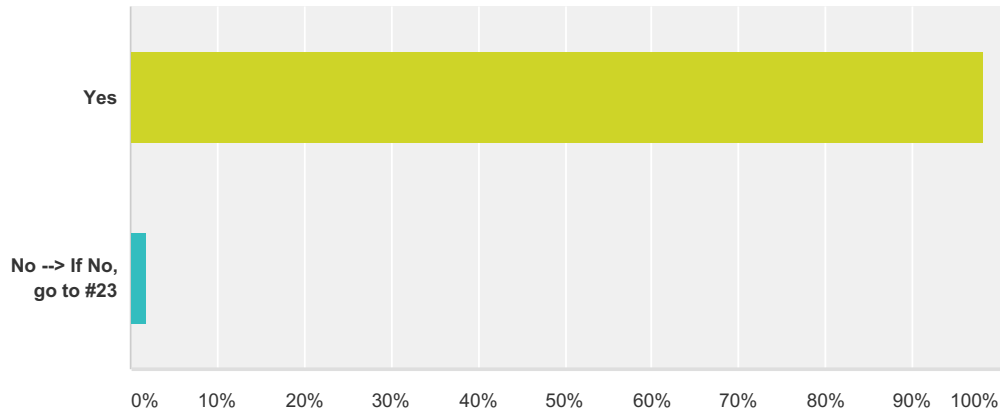


**Q1 Our records show that you got care from the provider named below in the last 6 months.Southern Family Medical Centers that right?**

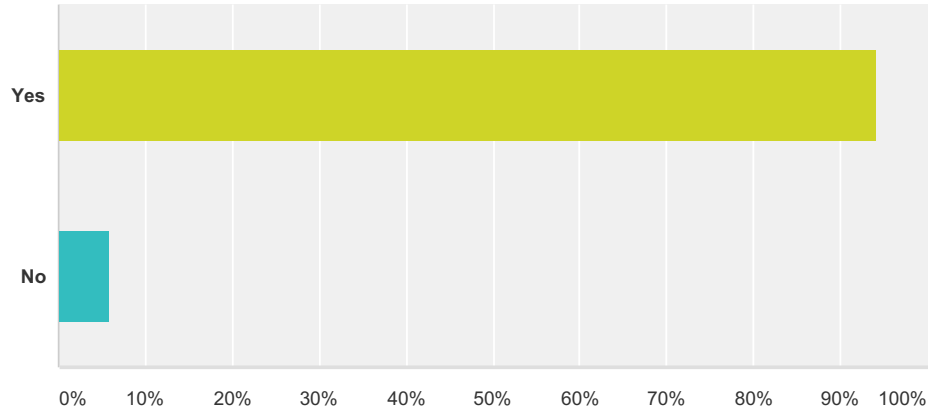
Answered: 52 Skipped: 0



Answer Choices	Responses	
Yes	98.08%	51
No --> If No, go to #23	1.92%	1
<b>Total</b>		<b>52</b>

