

Patient Satisfaction Survey

July 2020

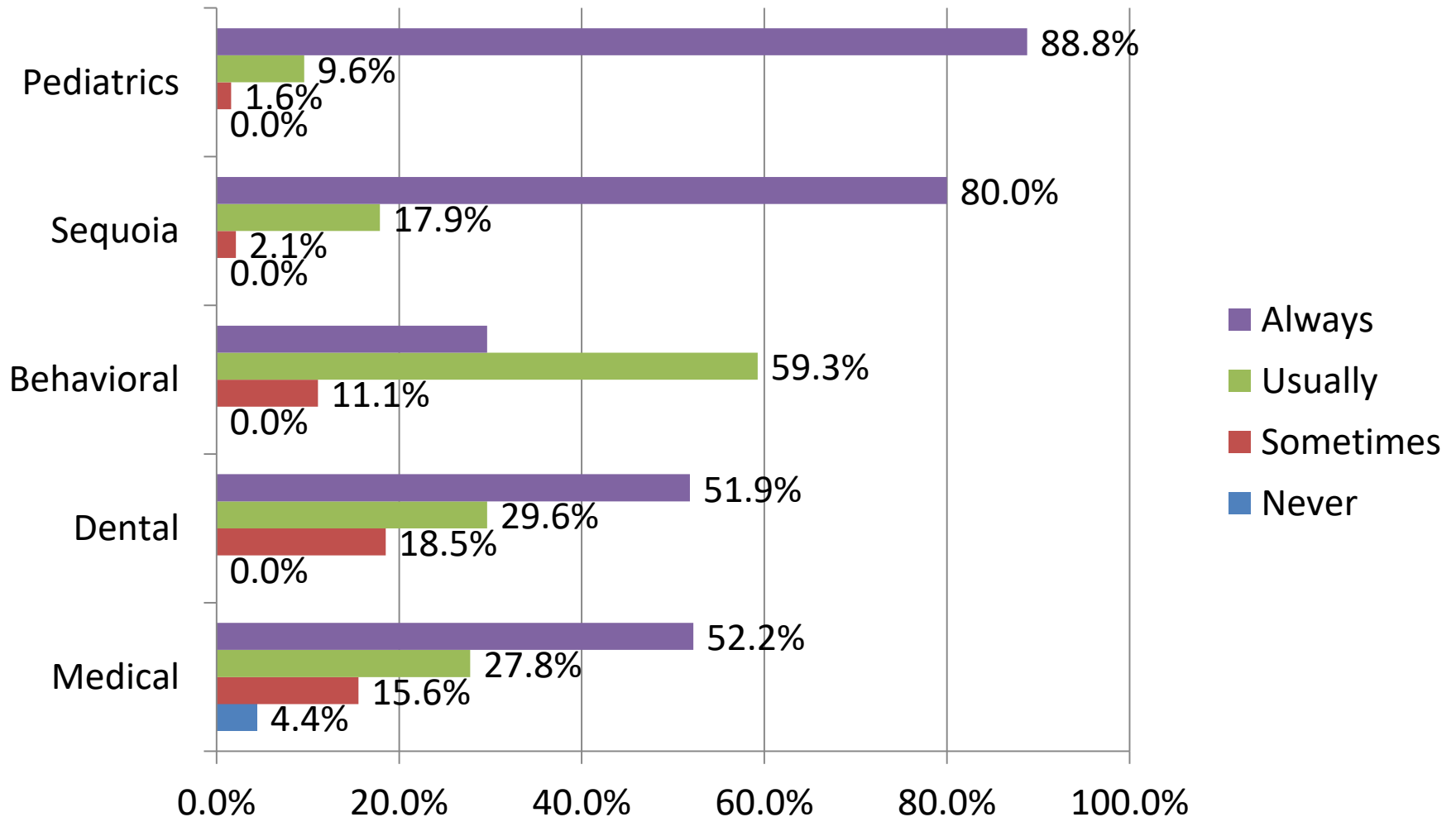
BY DEPARTMENT



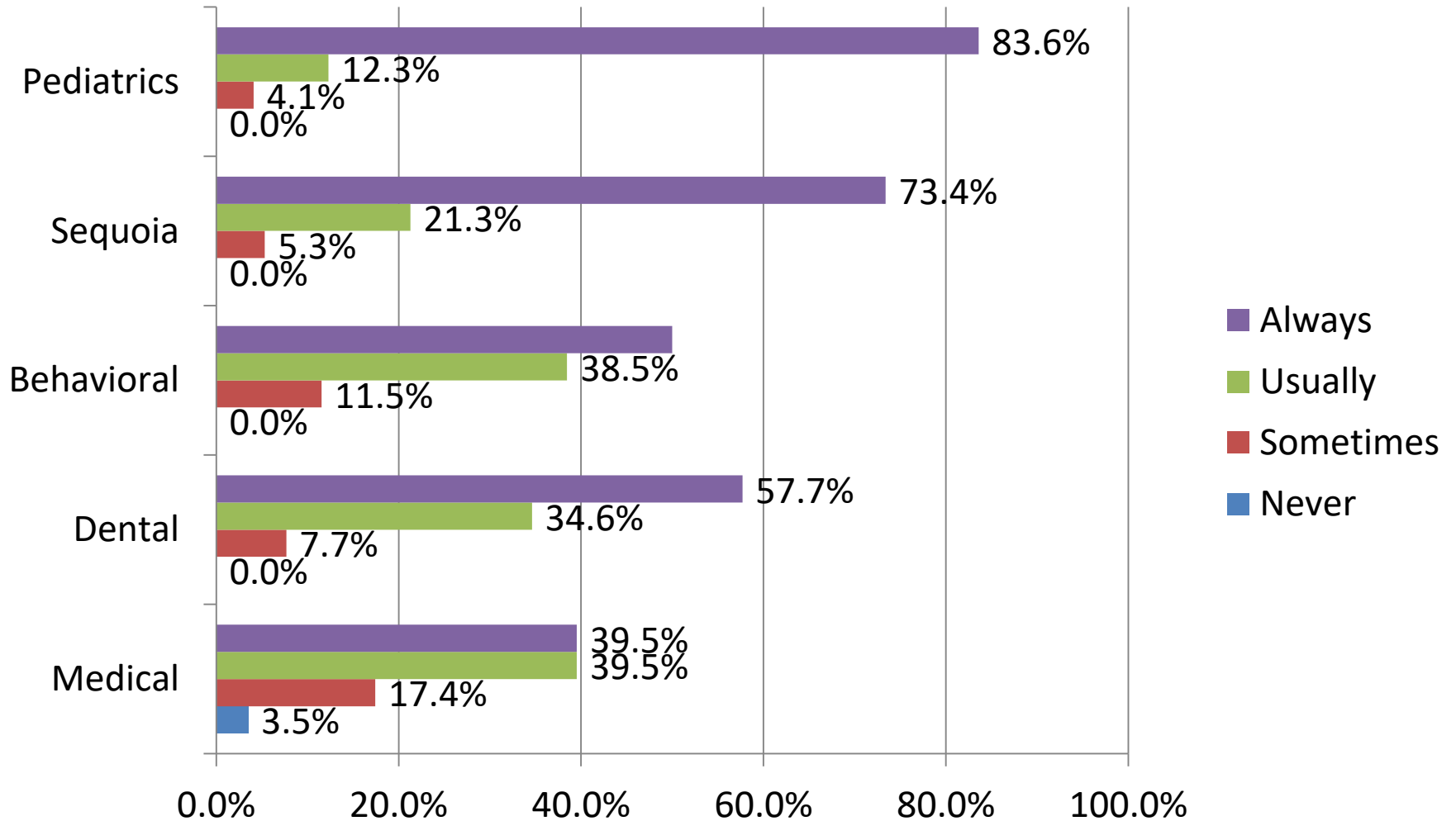
399 Total Respondents

- 33 in Behavioral Health
- 27 in Dental
- 110 in Medical
- 128 in Pediatrics
- 74 in Reproductive Health (Sequoia)
