Patient Satisfaction Survey
June 2026

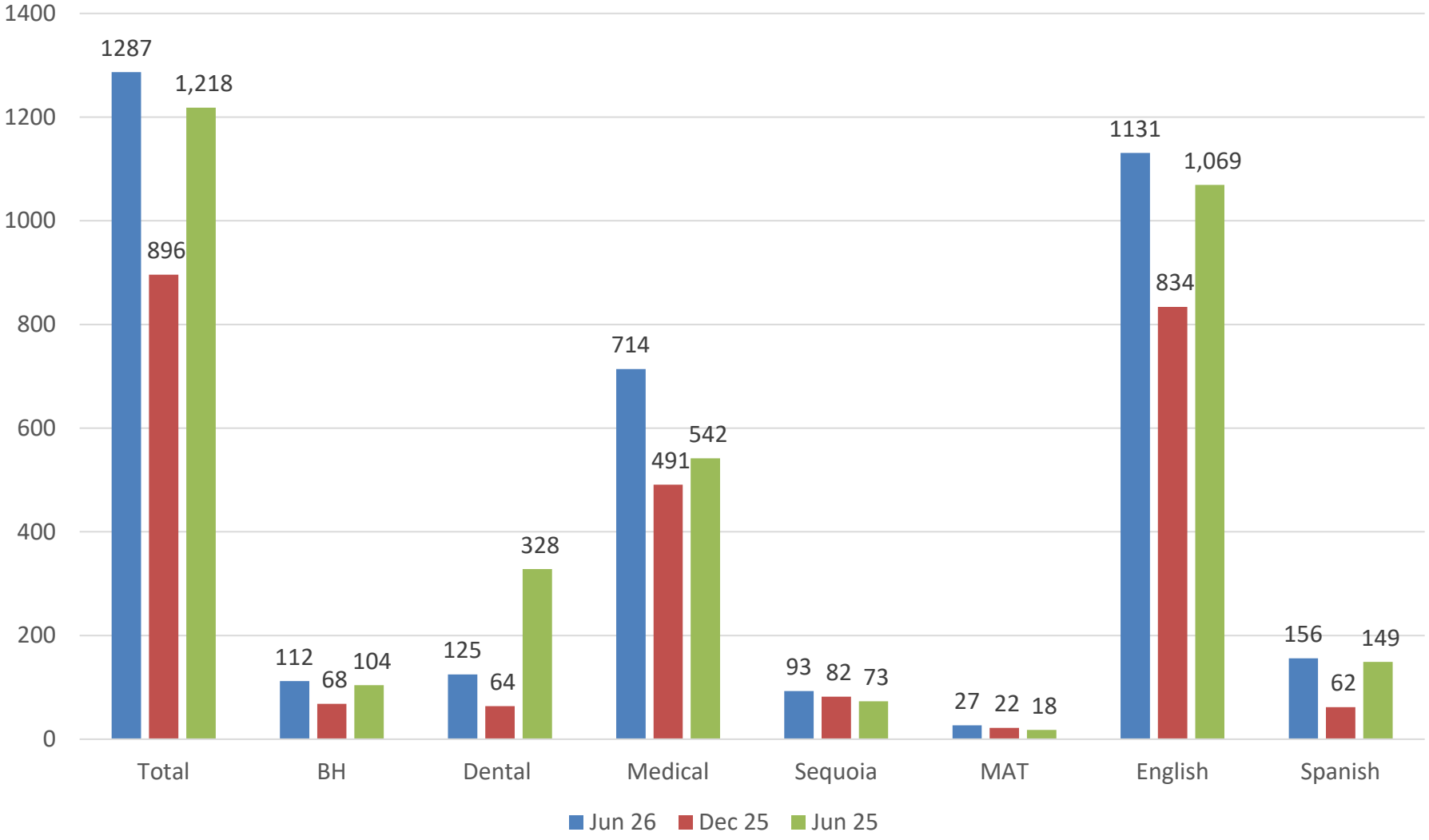
ALL DEPARTMENTS

MCC

1,287 Total Respondents

- 112 in Behavioral Health
- 125 in Dental
- 714 in Medical
- 216 in Pediatrics
- 93 in Reproductive Health/Chiropractor (Sequoia)
- 27 in Medically Assisted Treatment
- 1,131 English-speaking respondents
- 156 Spanish-speaking respondents