**Q2 Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?**

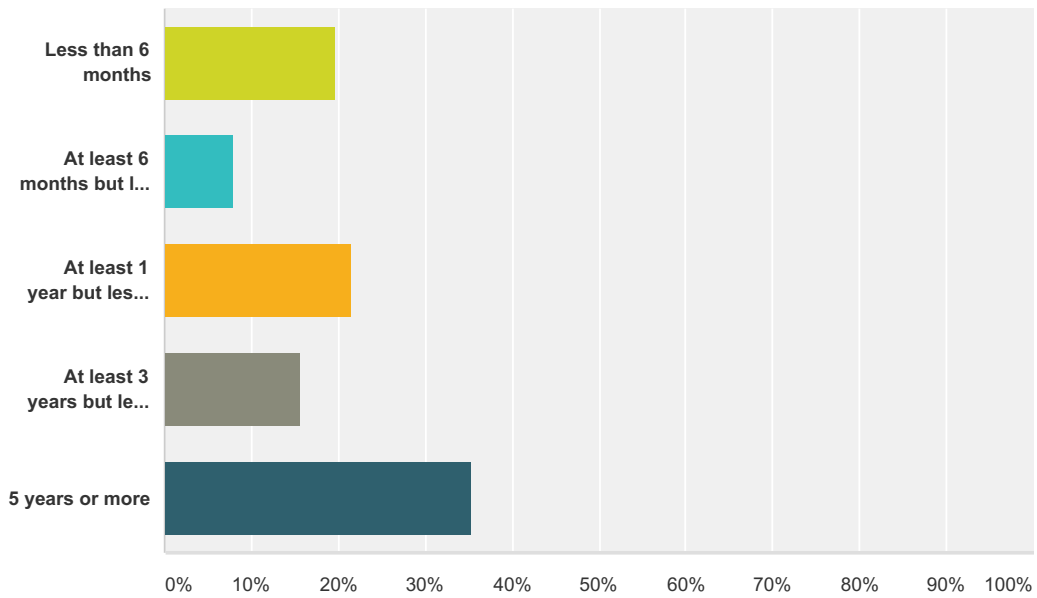
Answered: 52 Skipped: 0



Answer Choices	Responses
Yes	94.23% 49
No	5.77% 3
<b>Total</b>	<b>52</b>

### Q3 How long have you been going to this provider?

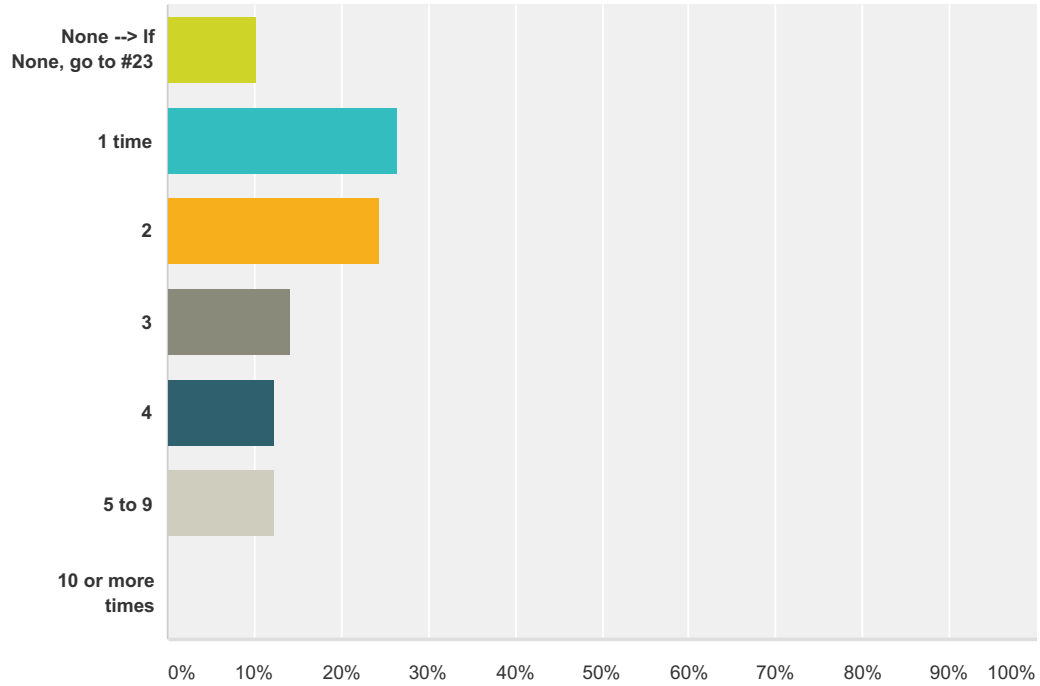
Answered: 51 Skipped: 1



Answer Choices	Responses
Less than 6 months	19.61% 10
At least 6 months but less than 1 year	7.84% 4
At least 1 year but less than 3 years	21.57% 11
At least 3 years but less than 5 years	15.69% 8
5 years or more	35.29% 18
<b>Total</b>	<b>51</b>

### Q4 In the last 6 months, how many times did you visit this provider to get care for yourself?

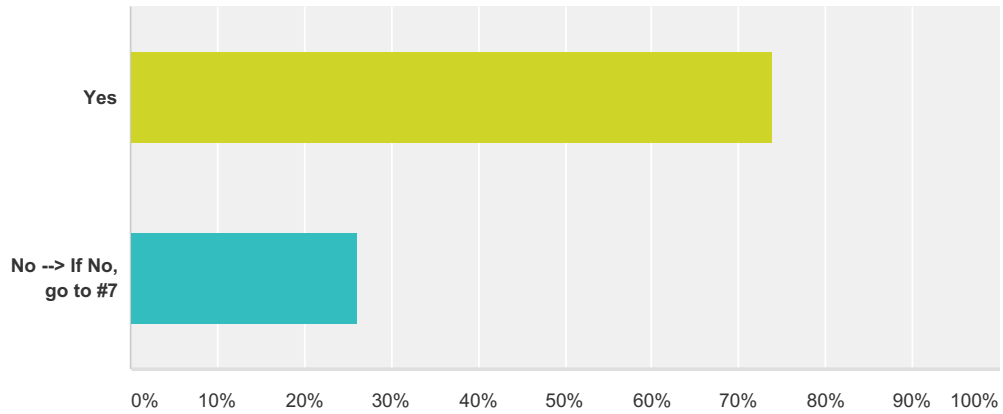
Answered: 49 Skipped: 3



Answer Choices	Responses
None --> If None, go to #23	10.20% 5
1 time	26.53% 13
2	24.49% 12
3	14.29% 7
4	12.24% 6
5 to 9	12.24% 6
10 or more times	0.00% 0
<b>Total</b>	<b>49</b>

**Q5 In the last 6 months, did you contact this provider's office to get an appointment for an illness, injury, or condition that needed care right away?**