- 27 in Chiropractor/Acupuncture
- 368 English respondents
- 31 Spanish respondents

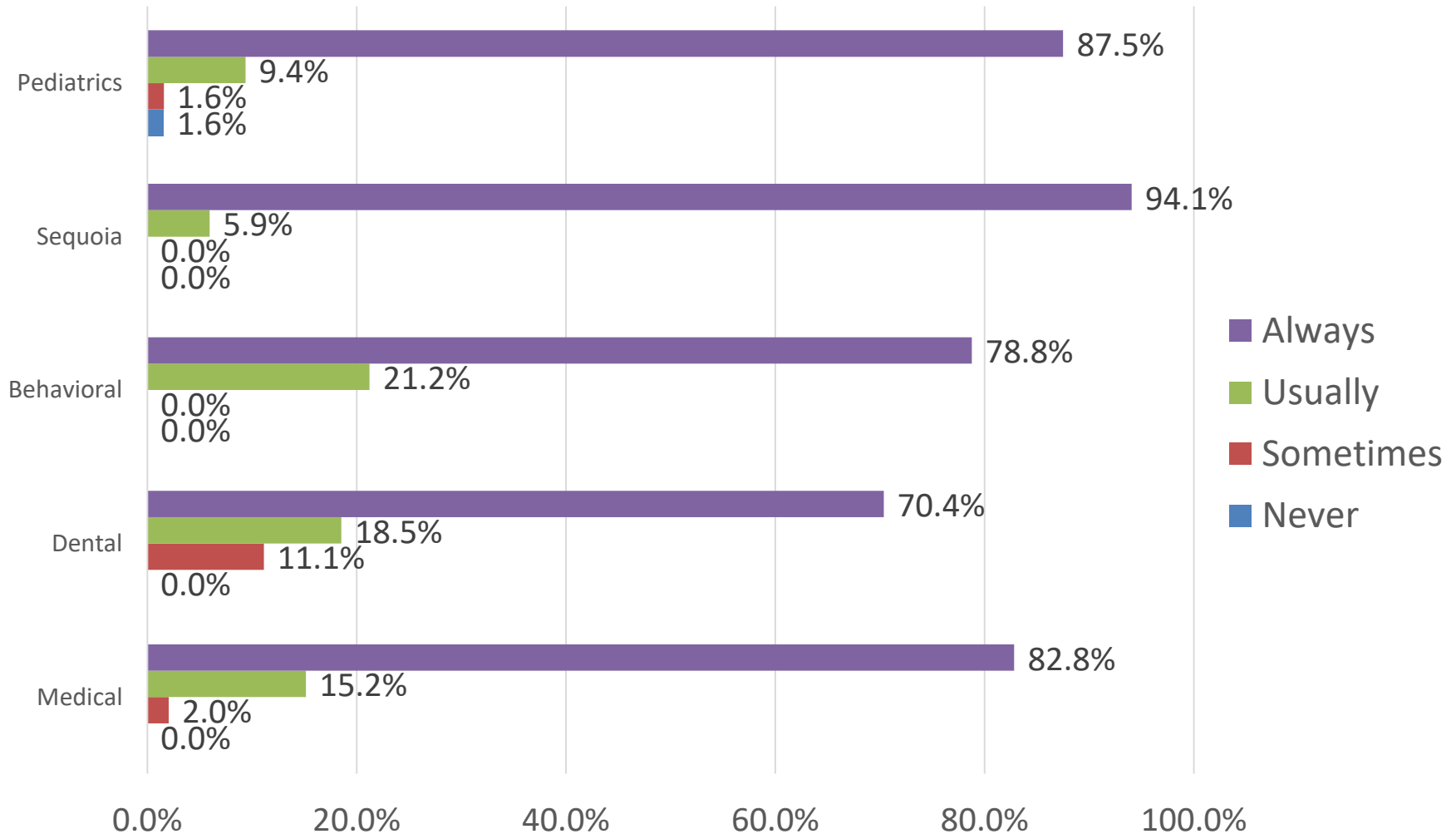
In the last 6 months, when you phoned this office to get an appointment for care for you needed right away, how often did you get an appointment as soon as you needed it?