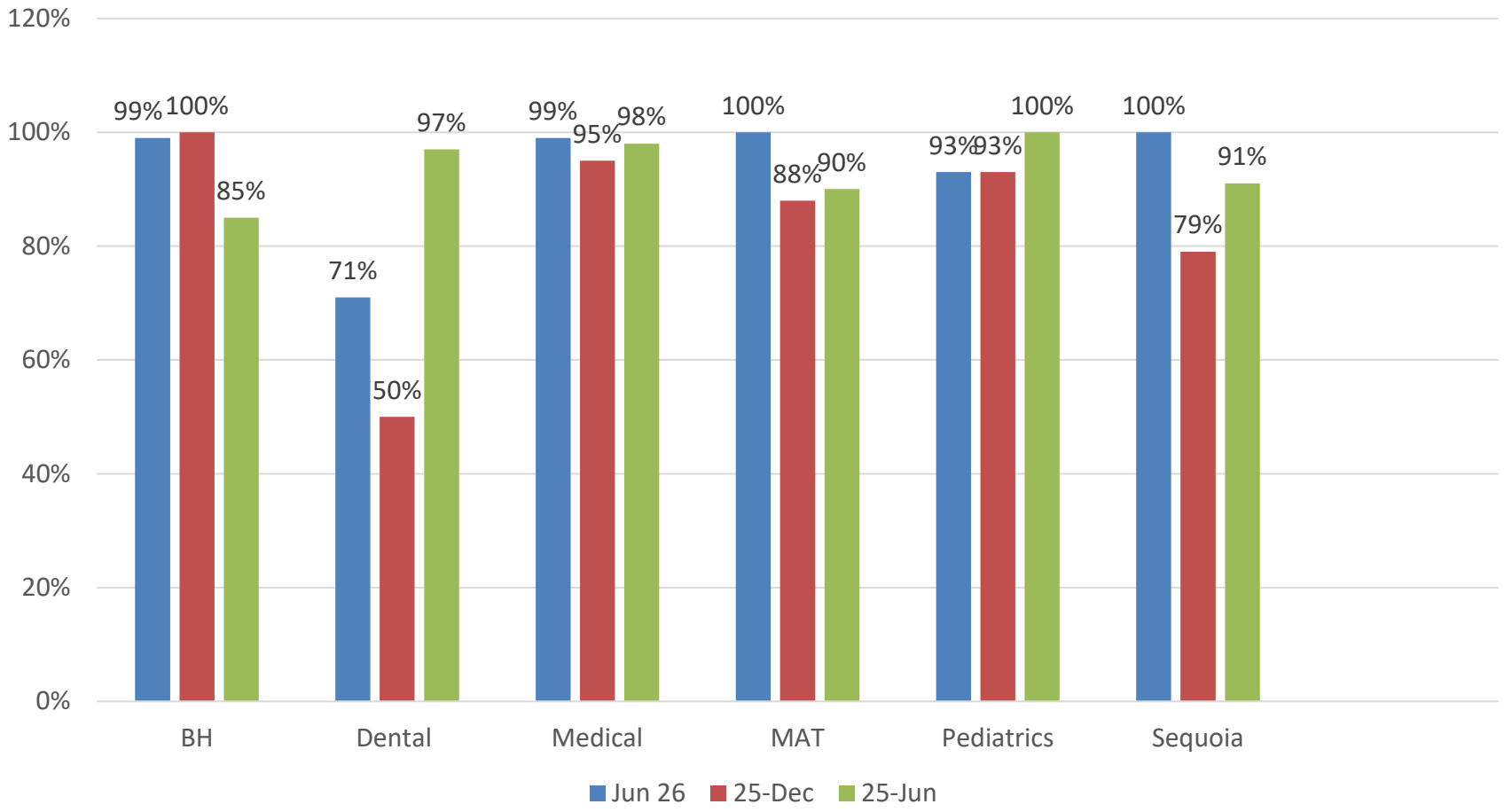
Respondents



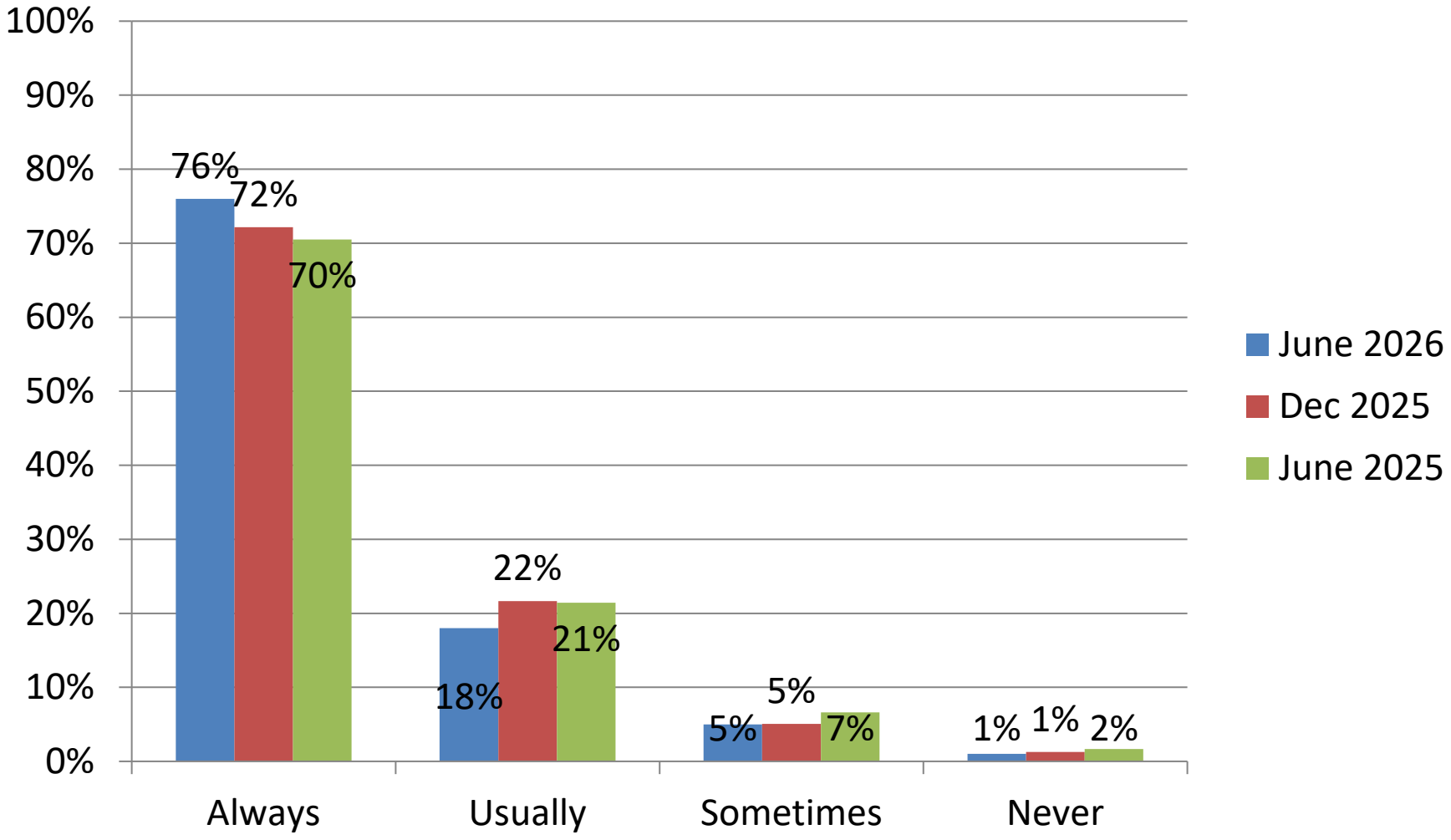
Response Rate

- 99% in Behavioral Health
- 71% in Dental
- 99% in Medical
- 100% in Medically Assisted Treatment (MAT)
- 93% in Pediatrics
- 100% in Reproductive Health/Chiropractor (Sequoia)

