

Patient Satisfaction Survey

July 2022

ALL DEPARTMENTS



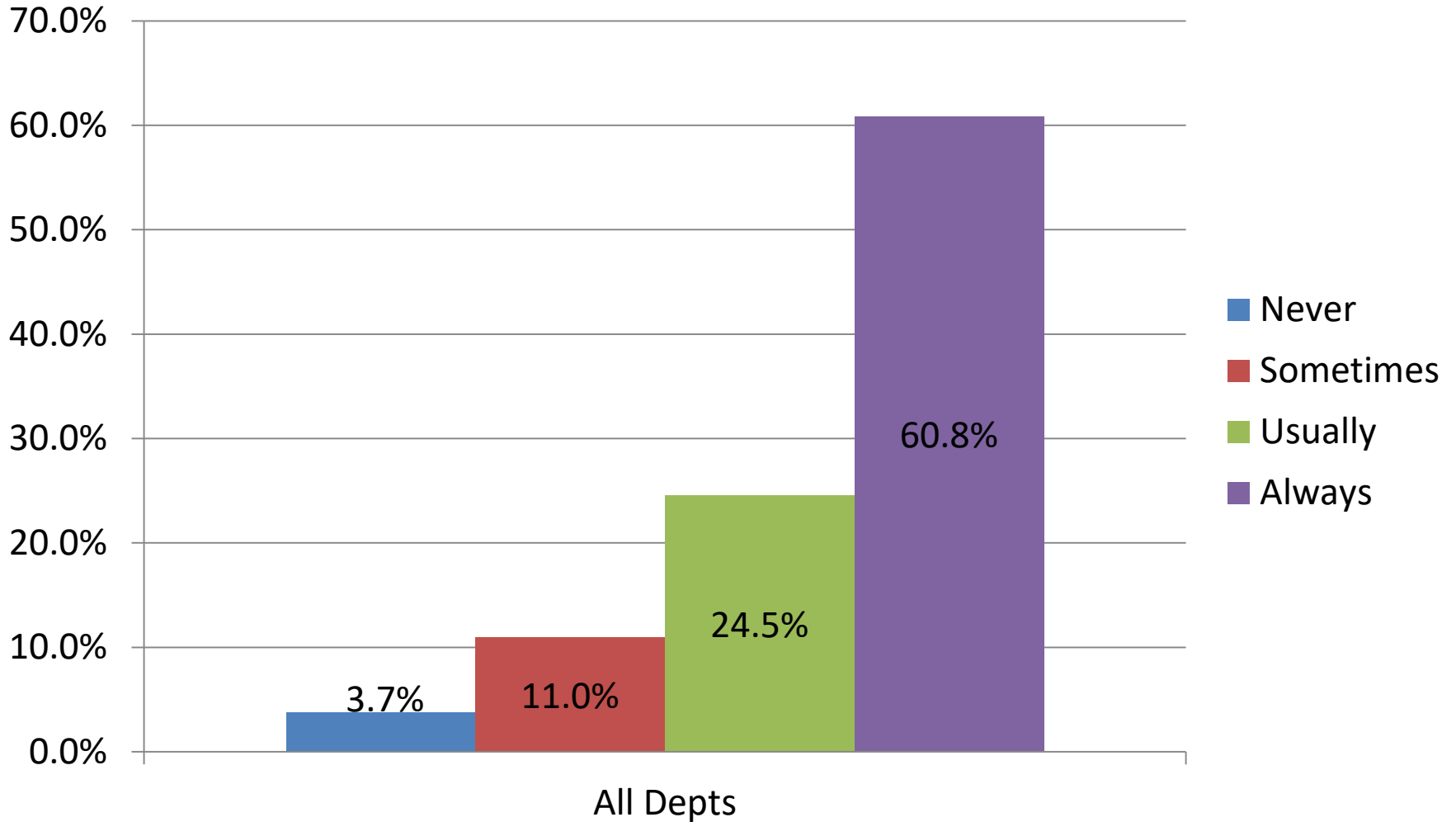
611 Total Respondents

- 57 in Behavioral Health
- 123 in Dental
- 229 in Medical
- 118 in Pediatrics
- 84 in Reproductive Health/Chiropractor (Sequoia)
- 554 English speaking respondents
- 57 Spanish speaking respondents

