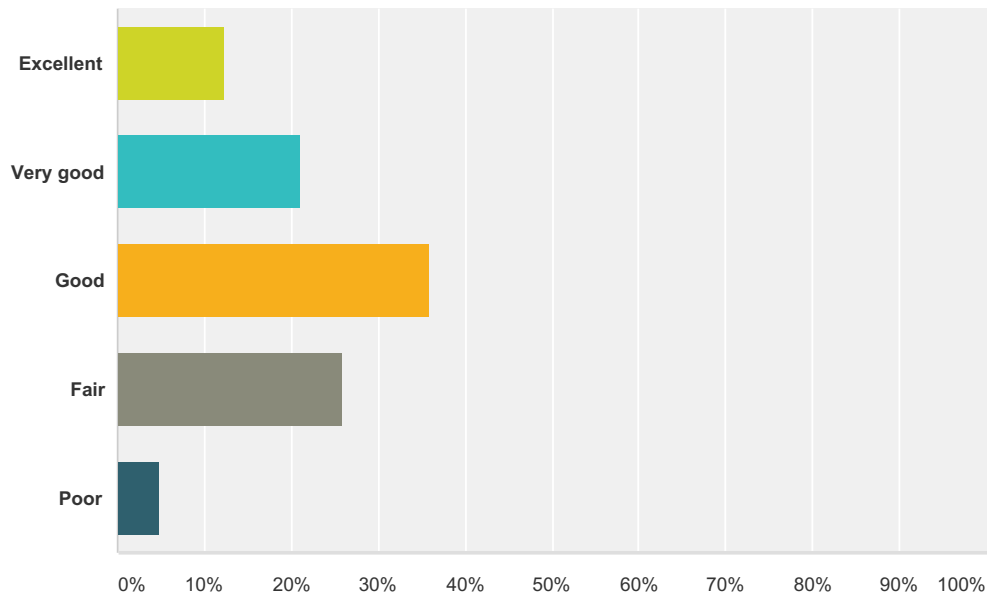
Answered: 331 Skipped: 2



Answer Choices	Responses	Count
Yes, definitely	94.56%	313
Yes, somewhat	5.44%	18
No	0.00%	0
Total		331

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

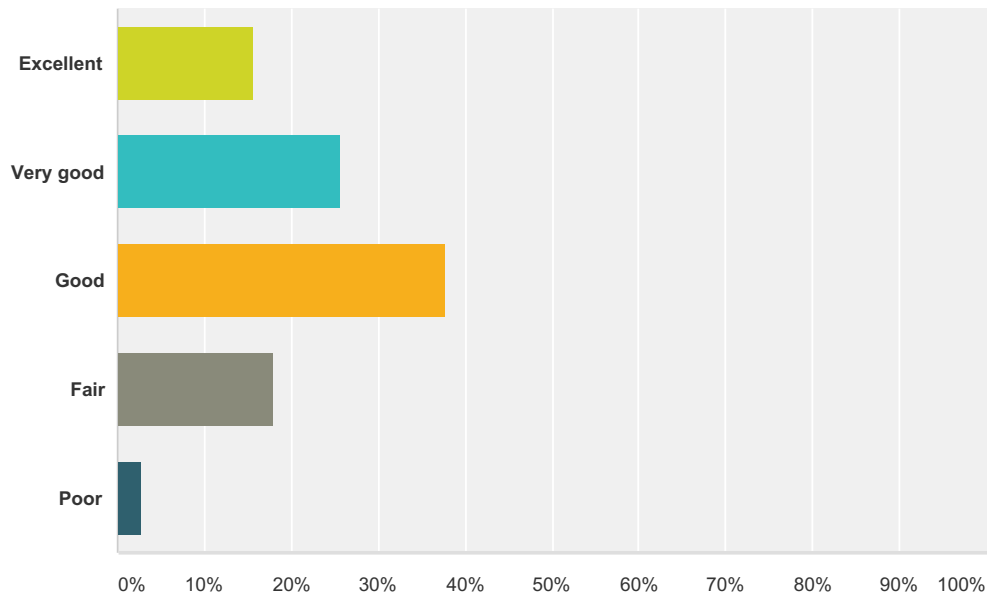
Answered: 332 Skipped: 1



Answer Choices	Responses
Excellent	12.35% 41
Very good	21.08% 70
Good	35.84% 119
Fair	25.90% 86
Poor	4.82% 16
Total	332

