

NORTH OLYMPIC HEALTHCARE NETWORK

2016 Patient Survey

We asked patients what they thought.....and here's a summary of what they told us:

- 80%** usually or always received an answer to a medical question the same day
- 85%** usually or always got an appointment as soon as they needed
- 90%** said their provider always gave them easy to understand information about health questions or concerns
- 91%** said their provider always explained things in a way that was easy to understand
- 91%** said their provider always listened carefully to them
- 97%** said their provider seemed informed and up to date about care received from specialists
- 97%** said their provider seemed to know the important information about their medical history
- 98%** said their provider always or usually spends enough time with them
- 98%** thought the clerks and receptionists usually or always treated them with courtesy and respect
- 99%** said their provider usually or always showed respect for what they had to say

And **95%** rated their provider, on a scale from 0 to 10, **an 8 or higher**.

Who Participated?

Male: 32% Female: 68%

Age Groups

18-24.....4%	35-44.....11%	65-74.....21%
25-34.....20%	45-54.....12%	74+13%
25-34.....20%	55-64.....17%	

Survey forms were made available to all patients visiting the clinic between May 16 and June 17, 2016.