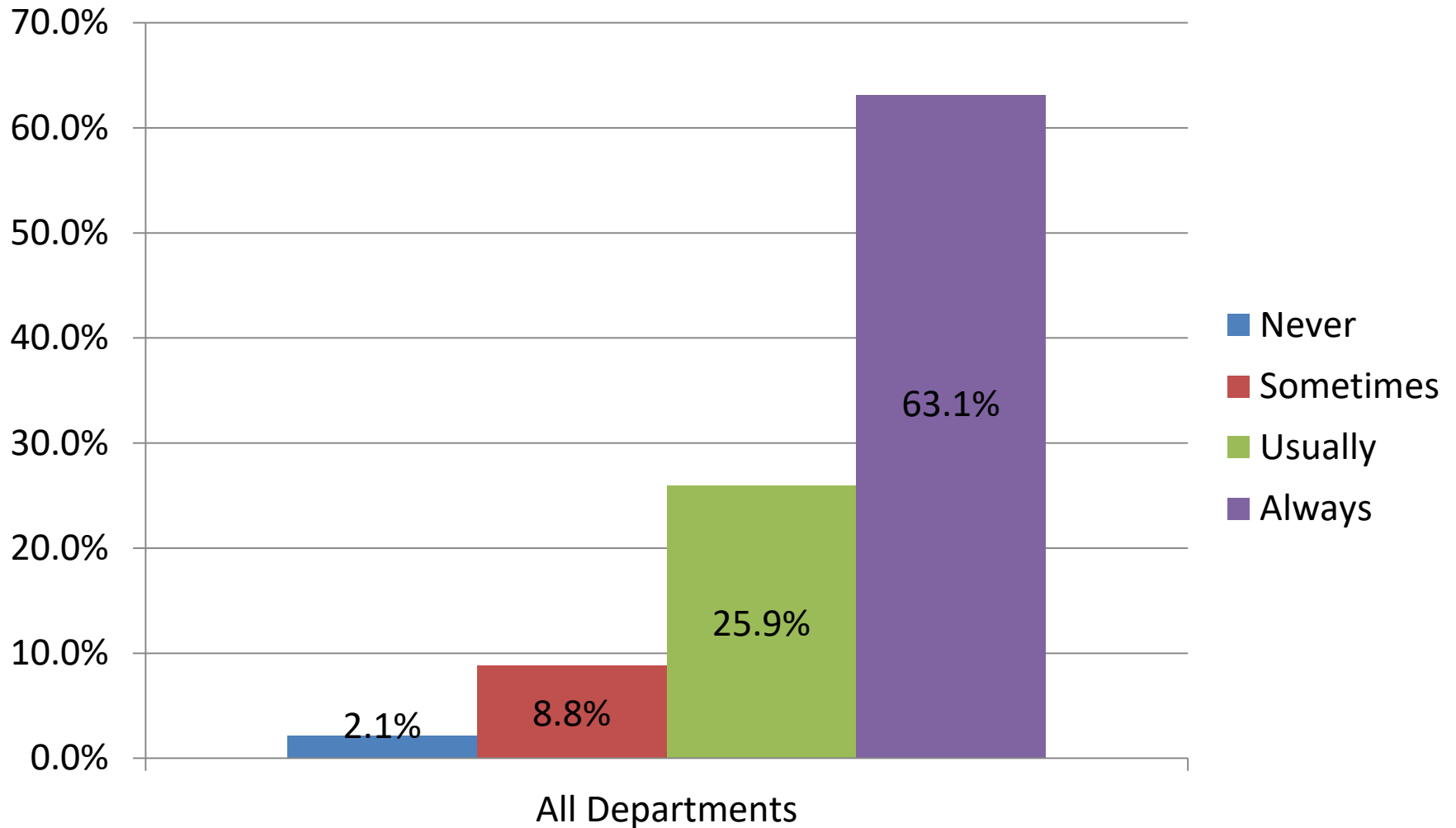
Response Rate

- 53.27% in Behavioral Health
- 85.41% in Dental
- 93.02% in Medical
- 100% in Pediatrics
- 93.33% in Reproductive Health/Chiropractor (Sequoia)
- 345 English speaking respondents
- 44 Spanish speaking respondents

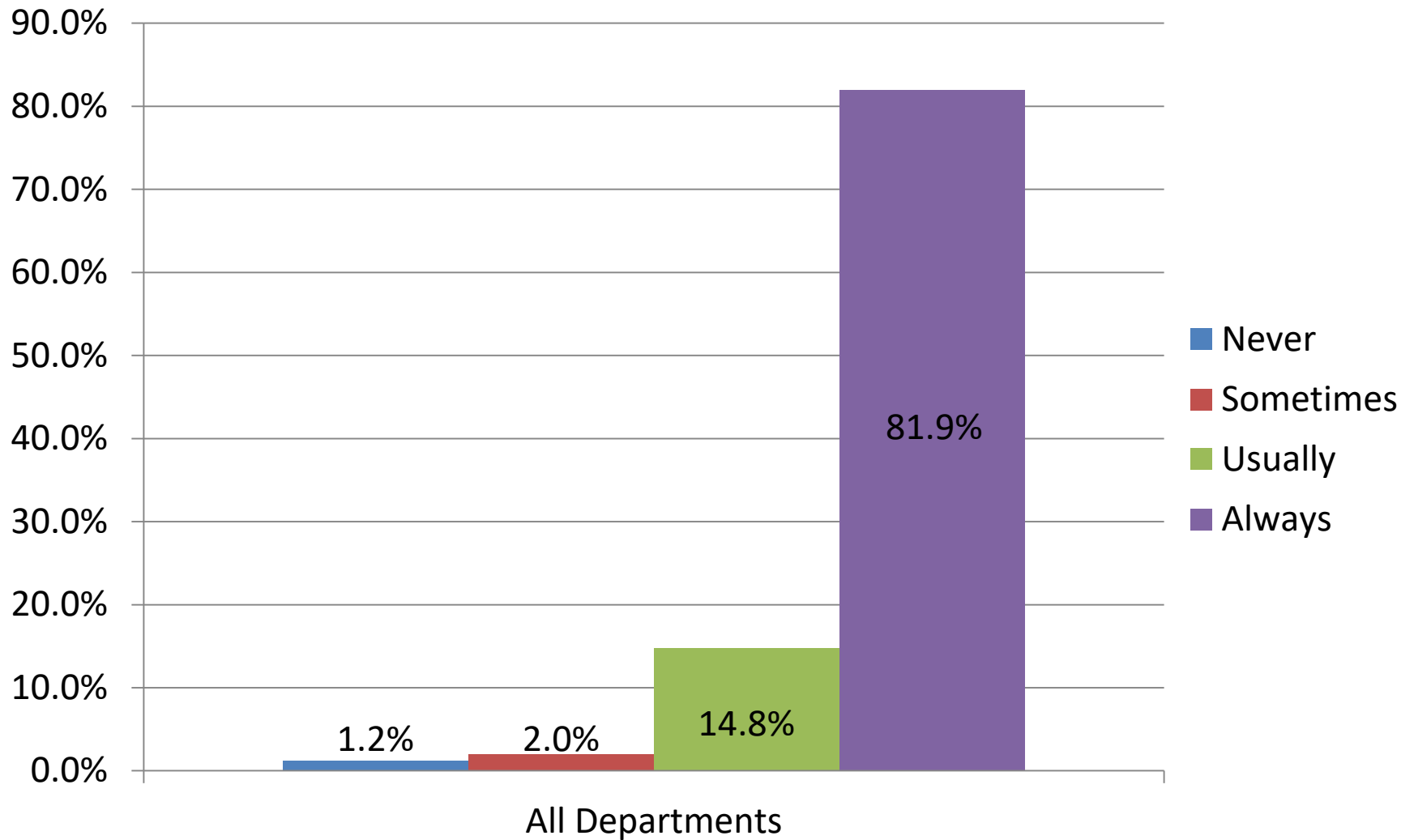
In the last 6 months, when you phoned this office to get an appointment for care you or your child needed right away, how often did you get an appointment as soon as you needed it?