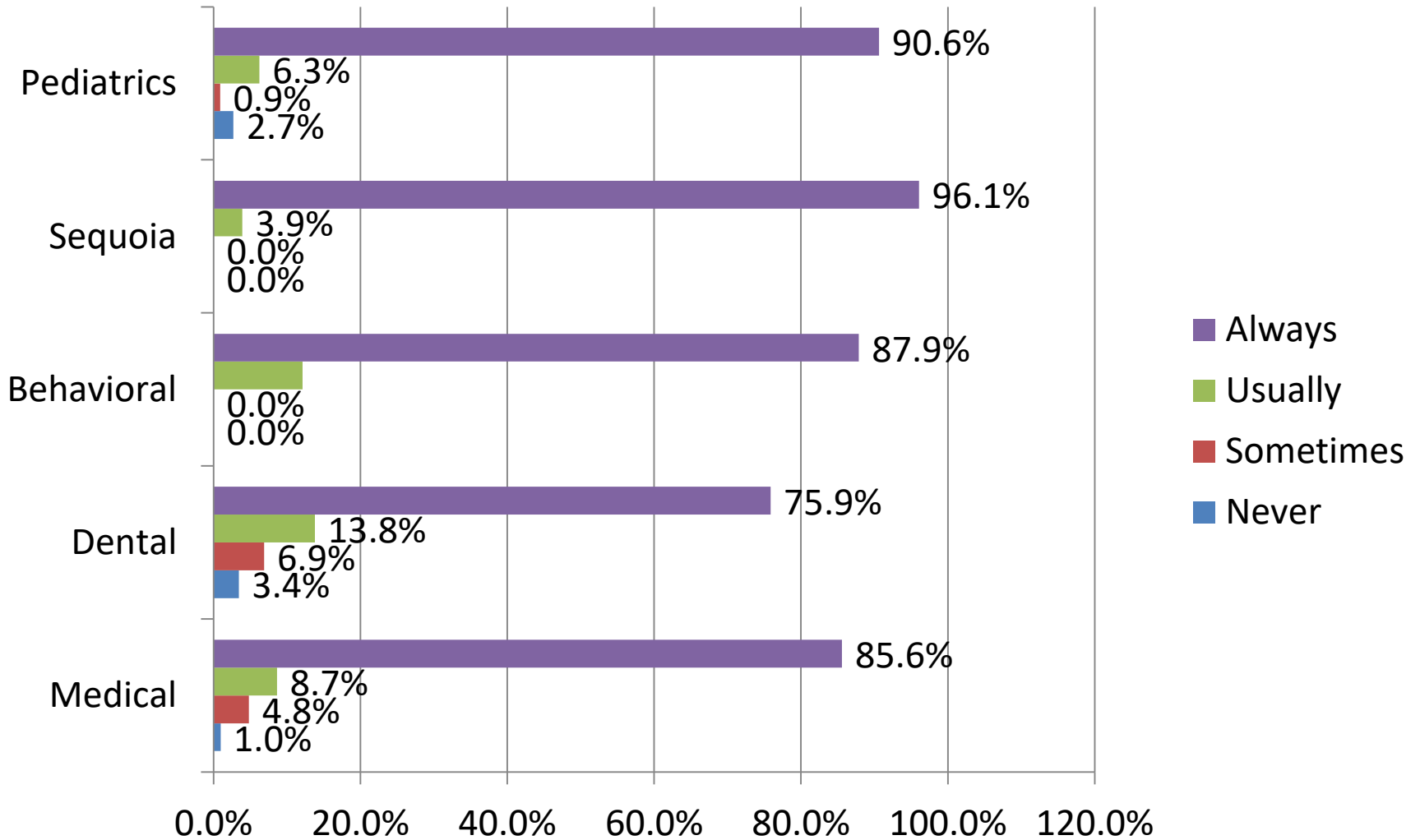
In the last 6 months, when you contacted this office during regular business hours, how often did you get an answer to your medical question that same day?



