

# CAHPS Survey Results

Westside Medical Clinic would like to thank those of you who participated in our recent survey.

We have compiled our results which are reflected below.

Moving forward It will be our goal to continue improving our care and service to ALL our patients.

Getting timely appointments, care and information Questions-6,9,14,16,18	Rating	How well clinician communicates with patients Questions-19,20,22,23,24,25	Rating	Helpful, courteous and respectful staff Questions-42,43	Rating
Ability to get appointment right away when calling	94.64%	Doctor explained things clearly	97.22%	Staff was helpful	93.85%
Ability to get check-up or routine appointment as soon as needed	98.61%	Doctor listened carefully	100%	Staff was courteous and respectful	96.92%
Received answer to question same day when calling office	87.50%	Doctor gave easy to understand instructions	100%	Follow up on testing results Question-27	95.83%
Received answer to question after office hours as soon as needed	100%	Doctor knows important information about medical history	97.22%	Provider rating by patient Question-32	9.5
Wait time to be seen within 15 minutes of scheduled appointment time	79.16%	Doctor showed respect	100%	<b>Brown = ACCESS</b> <b>Green = COMMUNICATION</b> <b>Purple = COORDINATION OF CARE LEGEND</b>	
		Doctor spent enough time	100%		