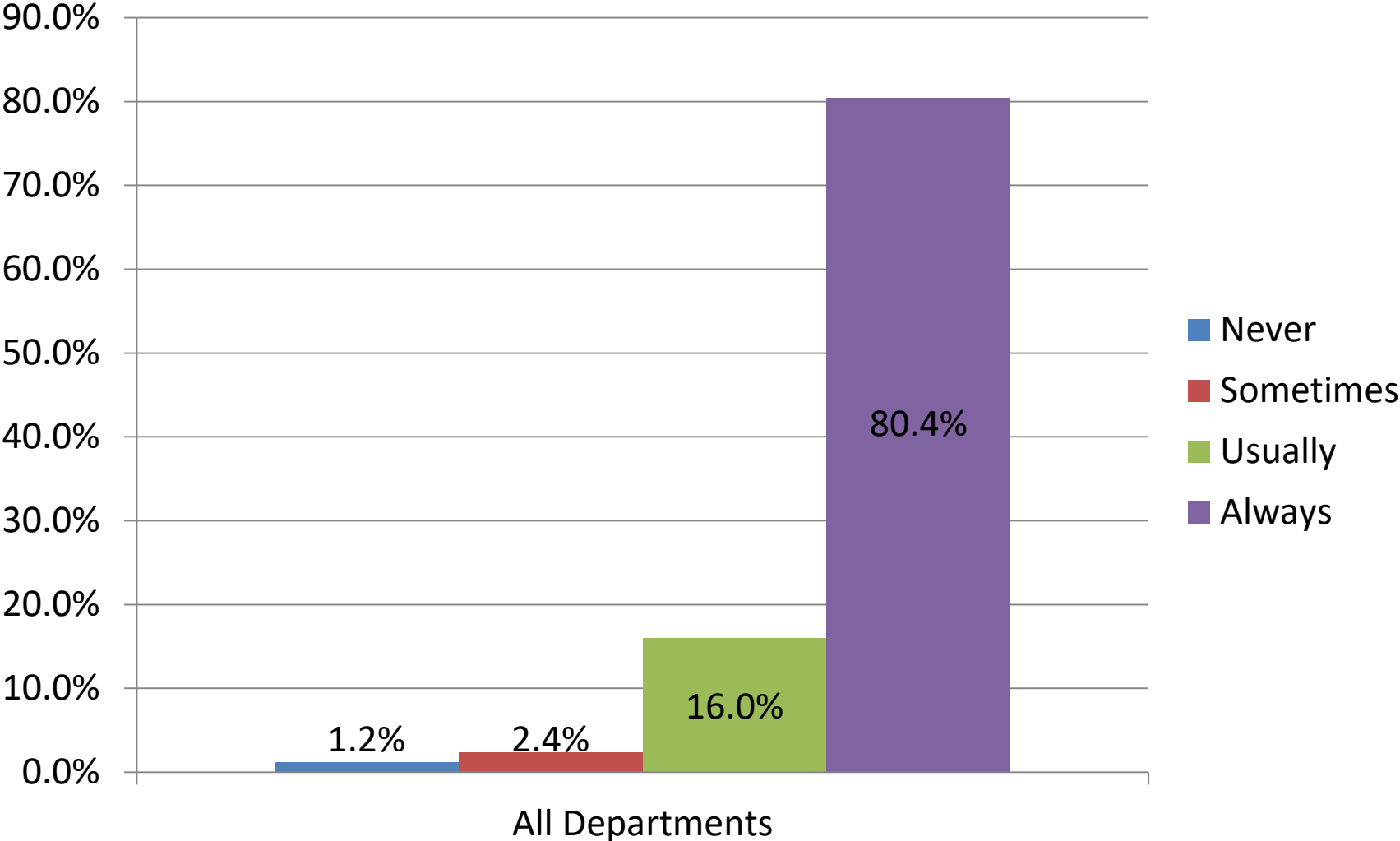
In the last 6 months, when you contacted this office during regular business hours, how often did you get an answer to your medical question that same day?