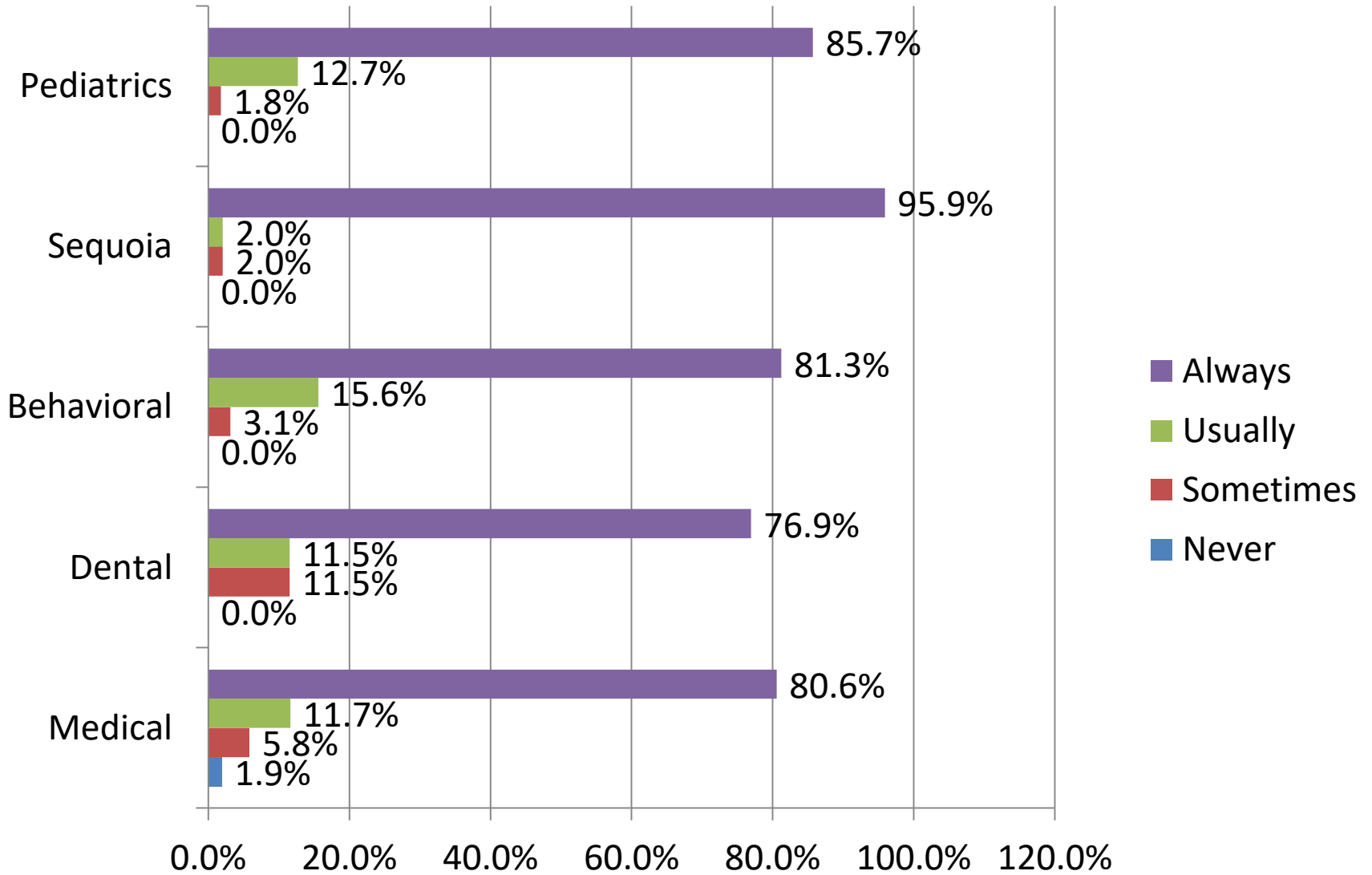
In the last 6 months, how often did your provider explain things in a way that was easy to understand?