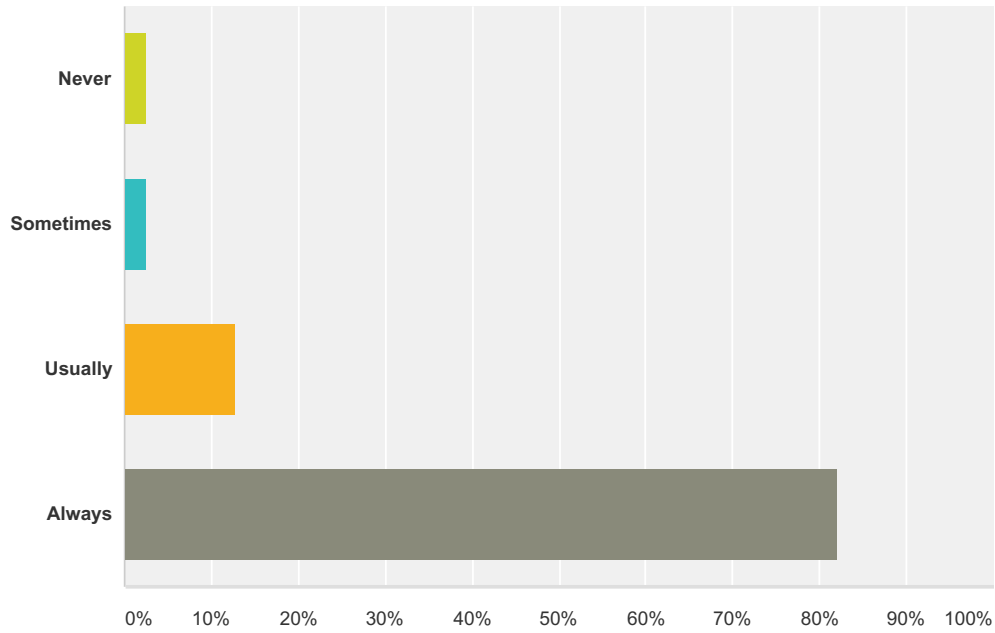
Answered: 46 Skipped: 6



Answer Choices	Responses	
Yes	73.91%	34
No --> If No, go to #7	26.09%	12
<b>Total</b>		<b>46</b>

**Q6 In the last 6 months, when you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?**

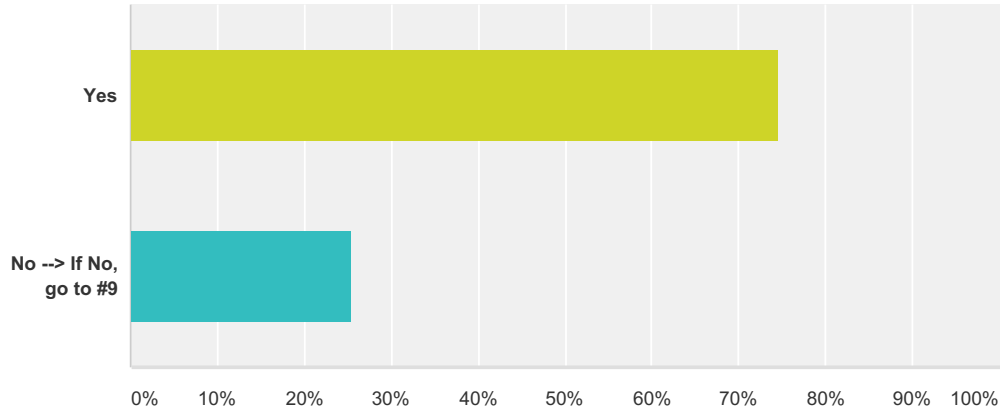
Answered: 39 Skipped: 13



Answer Choices	Responses
Never	2.56% 1
Sometimes	2.56% 1
Usually	12.82% 5
Always	82.05% 32
<b>Total</b>	<b>39</b>

**Q7 In the last 6 months, did you make any appointments for a check-up or routine care with this provider?**

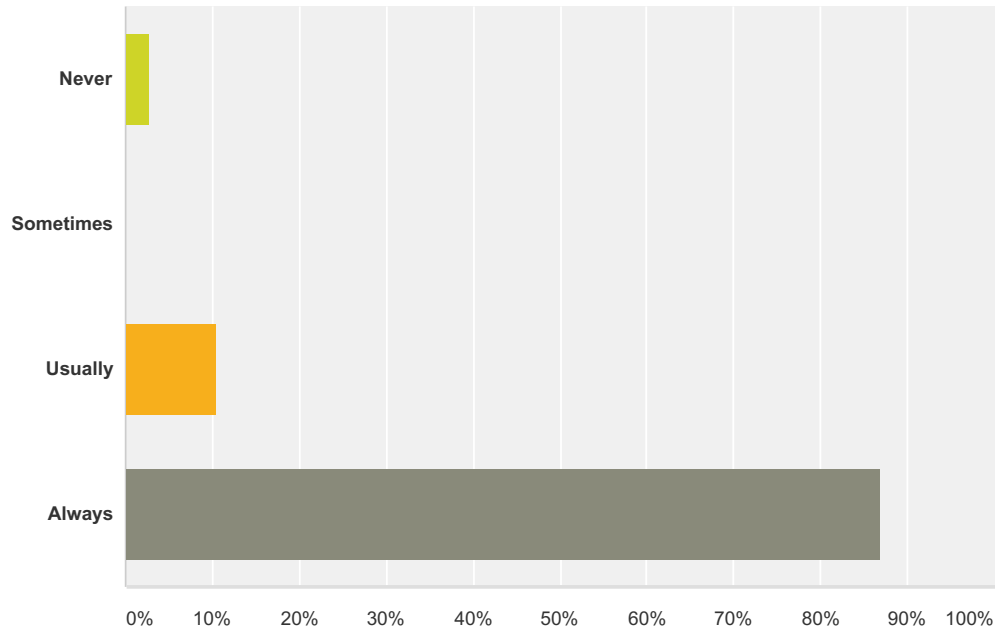
Answered: 47 Skipped: 5



Answer Choices	Responses	
Yes	74.47%	35
No --> If No, go to #9	25.53%	12
<b>Total</b>		<b>47</b>