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

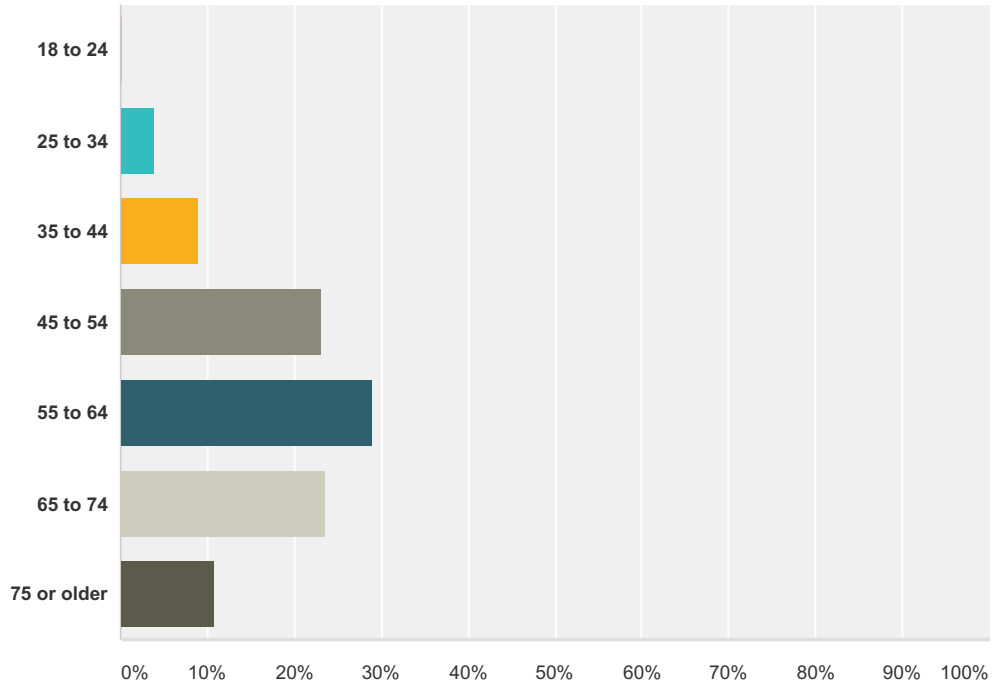
Answered: 330 Skipped: 3



Answer Choices	Responses
Excellent	15.76% 52
Very good	25.76% 85
Good	37.88% 125
Fair	17.88% 59
Poor	2.73% 9
Total	330

Q31 What is your age?

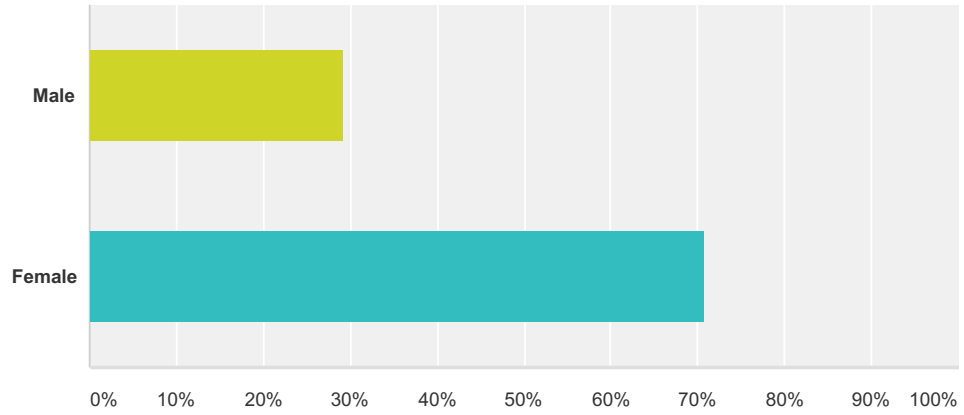
Answered: 331 Skipped: 2



Answer Choices	Responses
18 to 24	0.30% 1
25 to 34	3.93% 13
35 to 44	9.06% 30
45 to 54	23.26% 77
55 to 64	29.00% 96
65 to 74	23.56% 78
75 or older	10.88% 36
Total	331