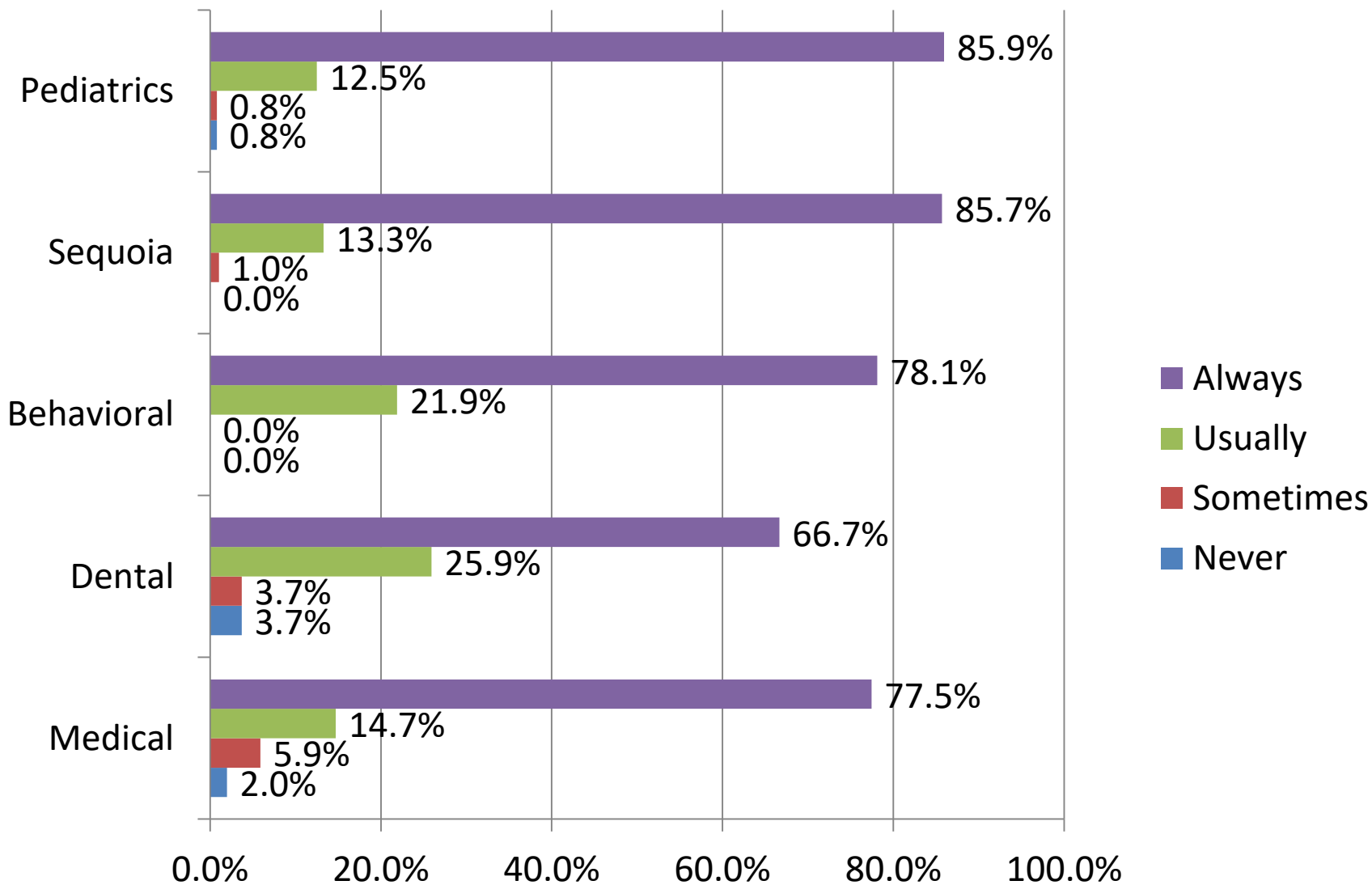
In the past 6 months, how often did your provider listen carefully to you?



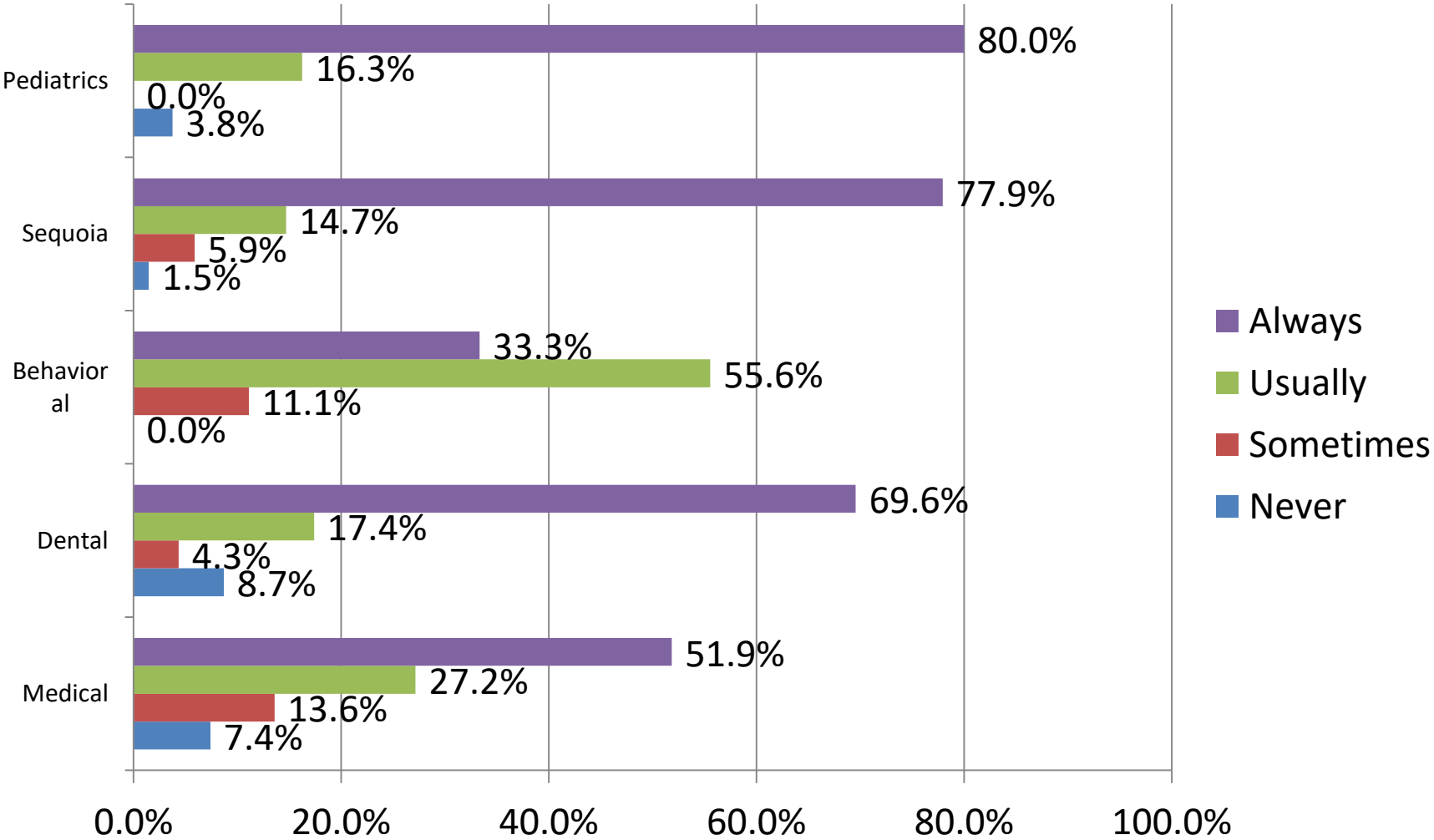
In the last 6 months, how often did your provider spend enough time with you?