**Q8 In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?**

Answered: 38 Skipped: 14

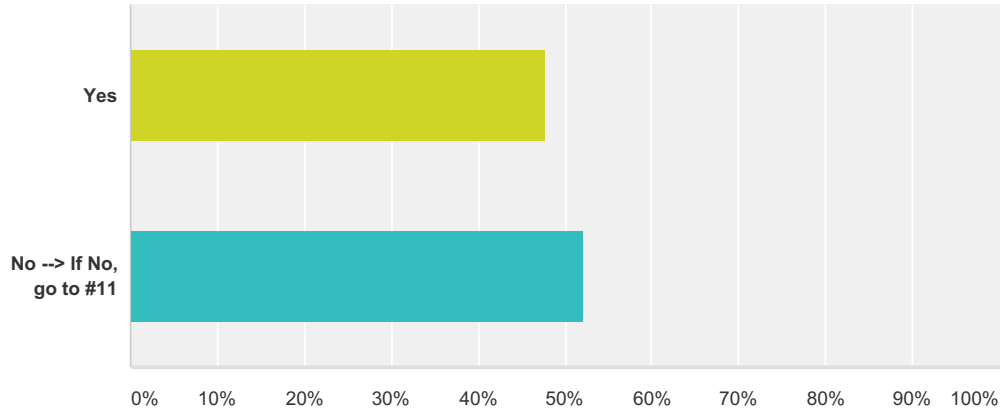


Answer Choices	Responses	
Never	2.63%	1
Sometimes	0.00%	0
Usually	10.53%	4
Always	86.84%	33
<b>Total</b>		<b>38</b>



**Q9 In the last 6 months, did you contact this provider's office with a medical question during regular office hours?**

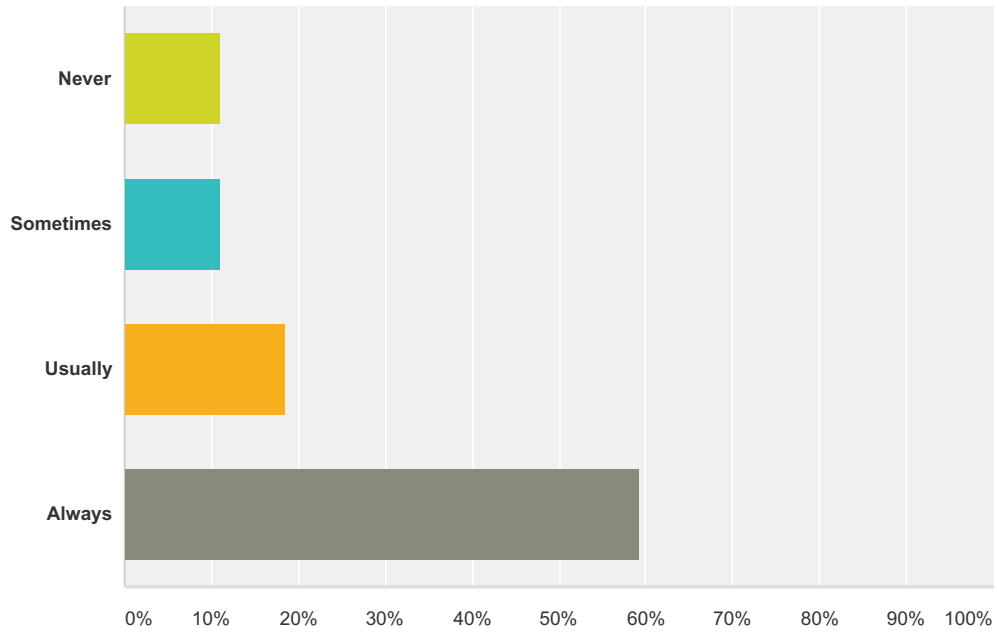
Answered: 46 Skipped: 6



Answer Choices	Responses	
Yes	47.83%	22
No --> If No, go to #11	52.17%	24
<b>Total</b>		<b>46</b>

**Q10 In the last 6 months, when you contacted this provider’s office during regular office hours, how often did you get an answer to your medical question that same day?**