Q32 Are you male or female?

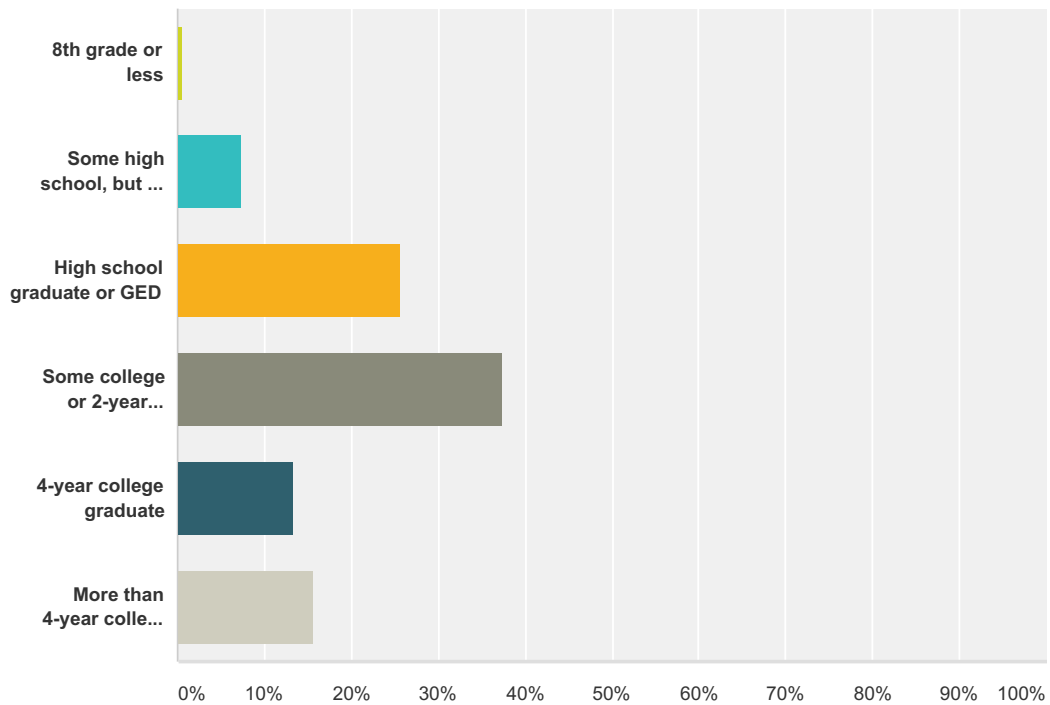
Answered: 331 Skipped: 2



Answer Choices	Responses
Male	29.31% 97
Female	70.69% 234
Total	331

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

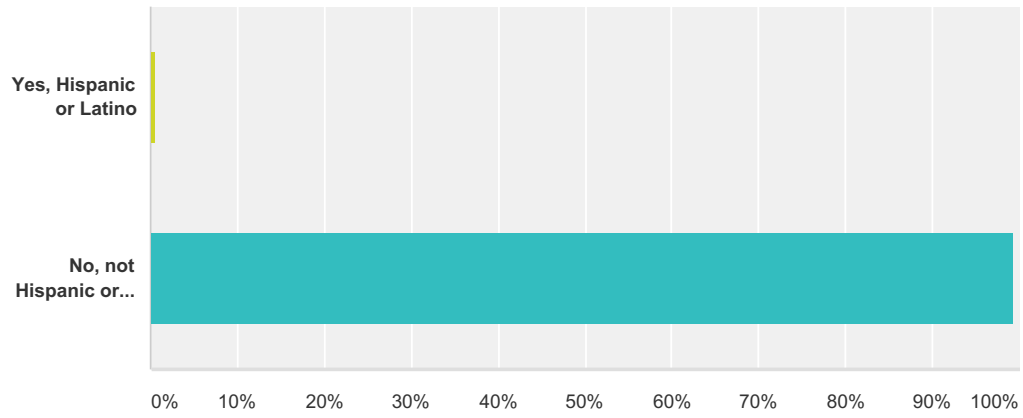
Answered: 331 Skipped: 2



Answer Choices	Responses
8th grade or less	0.60% 2
Some high school, but did not graduate	7.25% 24
High school graduate or GED	25.68% 85