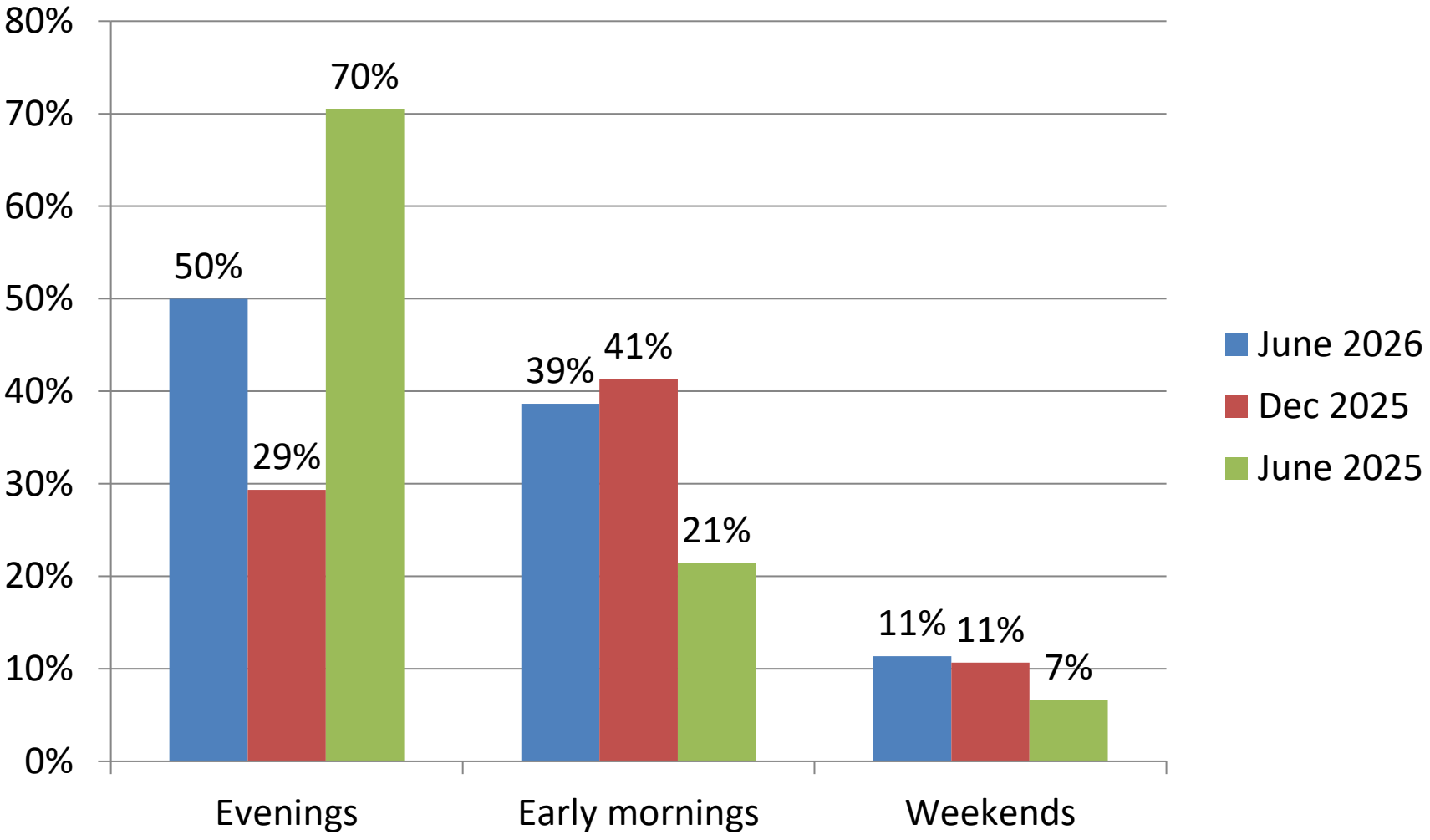
Response Rate



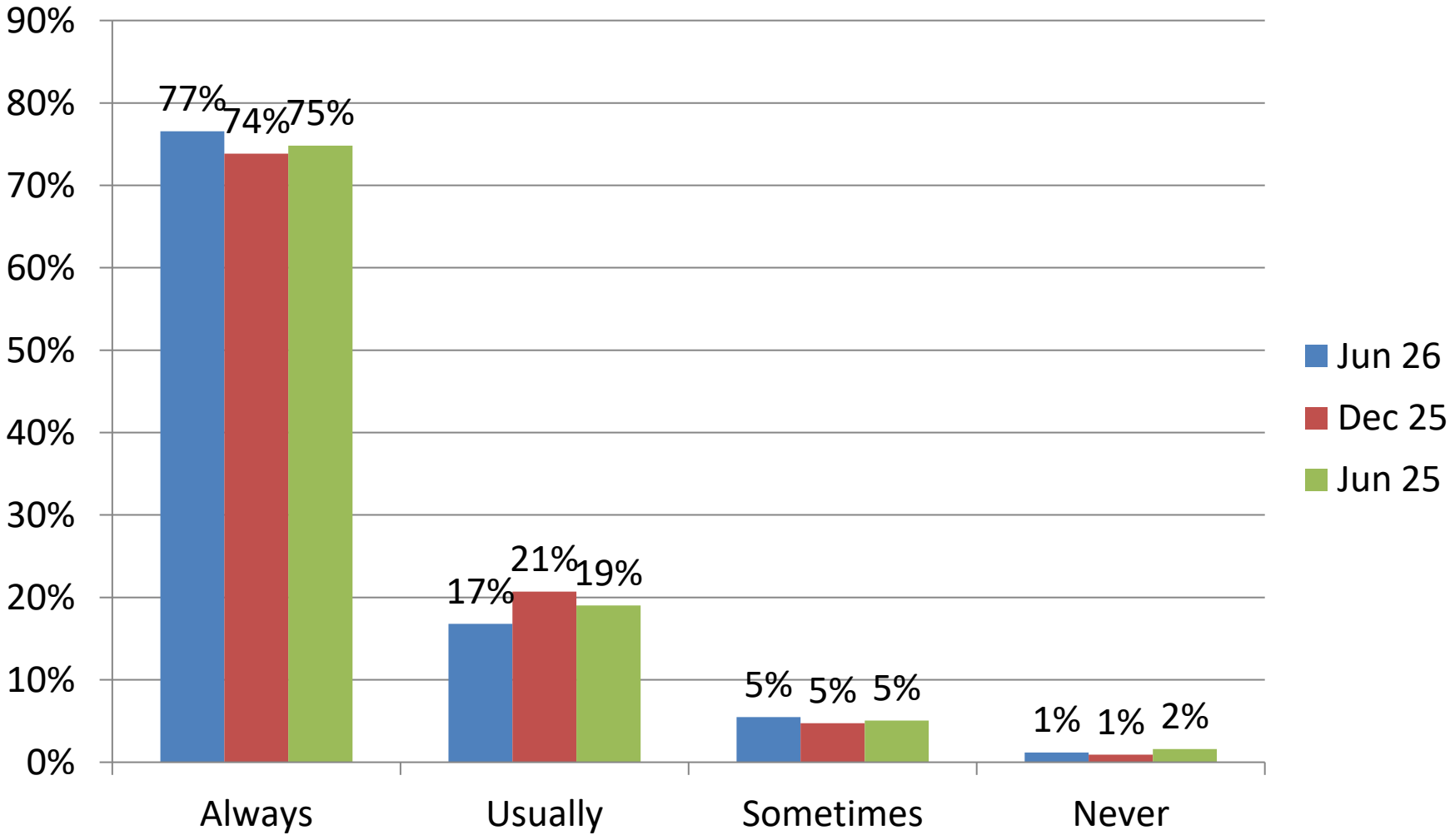
In the last 6 months, when you phoned this office to get an appointment for care you or your child needed right away, how often did you get an appointment as soon as you needed it?