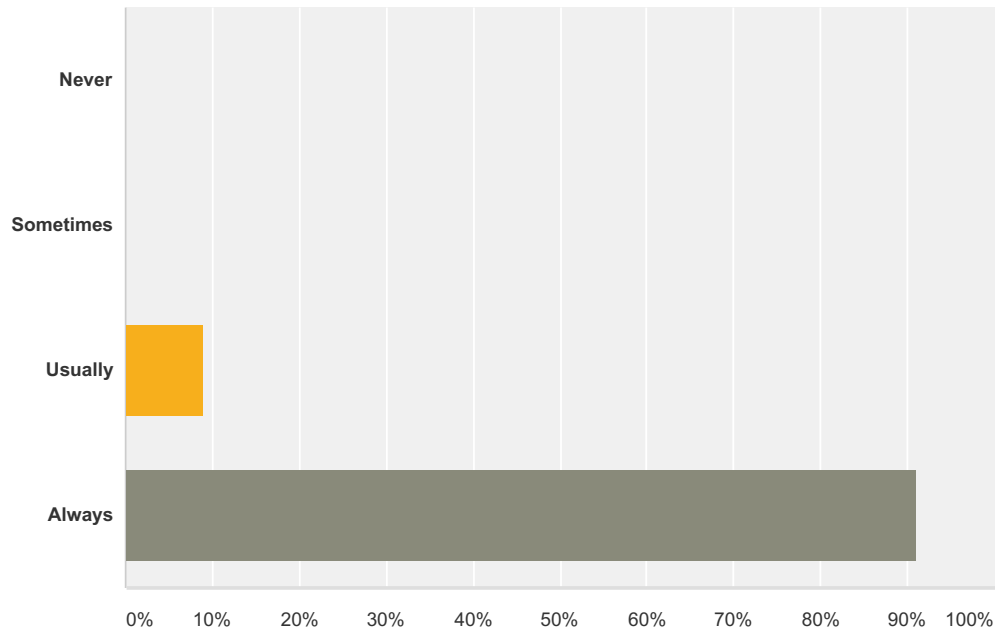
Answered: 27 Skipped: 25



Answer Choices	Responses
Never	11.11% 3
Sometimes	11.11% 3
Usually	18.52% 5
Always	59.26% 16
<b>Total</b>	<b>27</b>

**Q11 In the last 6 months, how often did this provider explain things in a way that was easy to understand?**

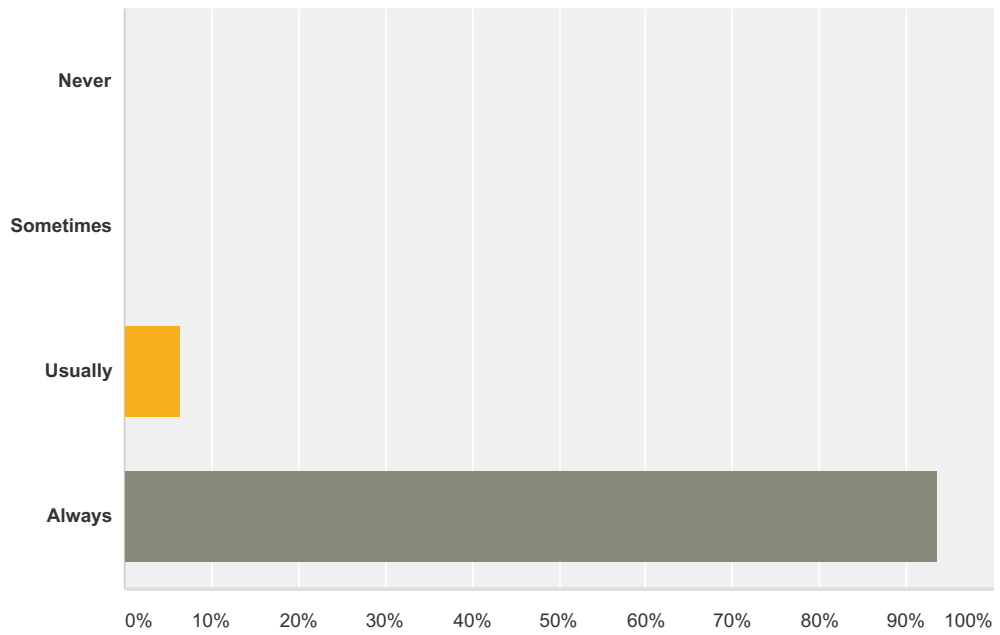
Answered: 45 Skipped: 7



Answer Choices	Responses
Never	0.00% 0
Sometimes	0.00% 0
Usually	8.89% 4
Always	91.11% 41
<b>Total</b>	<b>45</b>