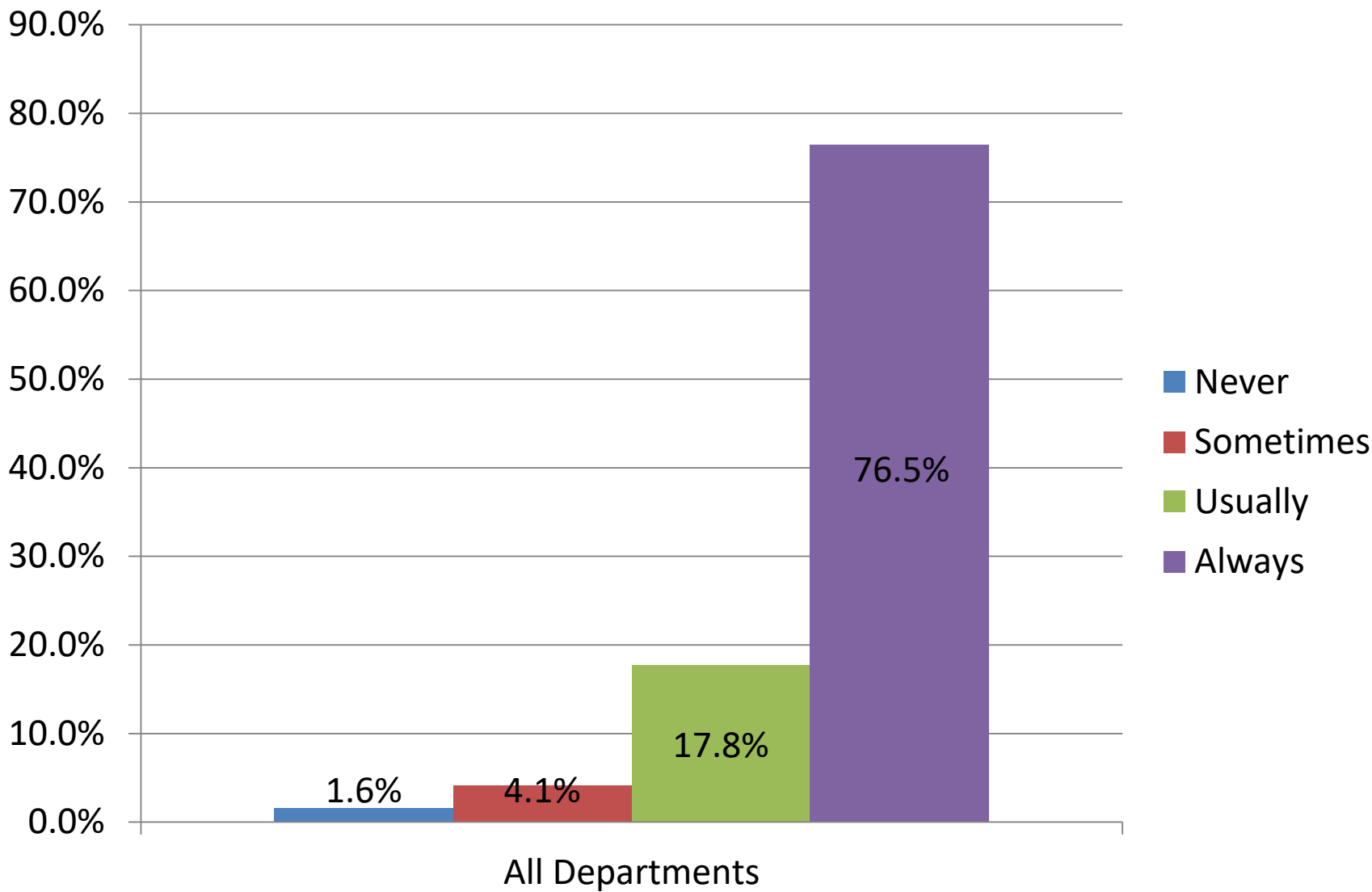
In the last 6 months, how often did your provider explain things in a way that was easy to understand?



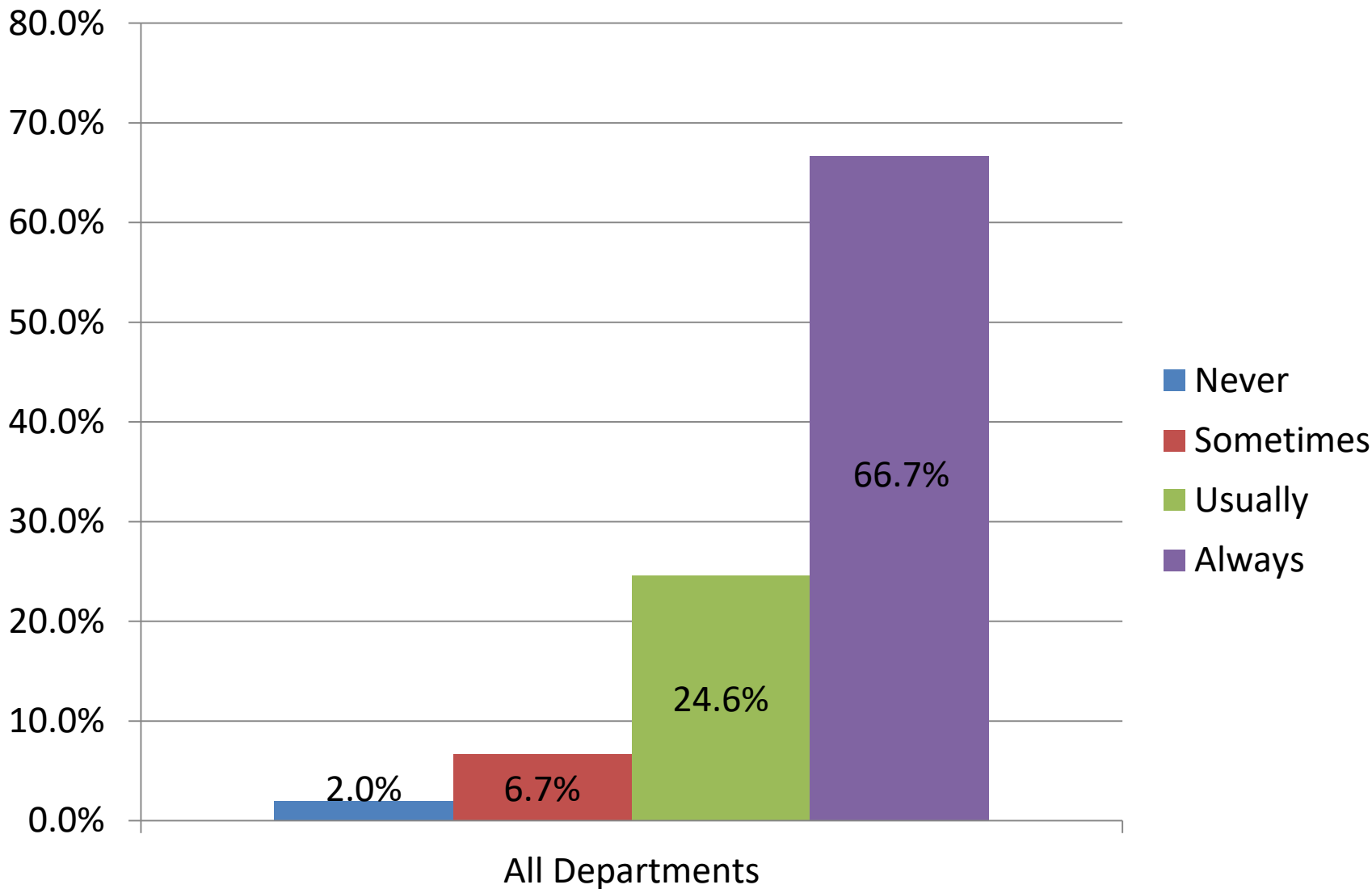
In the past 6 months, how often did your provider listen carefully to you?