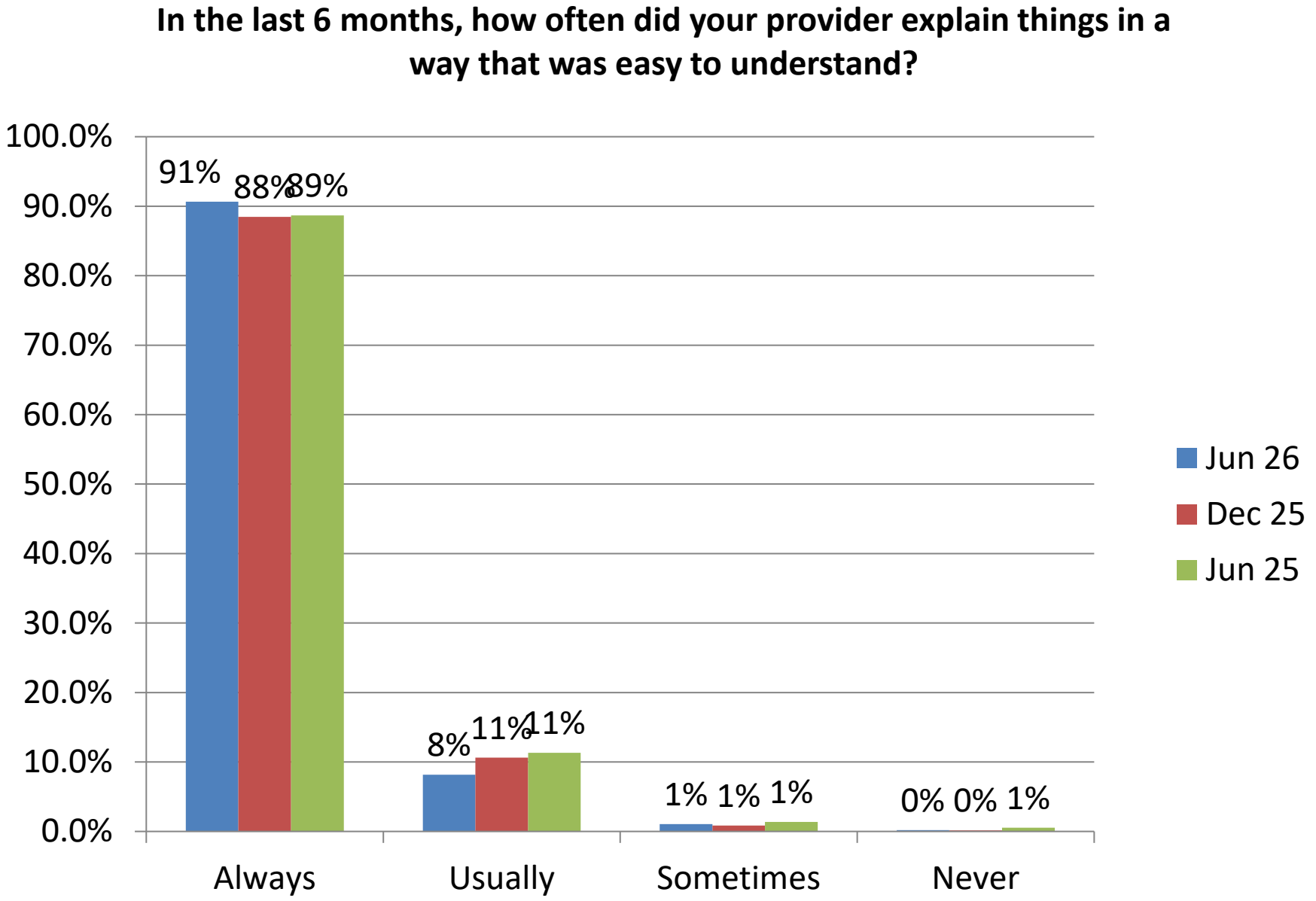


For easier access to appointments, would you prefer:

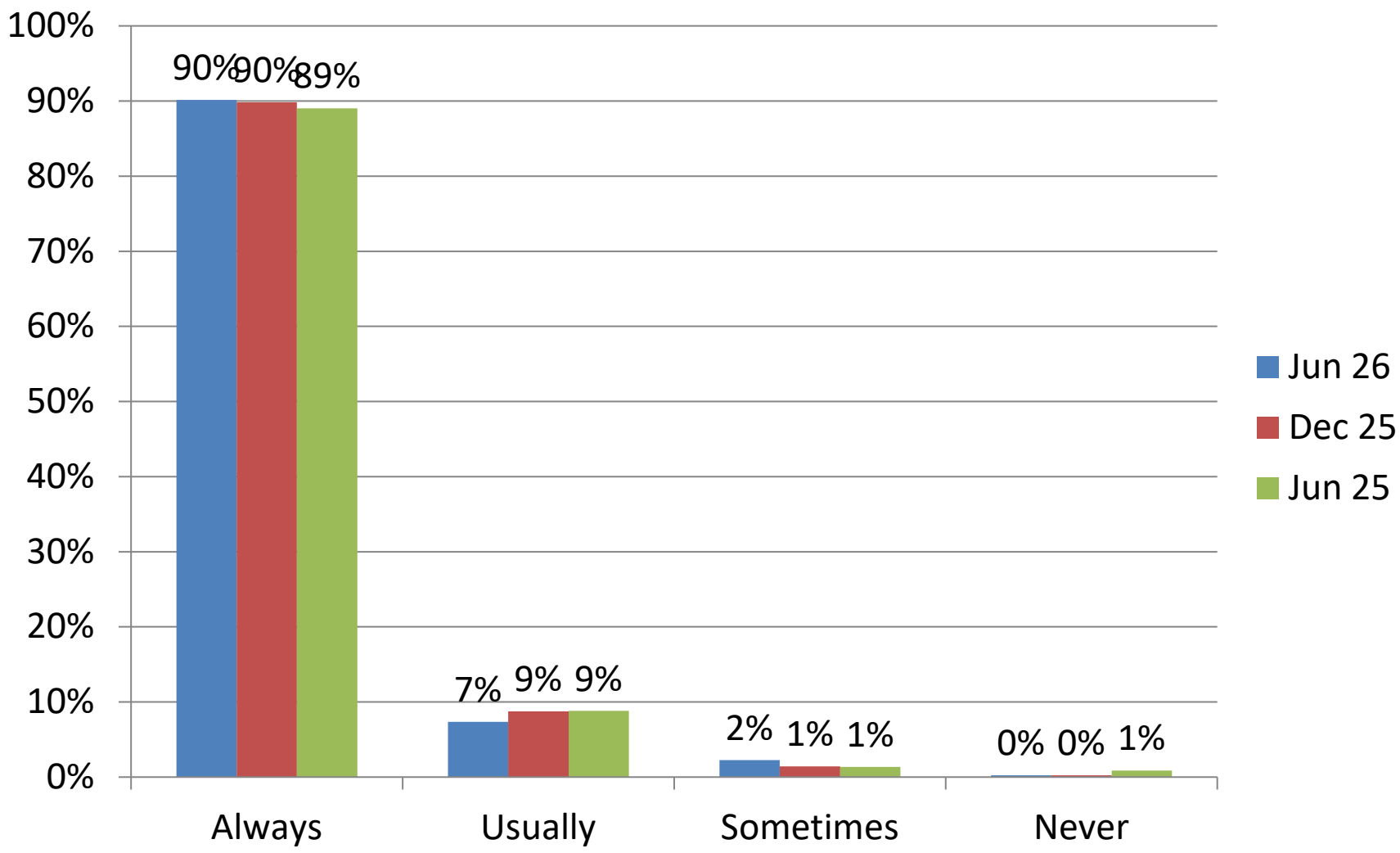


In the last 6 months, when you contacted this office during regular business hours, how often did you get an answer to your medical question that same day?