**Q12 In the last 6 months, how often did this provider listen carefully to you?**

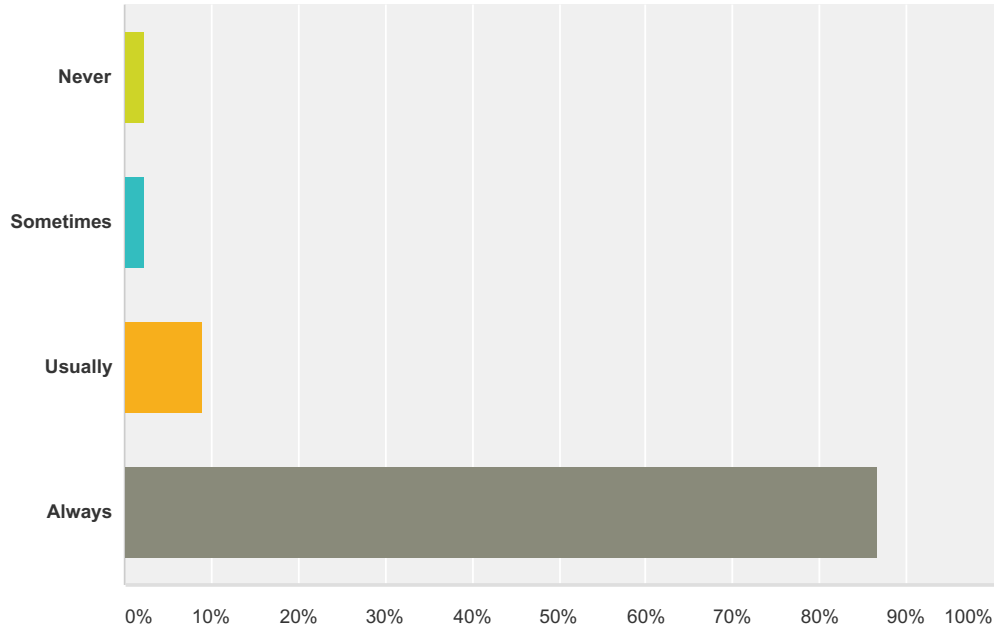
Answered: 46 Skipped: 6



Answer Choices	Responses	
Never	0.00%	0
Sometimes	0.00%	0
Usually	6.52%	3
Always	93.48%	43
<b>Total</b>		<b>46</b>

**Q13 In the last 6 months, how often did this provider seem to know the important information about your medical history?**

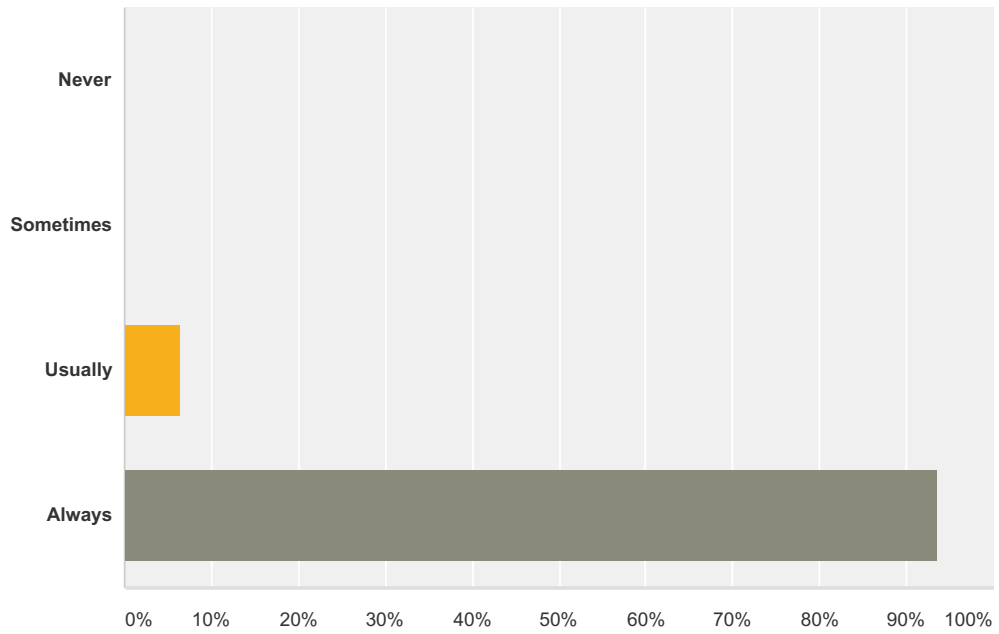
Answered: 45 Skipped: 7



Answer Choices	Responses
Never	2.22% 1
Sometimes	2.22% 1
Usually	8.89% 4
Always	86.67% 39
<b>Total</b>	<b>45</b>