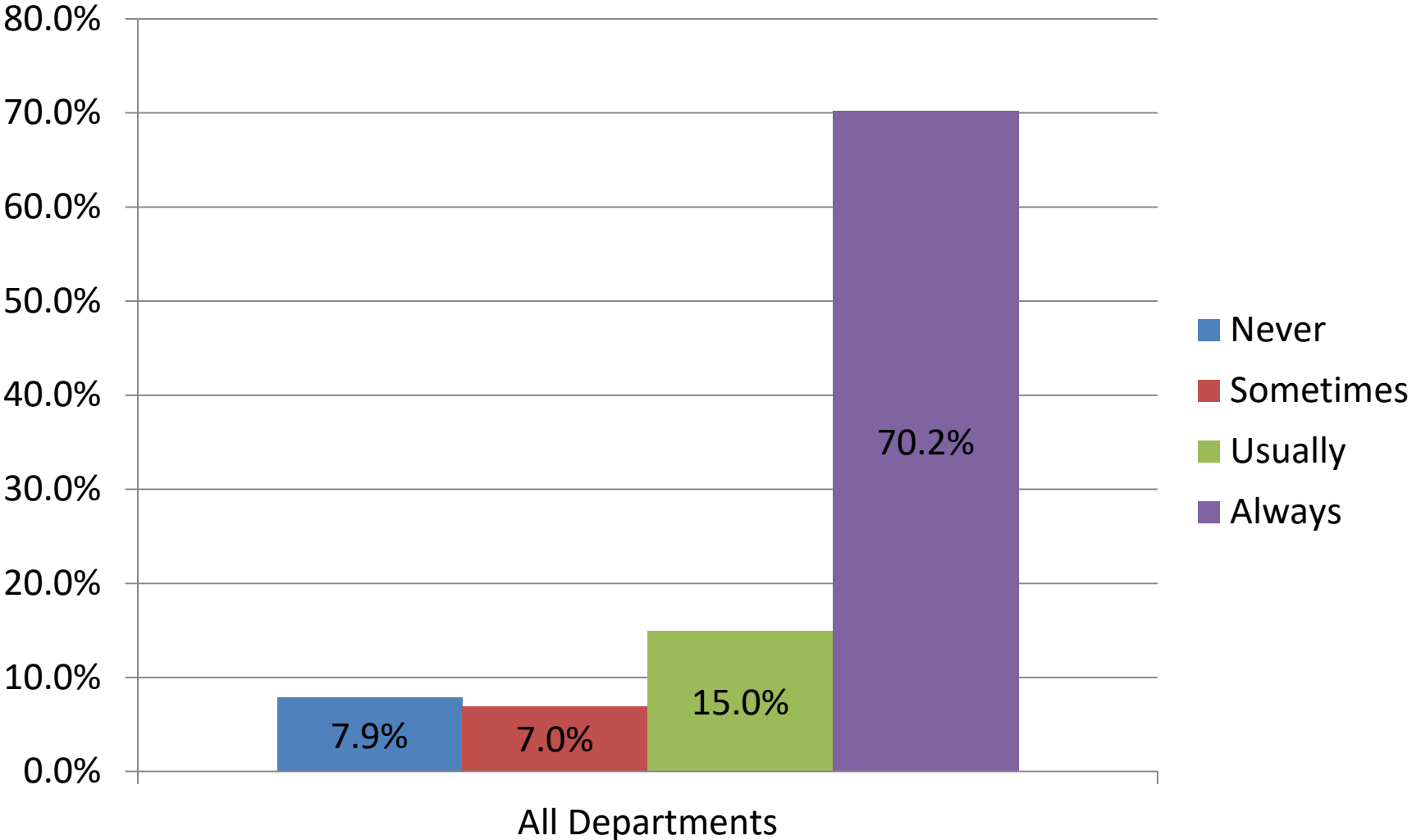
In the last 6 months, how often did your provider spend enough time with you?