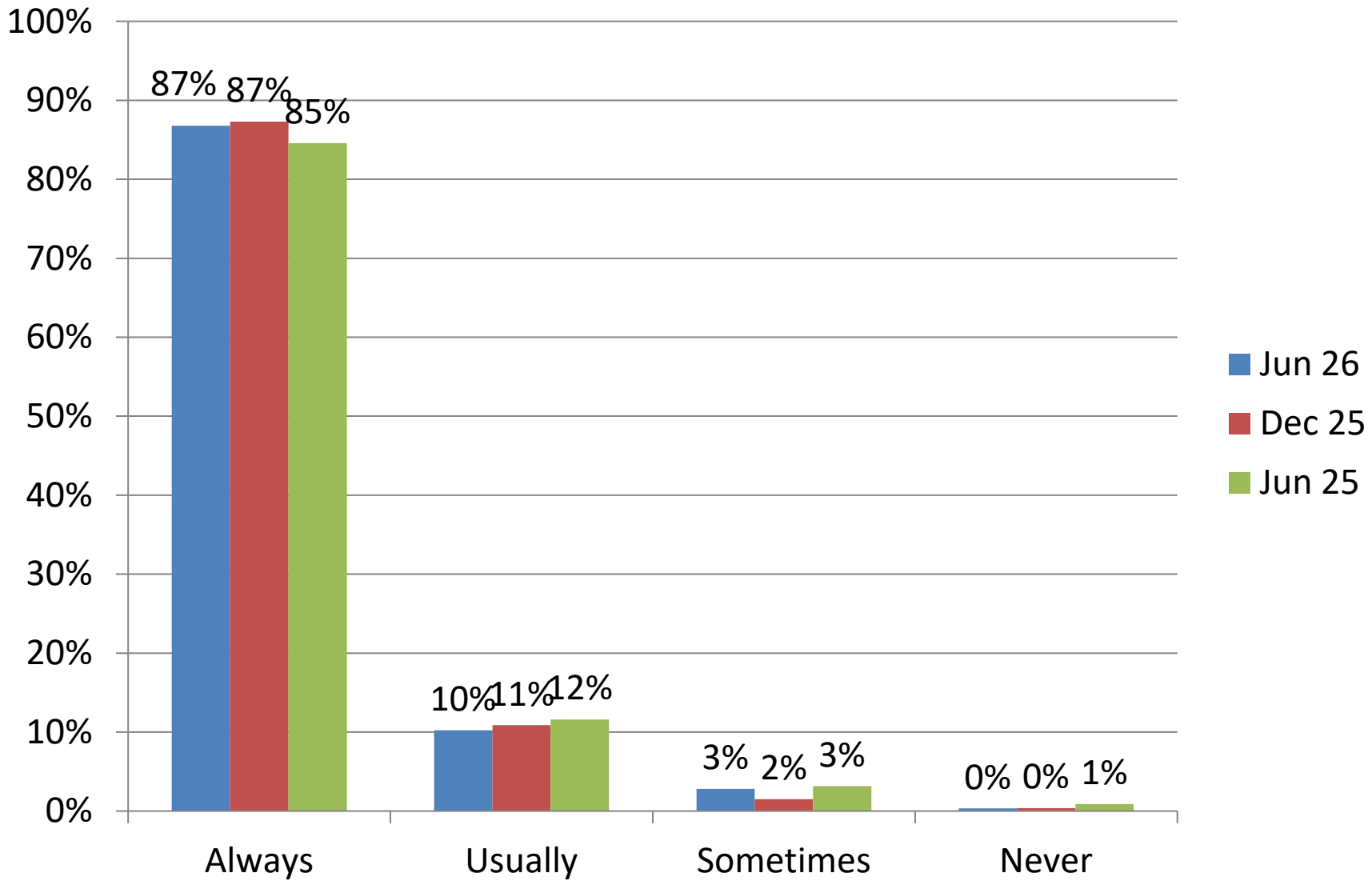



In the last 6 months, how often did your provider explain things in a way that was easy to understand?
100.0%
90.0%
80.0%
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%
91%
88%
89%
8%
11%
11%
1% 1% 1%
0% 0% 1%
Always
Usually
Sometimes
Never
Jun 26
Dec 25
Jun 25

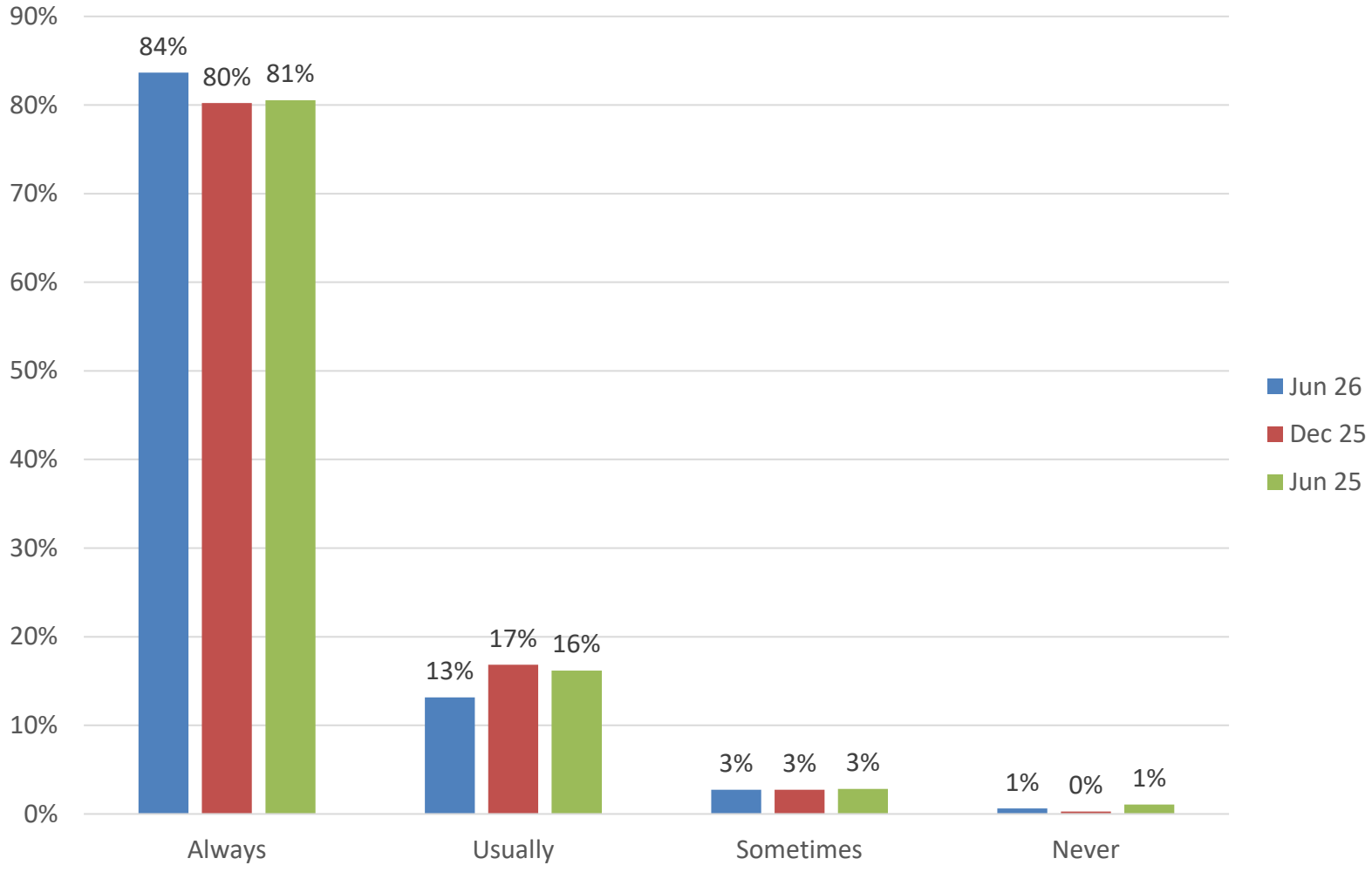
In the past 6 months, how often did your provider listen carefully to you?