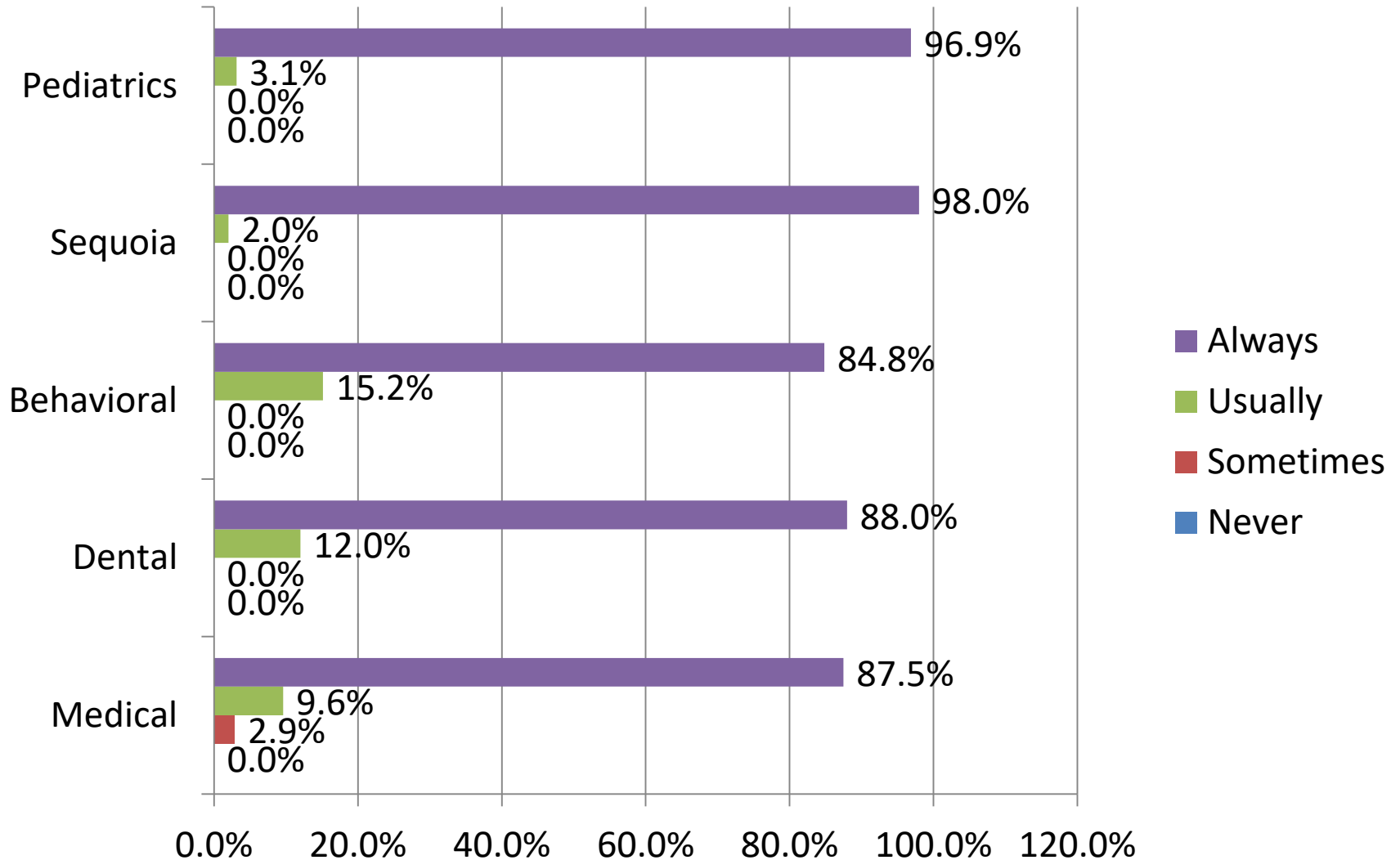
In the last 6 months, how often did this provider seem to know important information about your medical history?