**Q14 In the last 6 months, how often did this provider show respect for what you had to say?**

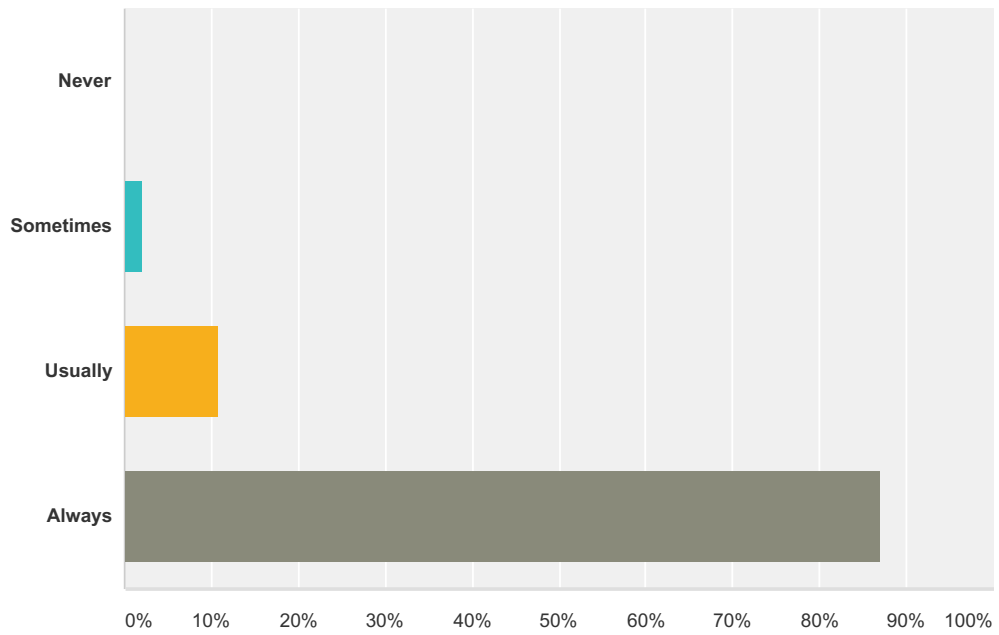
Answered: 46 Skipped: 6



Answer Choices	Responses
Never	0.00% 0
Sometimes	0.00% 0
Usually	6.52% 3
Always	93.48% 43
<b>Total</b>	<b>46</b>

**Q15 In the last 6 months, how often did this provider spend enough time with you?**

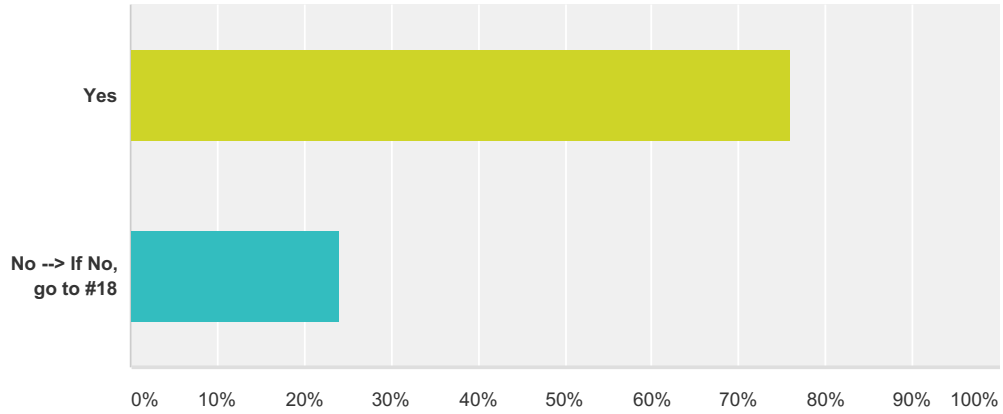
Answered: 46 Skipped: 6



Answer Choices	Responses	
Never	0.00%	0
Sometimes	2.17%	1
Usually	10.87%	5
Always	86.96%	40
<b>Total</b>		<b>46</b>

**Q16 In the last 6 months, did this provider order a blood test, x-ray, or other test for you?**

Answered: 46 Skipped: 6

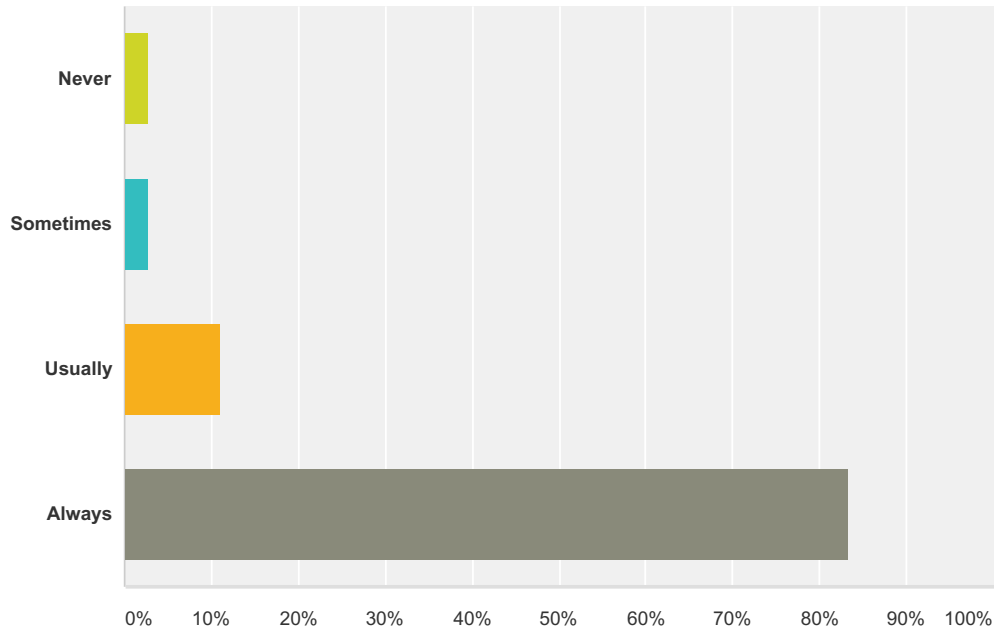


Answer Choices	Responses	
Yes	76.09%	35
No --> If No, go to #18	23.91%	11
<b>Total</b>		<b>46</b>