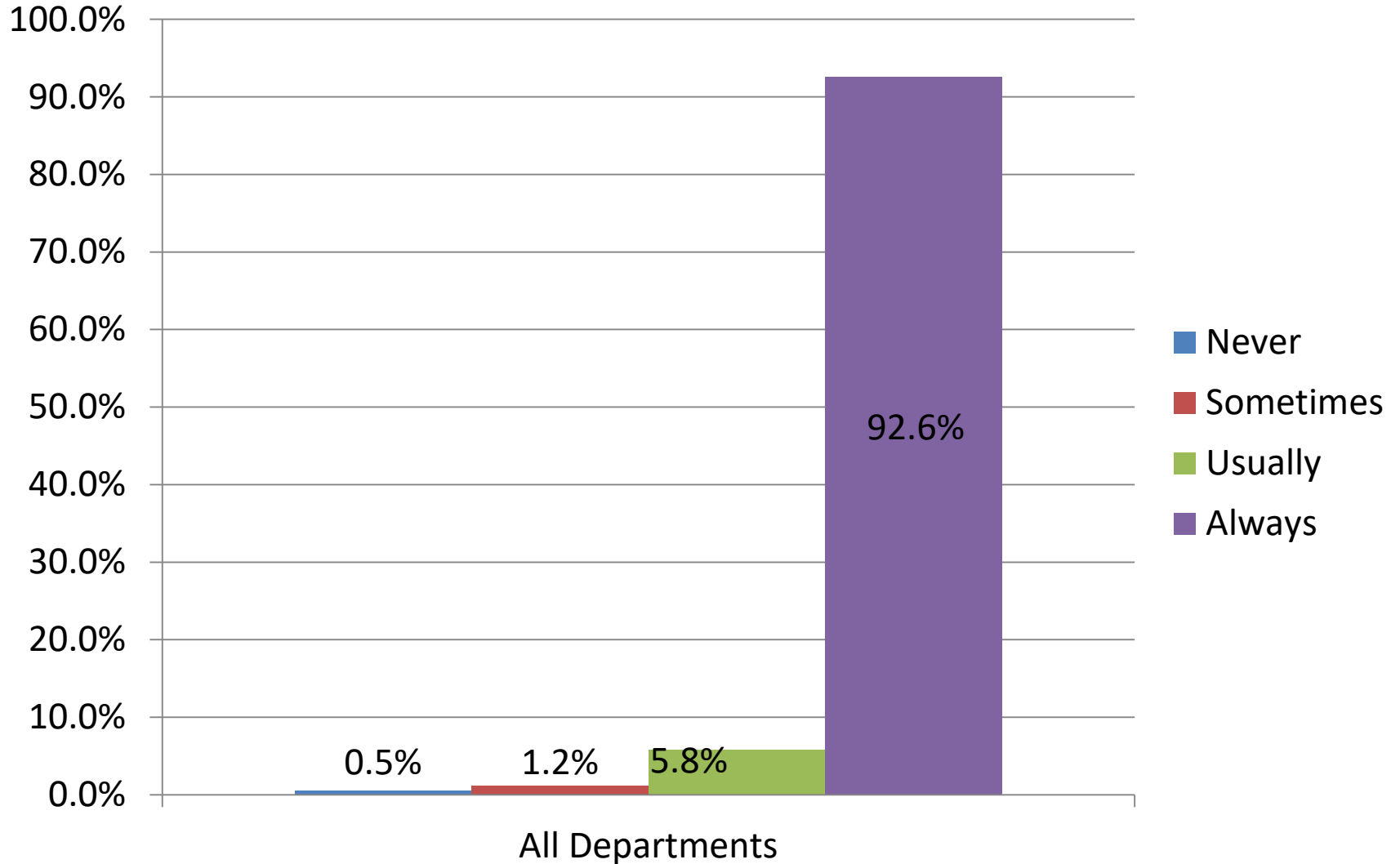
In the last 6 months, how often did this provider seem to know important information about your medical history?



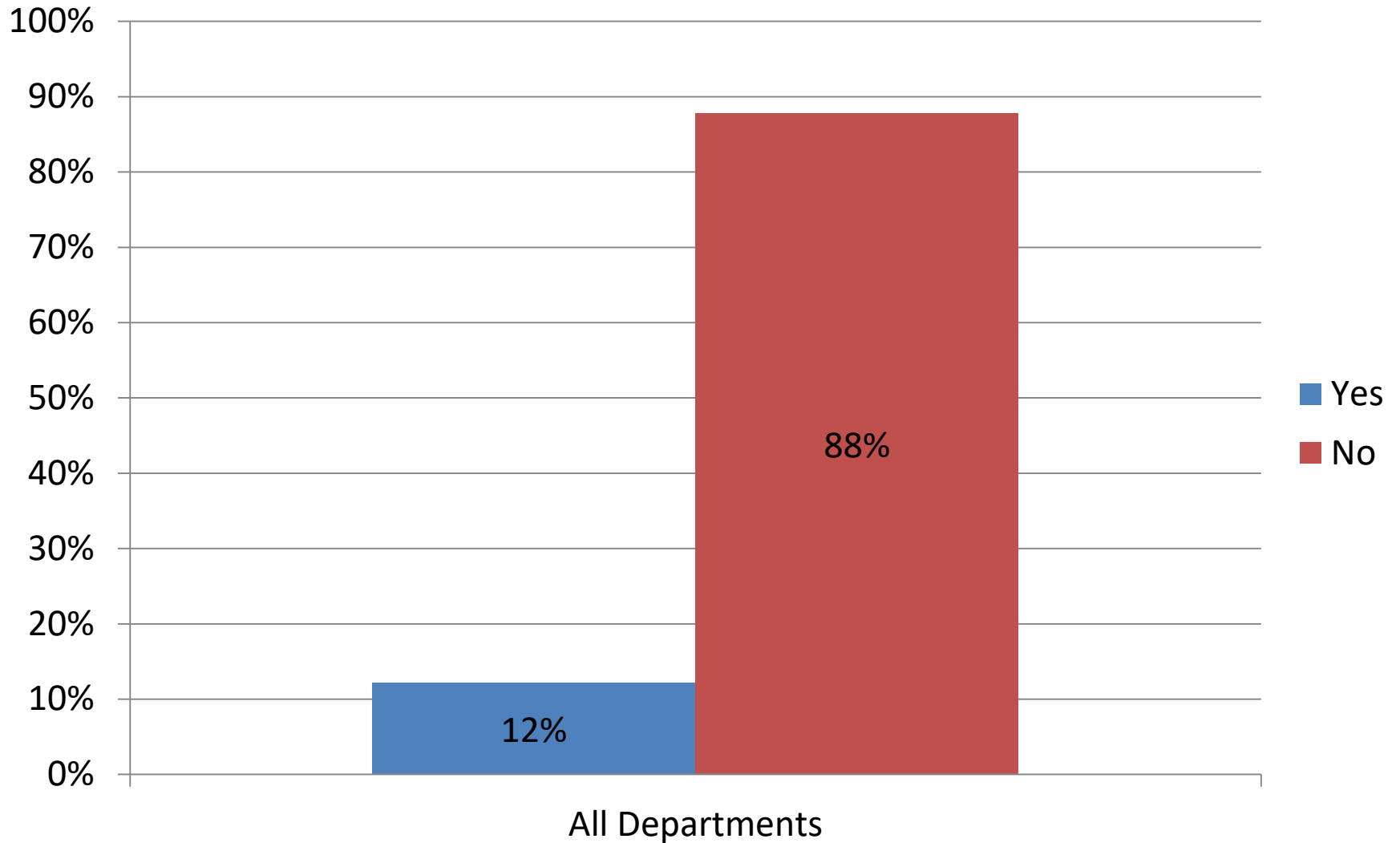
In the last 6 months, when this provider ordered a blood test, x-ray or other test for you, how often did someone from this provider's office follow up to give you those results?