Some college or 2-year degree	37.46% 124
4-year college graduate	13.29% 44
More than 4-year college degree	15.71% 52
Total	331

Q34 Are you of Hispanic or Latino origin or descent?

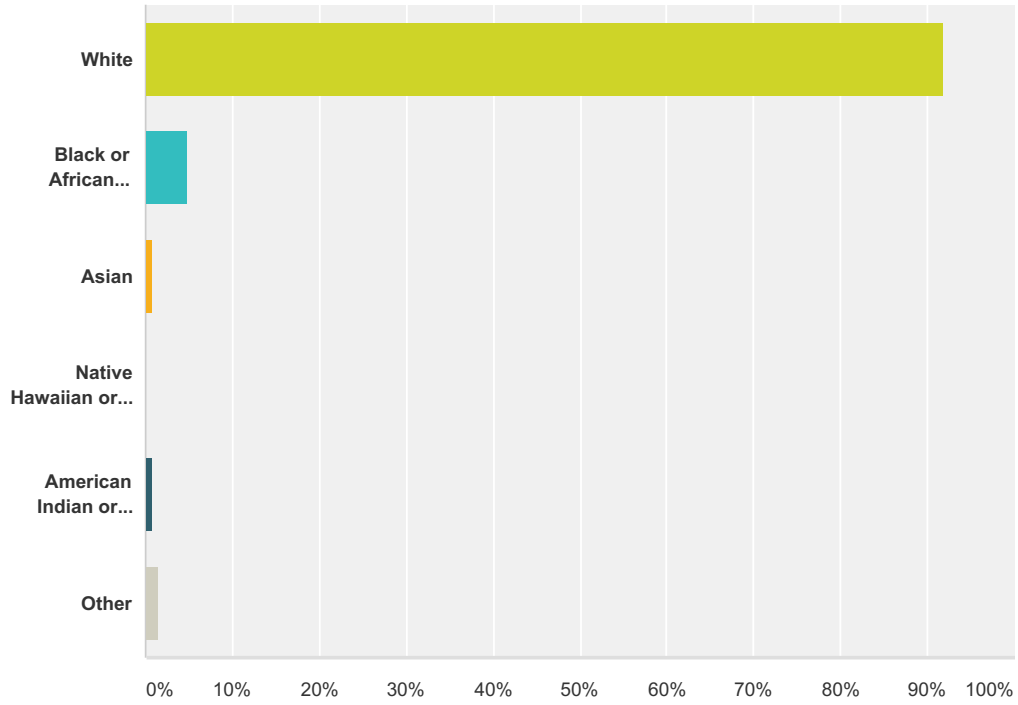
Answered: 323 Skipped: 10



Answer Choices	Responses
Yes, Hispanic or Latino	0.62% 2
No, not Hispanic or Latino	99.38% 321
Total	323

Q35 What is your race? Mark one or more.