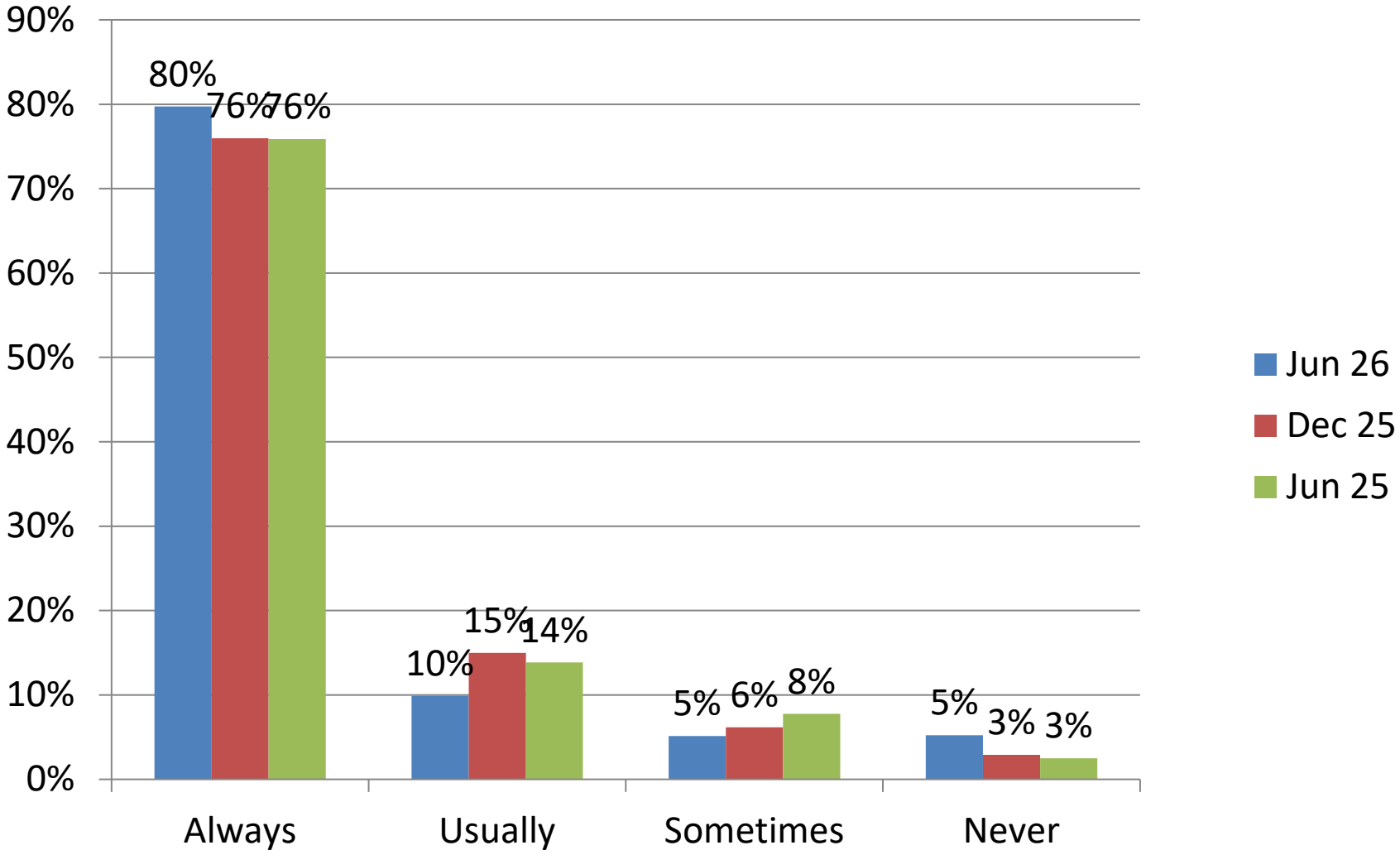
In the last 6 months, how often did your provider spend enough time with you?



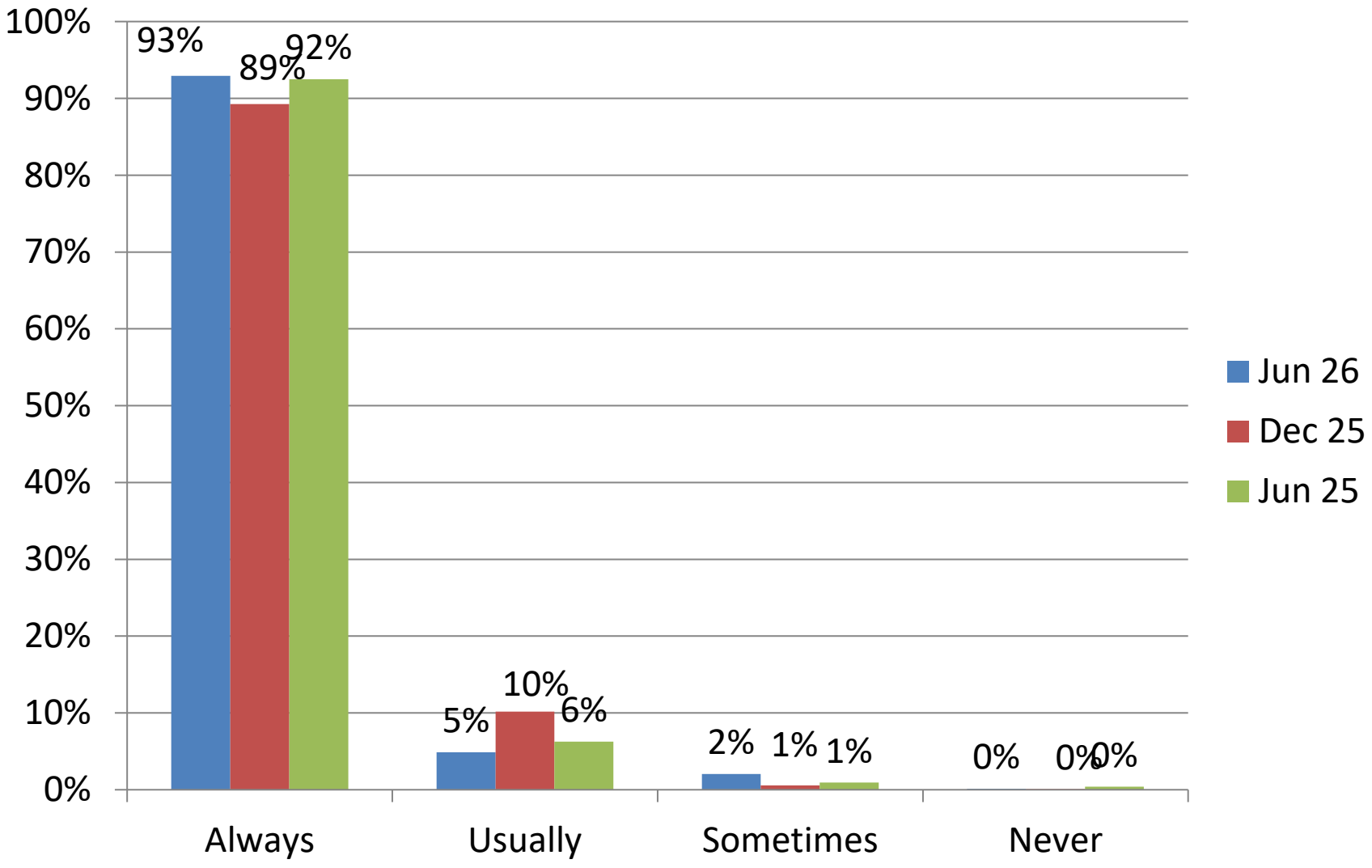
In the last 6 months, how often did this provider seem to know important information about your medical history?