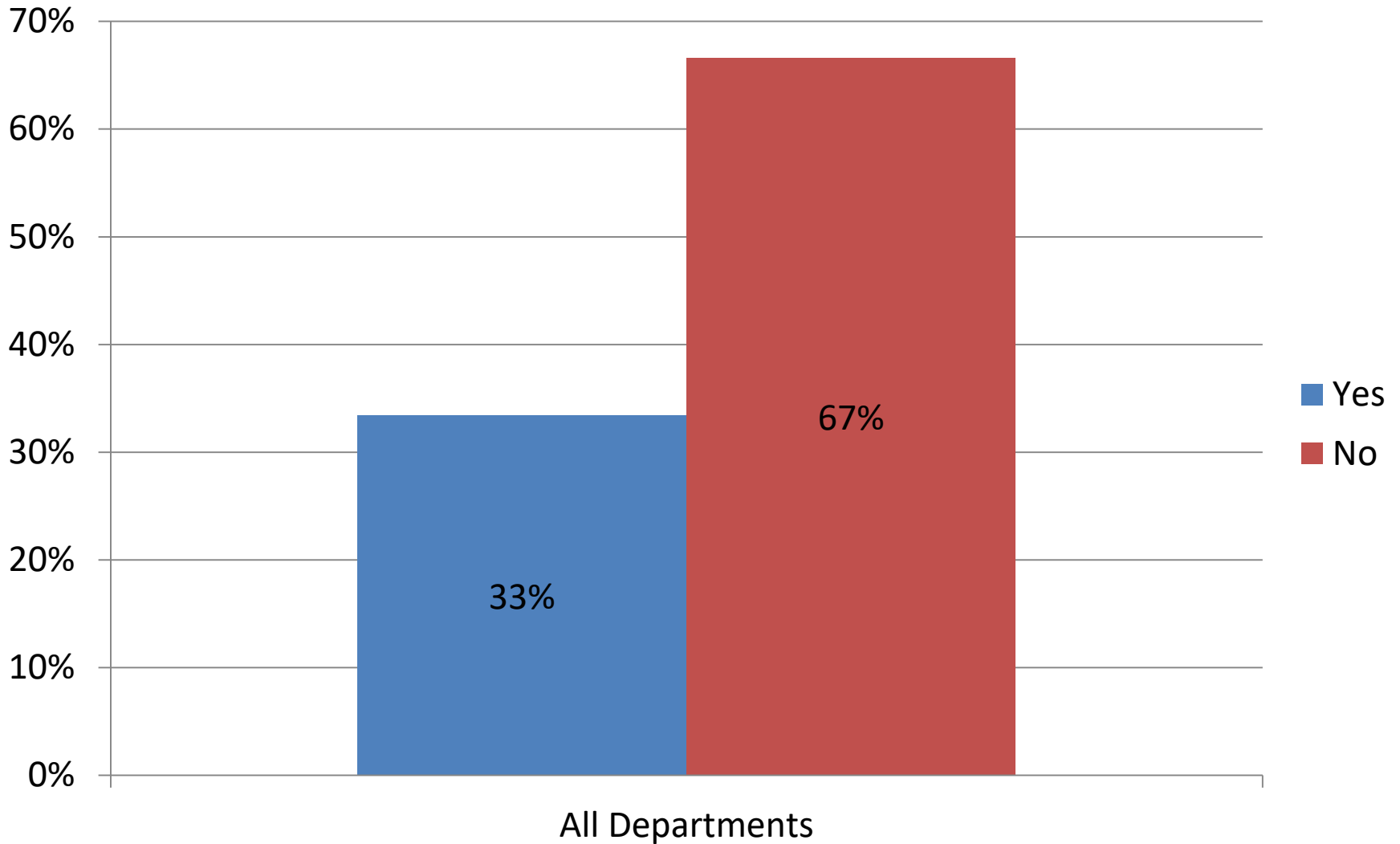
In the last 6 months, how often did clerks and receptionists at this office treat you with courtesy and respect?



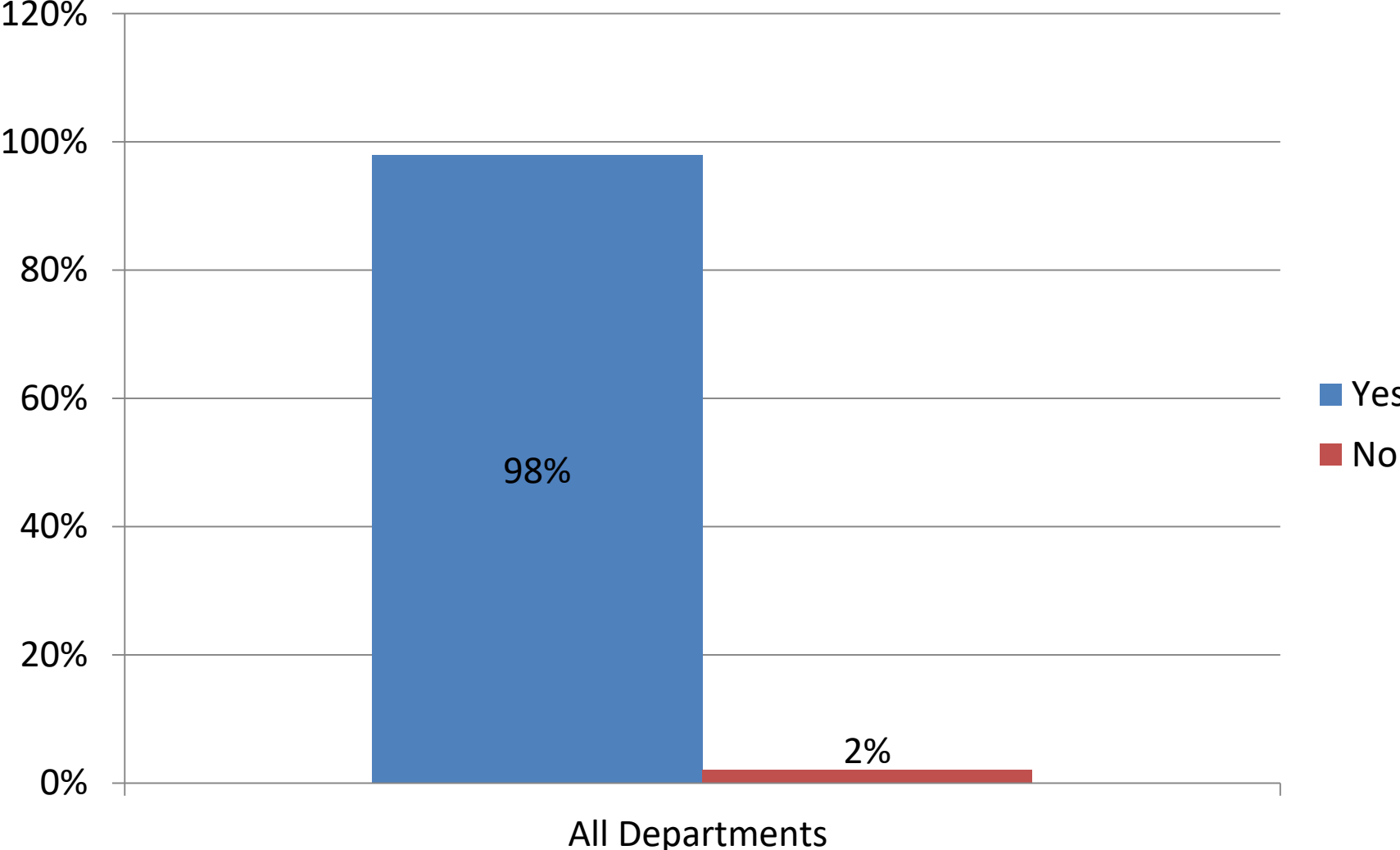
Have you received a sliding fee discount over the past 12 months for any of your services here at MCC?