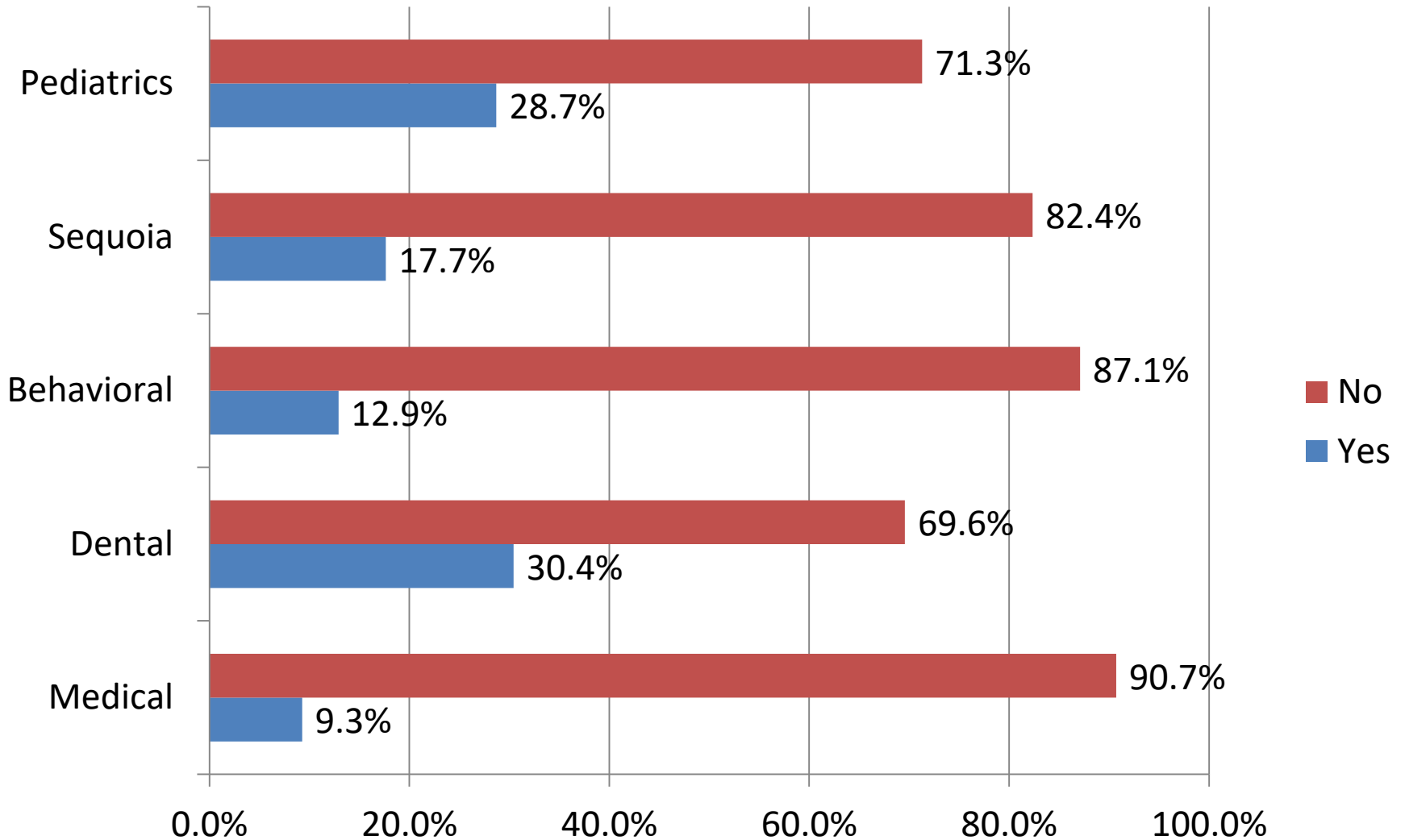
In the last 6 months, when this provider ordered a blood test, x-ray or other test for you, how often did someone from this provider's office follow up to give you those results?



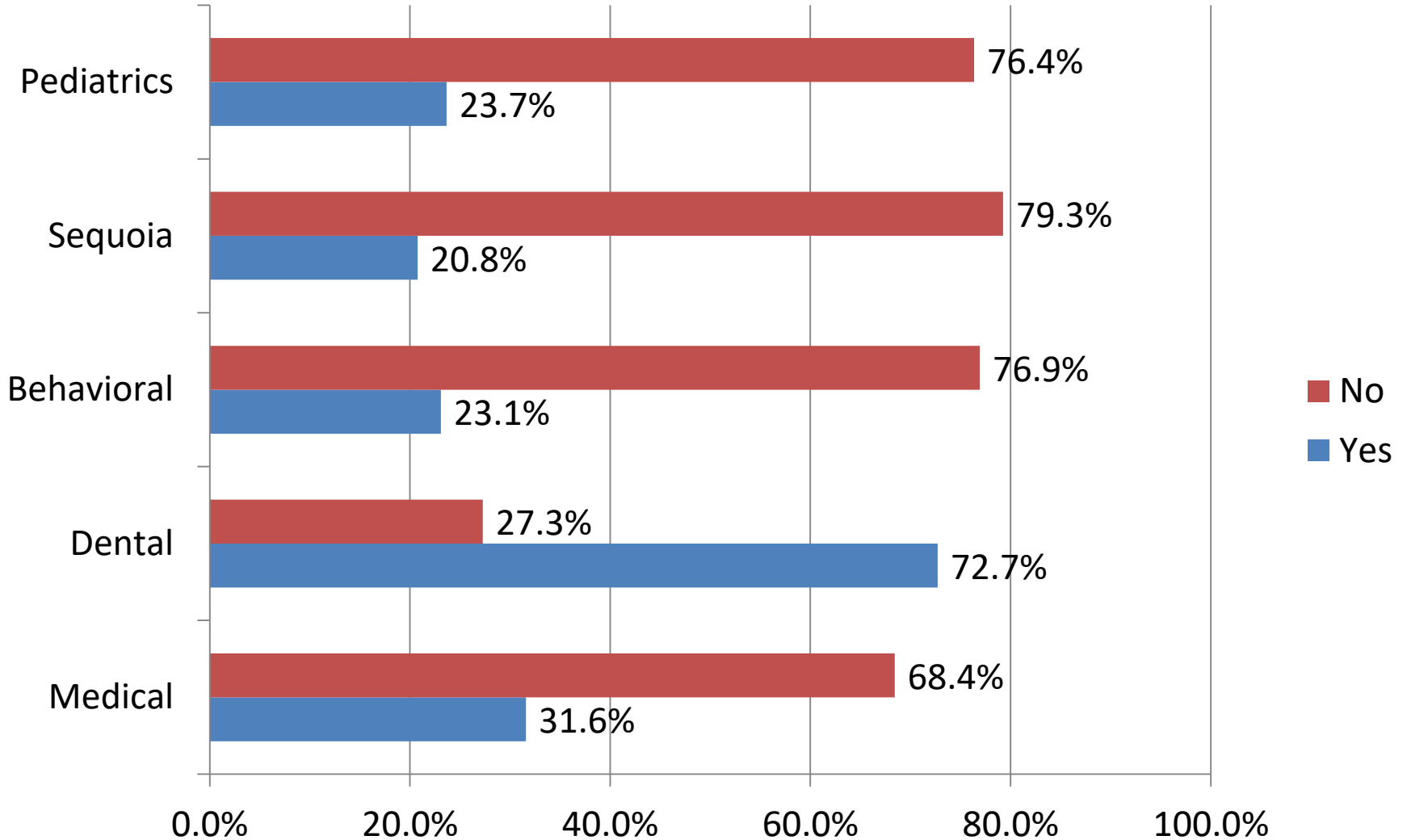
In the last 6 months, how often did clerks and receptionists at this office treat you with courtesy and respect?