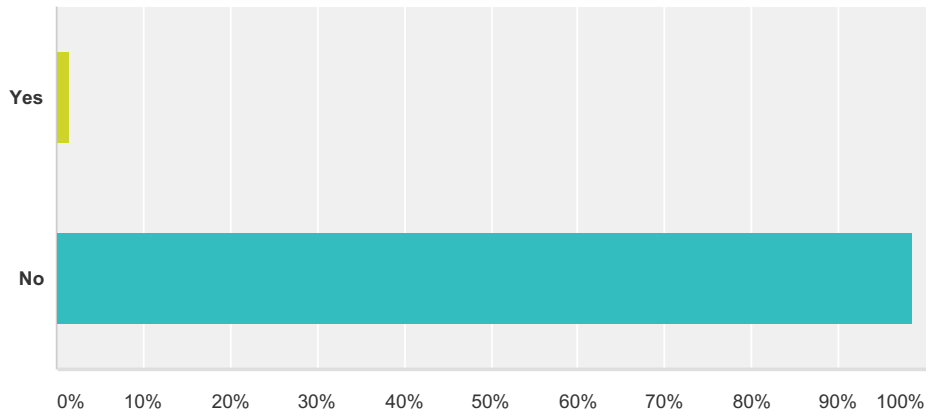
Answered: 329 Skipped: 4



Answer Choices	Responses	
White	91.79%	302
Black or African American	4.86%	16
Asian	0.91%	3
Native Hawaiian or Other Pacific Islander	0.00%	0
American Indian or Alaska Native	0.91%	3
Other	1.52%	5
Total		329

Q36 Did someone help you complete this survey?

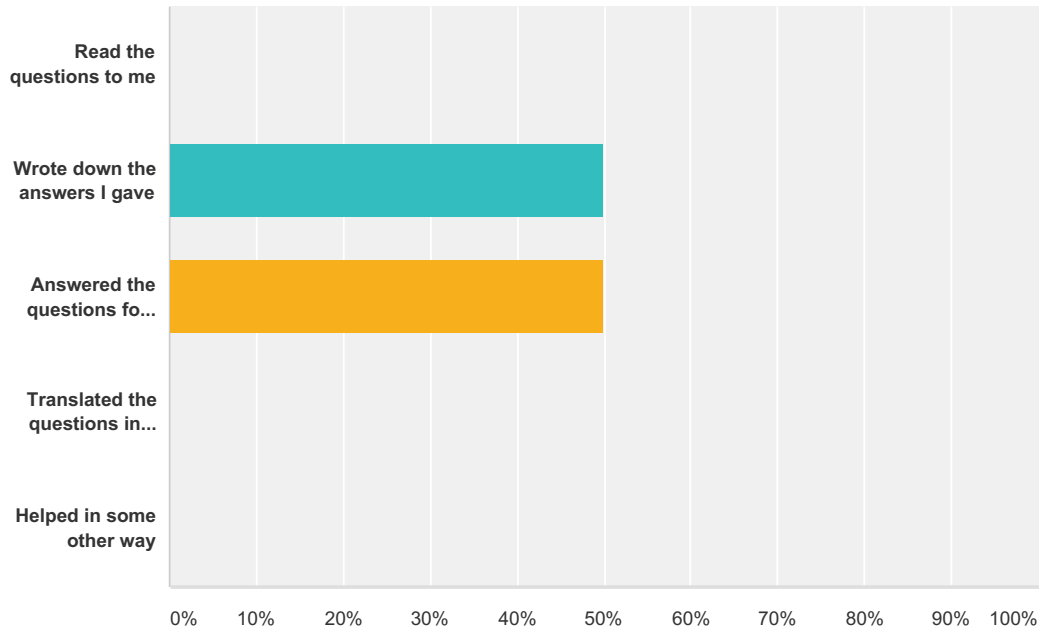
Answered: 331 Skipped: 2



Answer Choices	Responses
Yes	1.51% 5
No	98.49% 326
Total	331

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

Answered: 2 Skipped: 331



Answer Choices	Responses
Read the questions to me	0.00% 0
Wrote down the answers I gave	50.00% 1
Answered the questions for me	50.00% 1
Translated the questions into my language	0.00% 0
Helped in some other way	0.00% 0
Total Respondents: 2	