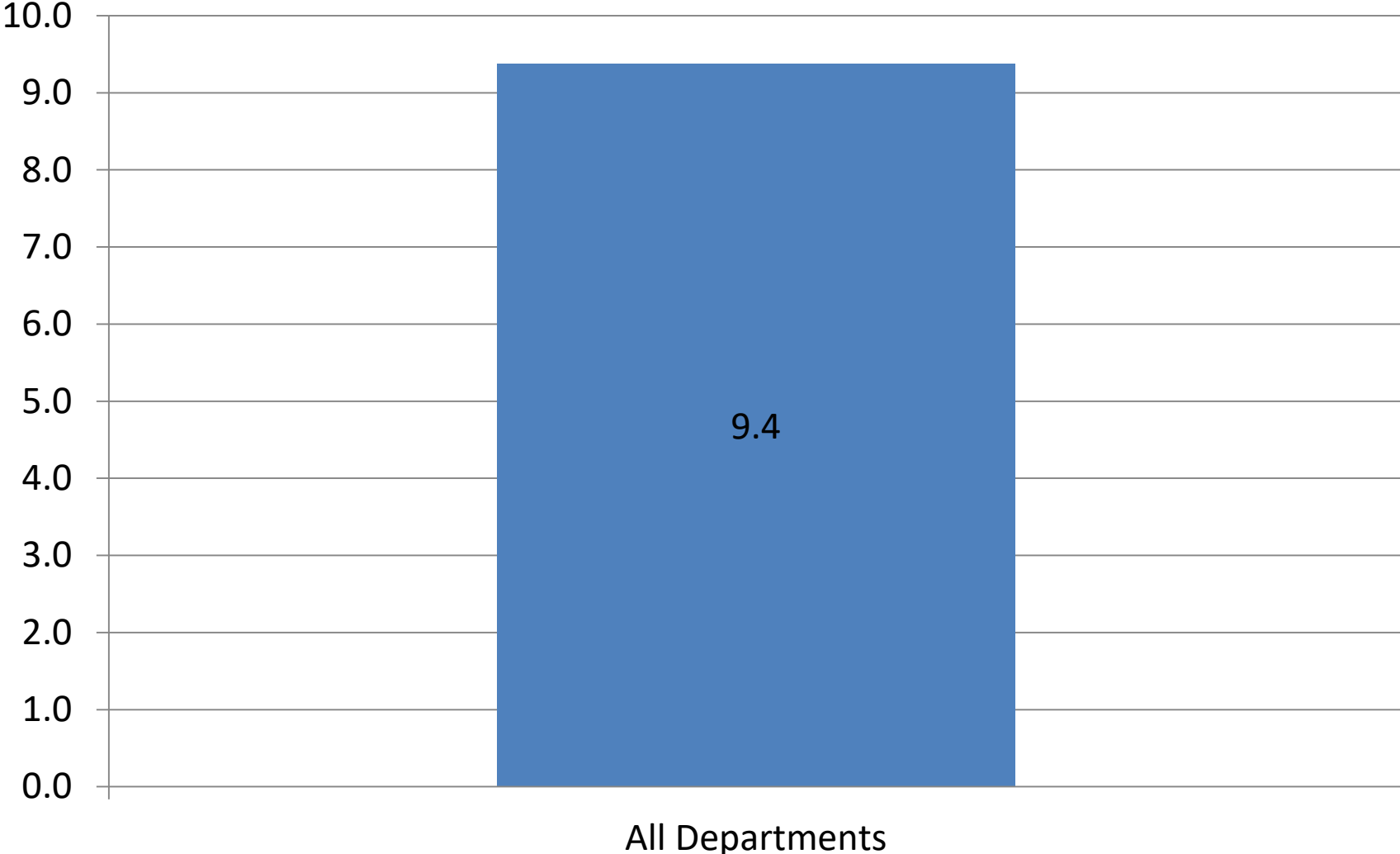
If yes (to question about sliding fee), did you use services because you received the discount?



Would you recommend MCC to your family and friends?



If you received your COVID-19 vaccine through MCC, how would you rate your experience? Using any number from 0-10, where 0 is the worst possible experience and 10 is the best possible experience, please rate your vaccination experience.?



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?