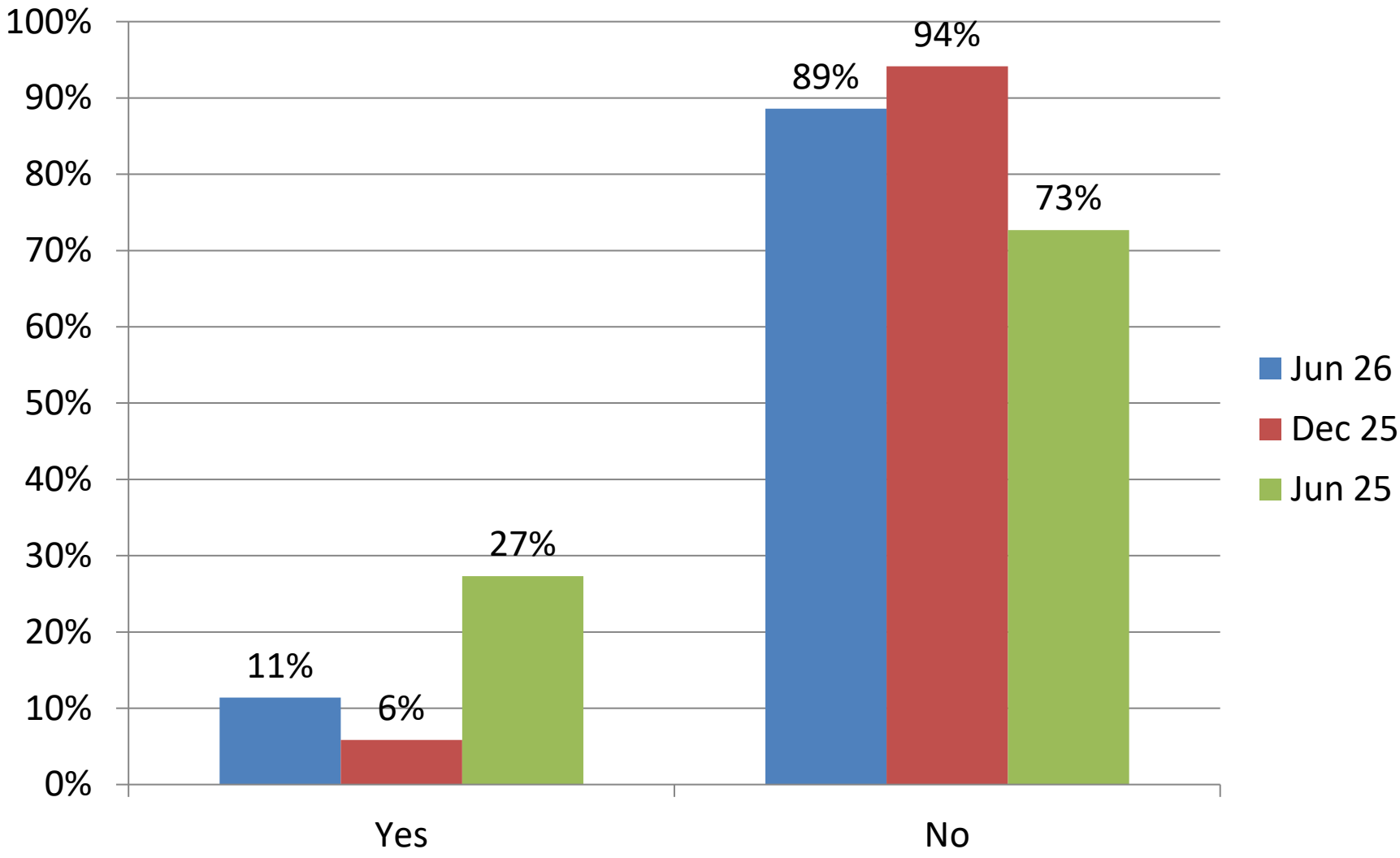
In the last 6 months, when this provider ordered a blood test, x-ray or other test for you, how often did someone from this provider's office follow up to give you those results? ***This was a measure we focused on after the June 2025 survey results.***