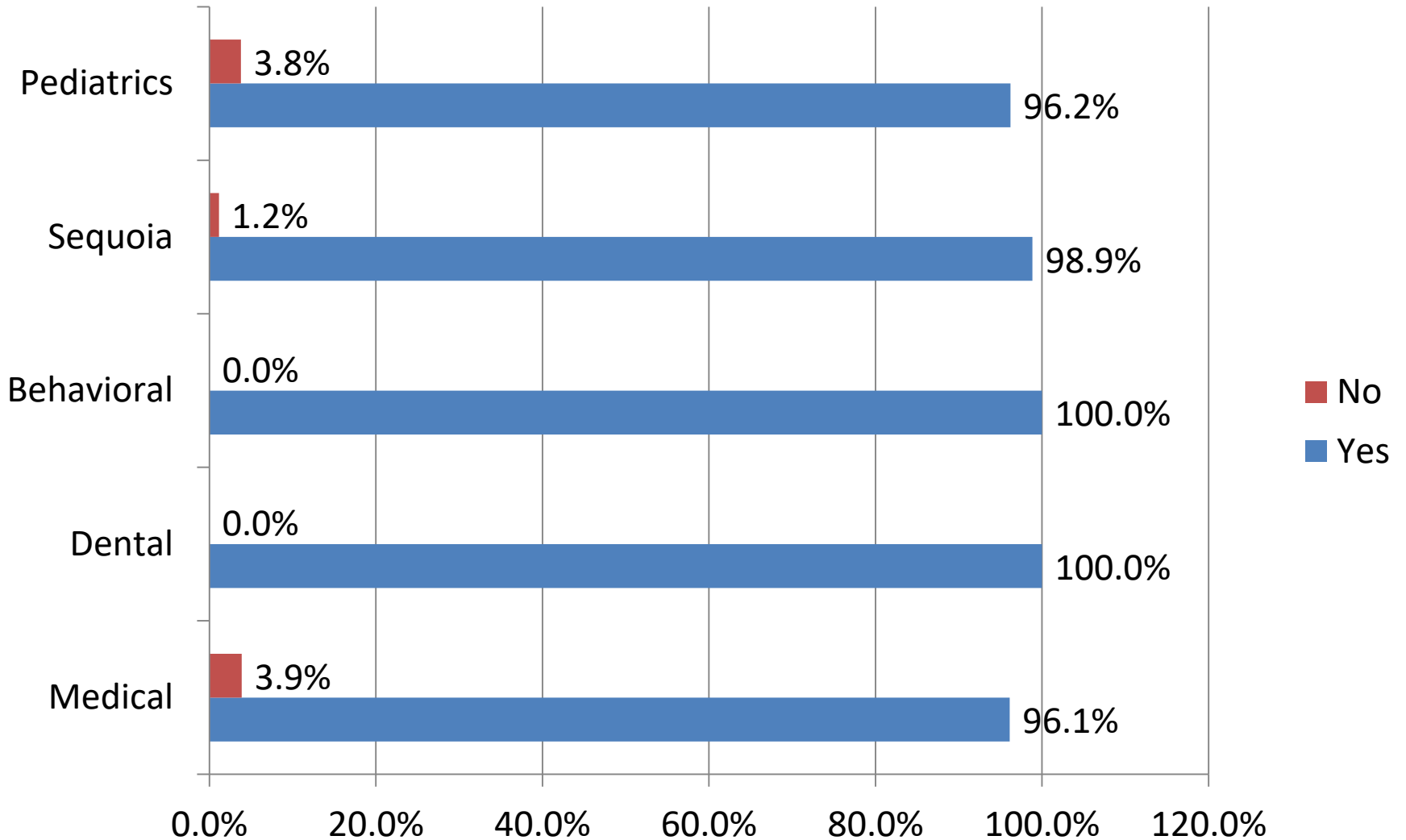
Have you received a sliding fee discount over the past 12 months for any of your services here at MCC?



If yes (to question about sliding fee), did you use services because you received the discount?



Would you recommend MCC to your family and friends?



Using any number from 0-10, where 0 is the worst possible experience and 10 is the best possible experience, what number would you use to rate your overall experience during today's visit at MCC, from the time you entered the building – including receptionists, clerks, your provider and the rest of the medical team?

