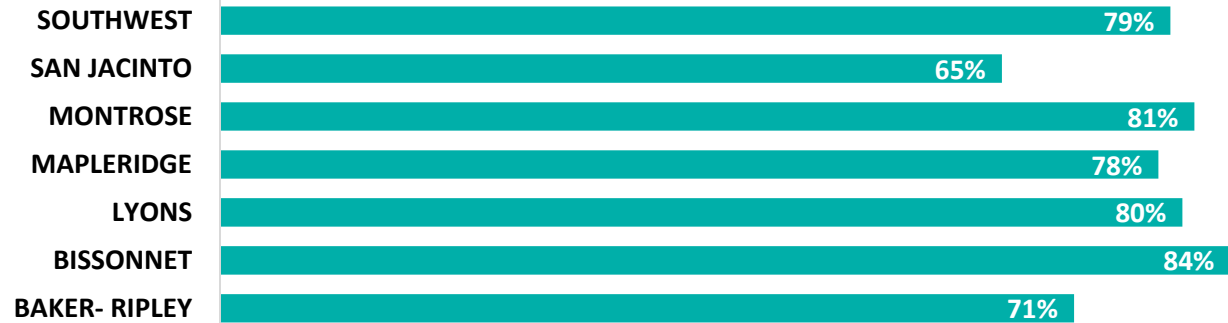


Patient Satisfaction Survey

At Legacy Community Health, we are committed to improving the quality of service that we provide to our patients. In order to improve the quality of service provided, we currently track the categories listed below.

ACCESS

Ease of scheduling an appointment
When needed, I am able to see a provider the same day
After check-in, the wait time is appropriate
You know how to get medical advice or assistance after clinic hours, weekends, and holidays



COMMUNICATION

I understand my healthcare instructions
I feel respected and comfortable asking questions during my appointment
Legacy staff is courteous and helpful
Phone calls and/or emails are answered in an appropriate amount of time



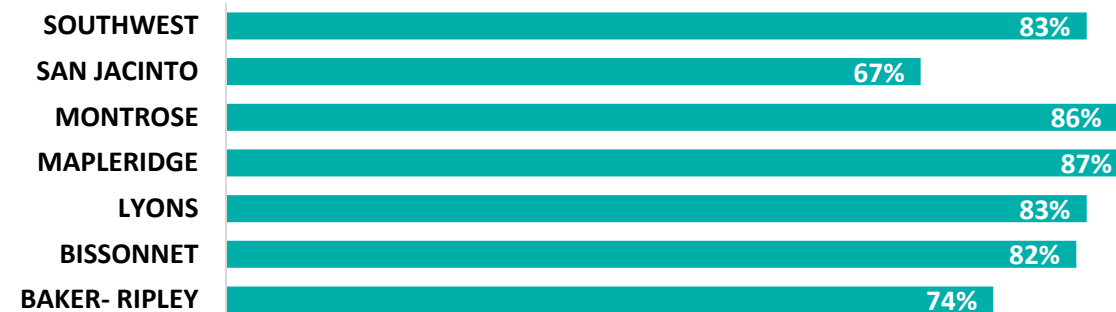
COORDINATION

The practice helps me with appointments for specialists or outside referrals when needed
I know about the results of my blood test, x-ray or other test results



WHOLE PERSON

Someone in my provider's office gave me advice about ways to stay healthy
Someone in my provider's office asked about what makes it difficult for me to take care of my health
I have a say in decisions about my healthcare



OVERALL SATISFACTION

Overall satisfaction with the quality of healthcare received today
Overall satisfaction with Legacy Community Health Services
Overall satisfaction with the medical care team that cared for me today
Overall satisfaction with my healthcare provider