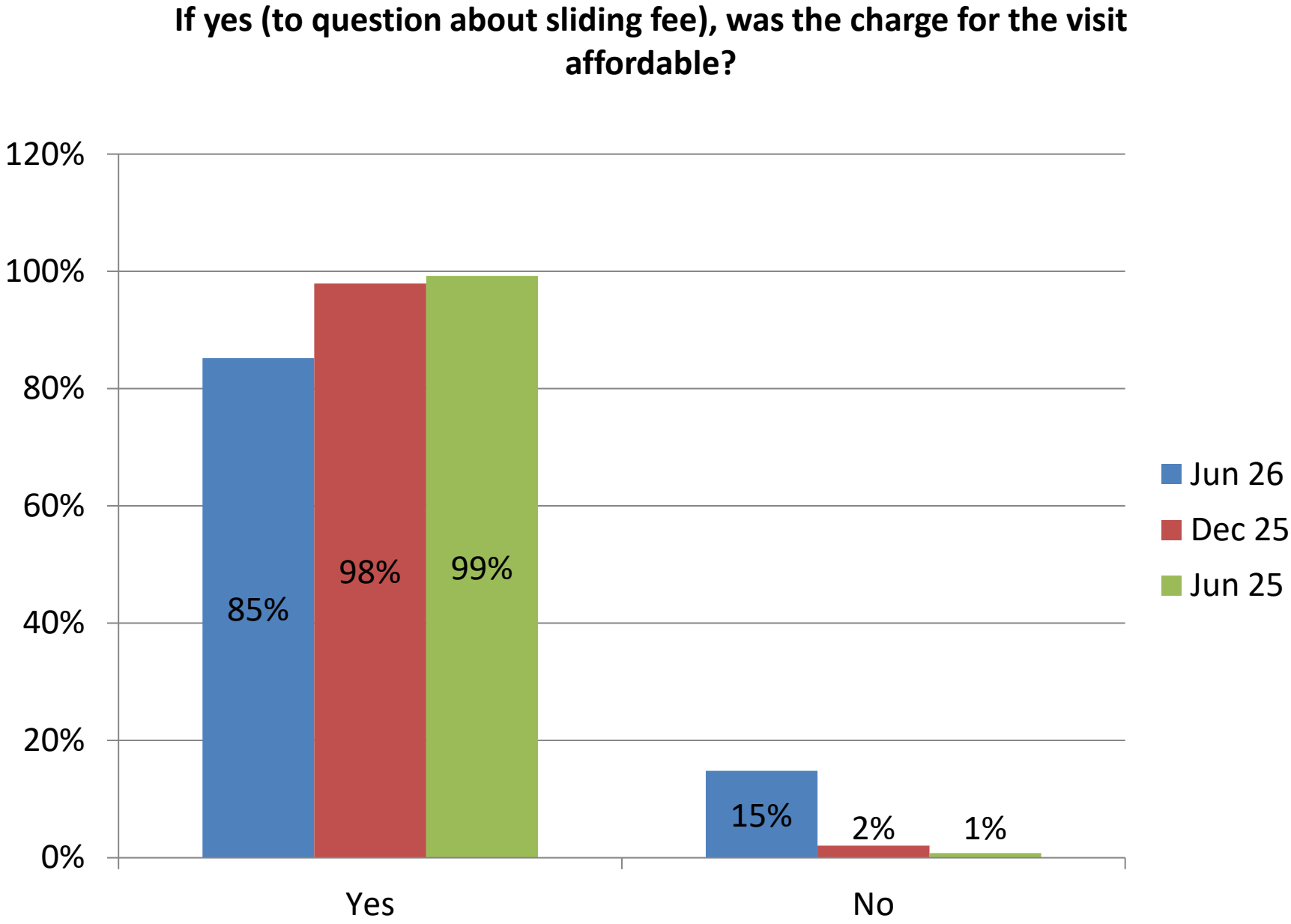


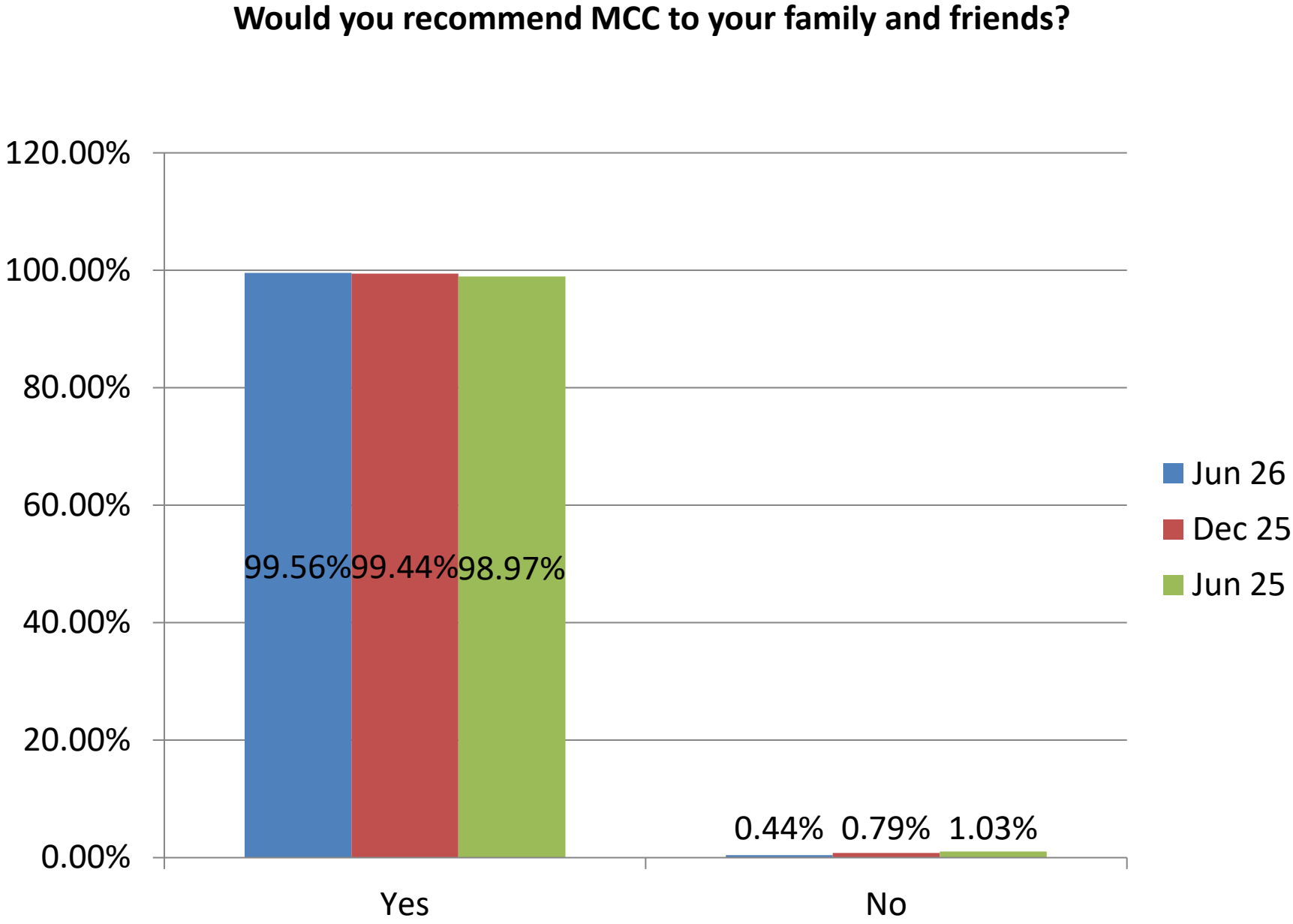
In the last 6 months, how often did clerks and receptionists at this office treat you with courtesy and respect?



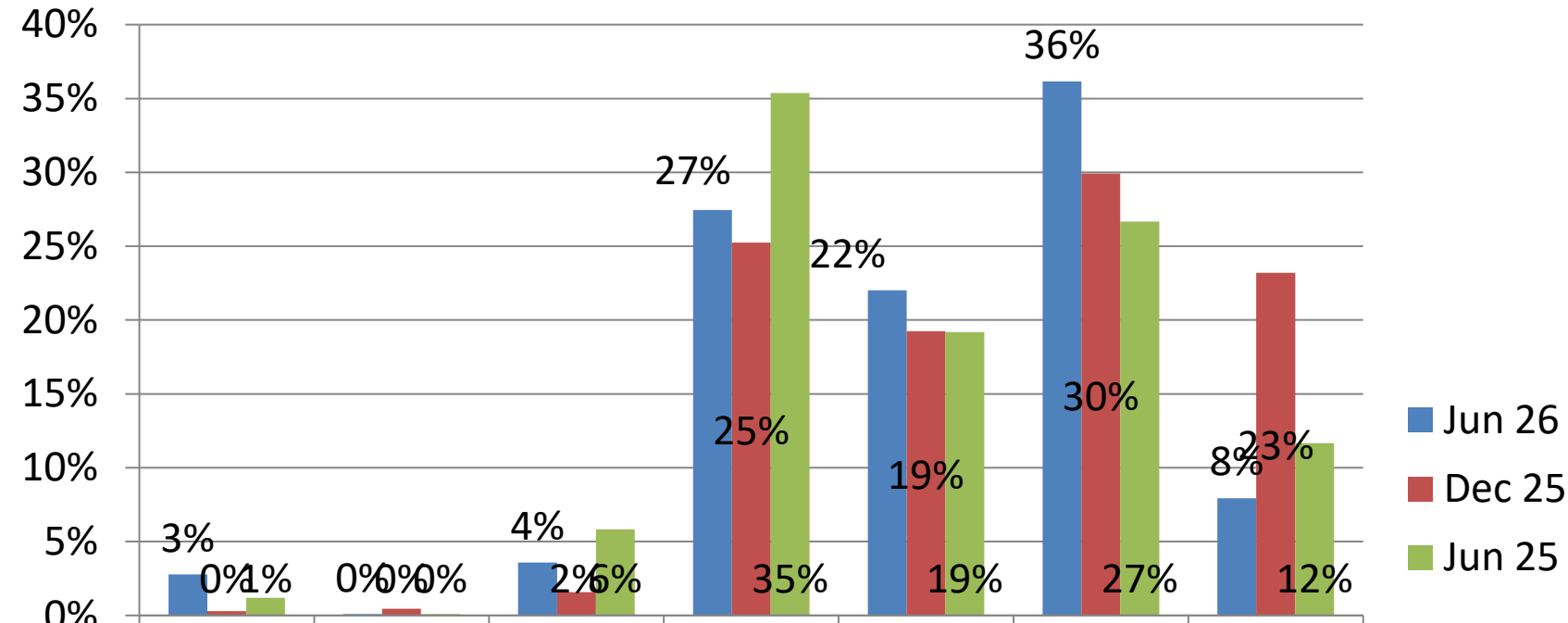
Have you received a sliding fee discount over the past 12 months for any of your services here at MCC?




If yes (to question about sliding fee), was the charge for the visit affordable?
120%
100%
80%
60%
40%
20%
0%
85%
98%
99%
15%
2%
1%
Yes
No
Jun 26
Dec 25
Jun 25


Would you recommend MCC to your family and friends?
120.00%
100.00%
80.00%
60.00%
40.00%
20.00%
0.00%
99.56%
99.44%
98.97%
0.44%
0.79%
1.03%
Yes
No
Jun 26
Dec 25
Jun 25

How did you hear about MCC?



	Radio	Newspaper	Website	Friend or Family	Local Resident	Long-Time Patient	Other*
Jun 26	3%	0%	4%	27%	22%	36%	8%
Dec 25	0%	0%	2%	25%	19%	30%	23%
Jun 25	1%	0%	6%	35%	19%	27%	12%

*Includes referrals from other medical providers, insurance carriers, and Partnership assignments.

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?