**Q17 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?**

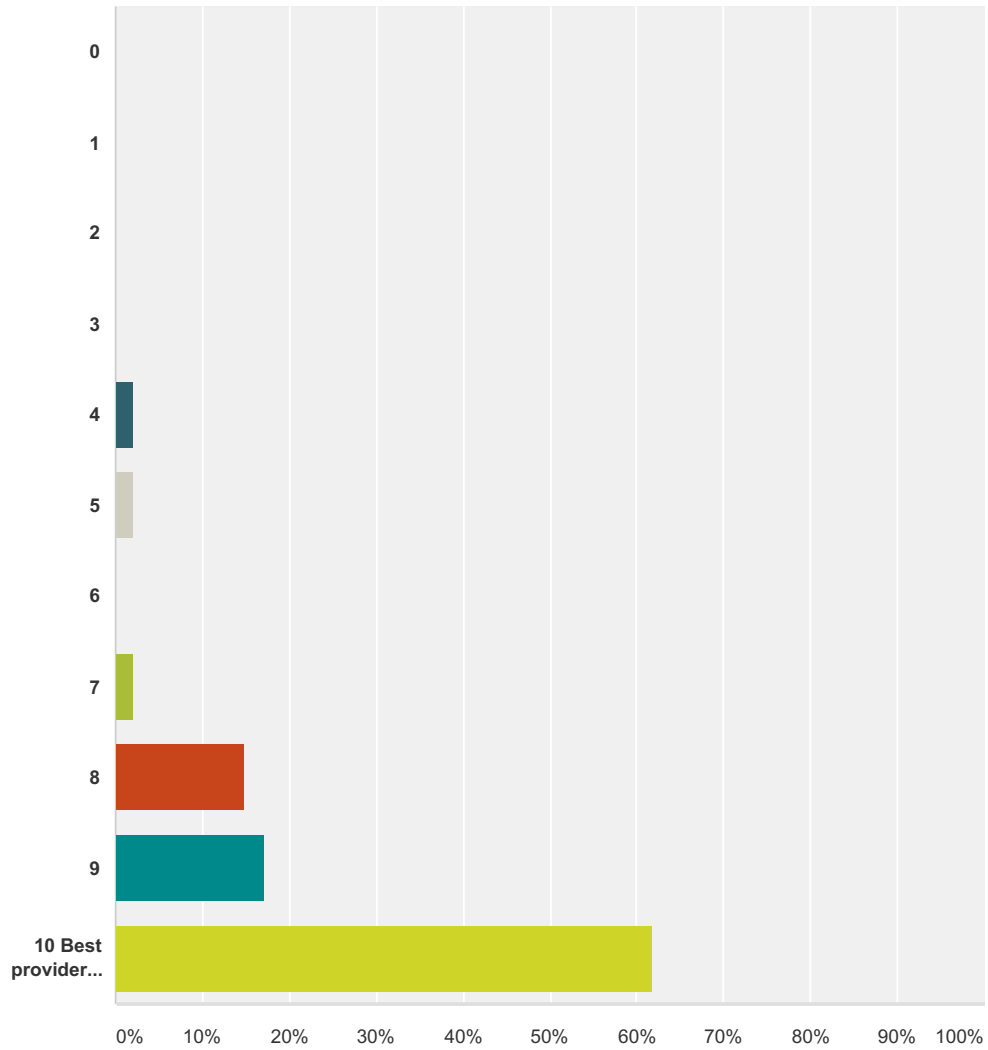
Answered: 36 Skipped: 16



Answer Choices	Responses	
Never	2.78%	1
Sometimes	2.78%	1
Usually	11.11%	4
Always	83.33%	30
<b>Total</b>		<b>36</b>

**Q18 Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?**

Answered: 47 Skipped: 5



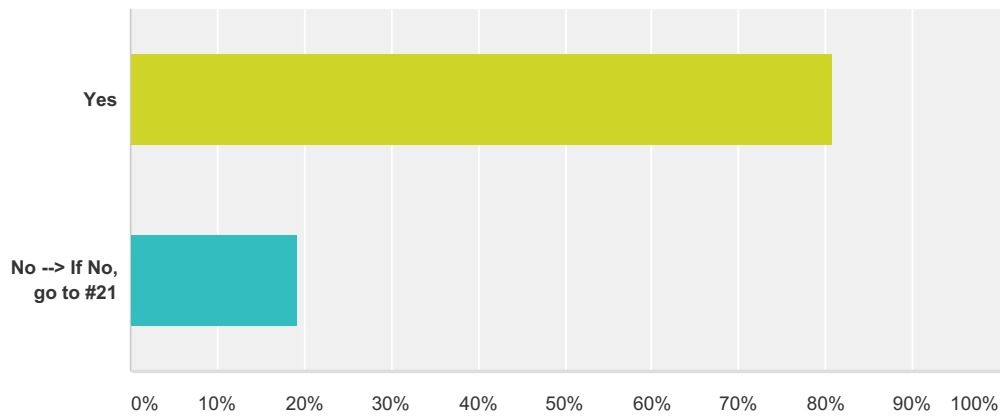
Answer Choices	Responses
0	0.00% 0
1	0.00% 0
2	0.00% 0
3	0.00% 0
4	2.13% 1
5	2.13% 1
6	0.00% 0

## Southern Family Medical Center Patient Satisfaction Survey

7	2.13%	1
8	14.89%	7
9	17.02%	8
10 Best provider possible	61.70%	29
<b>Total</b>		<b>47</b>

### Q19 In the last 6 months, did you take any prescription medicine?

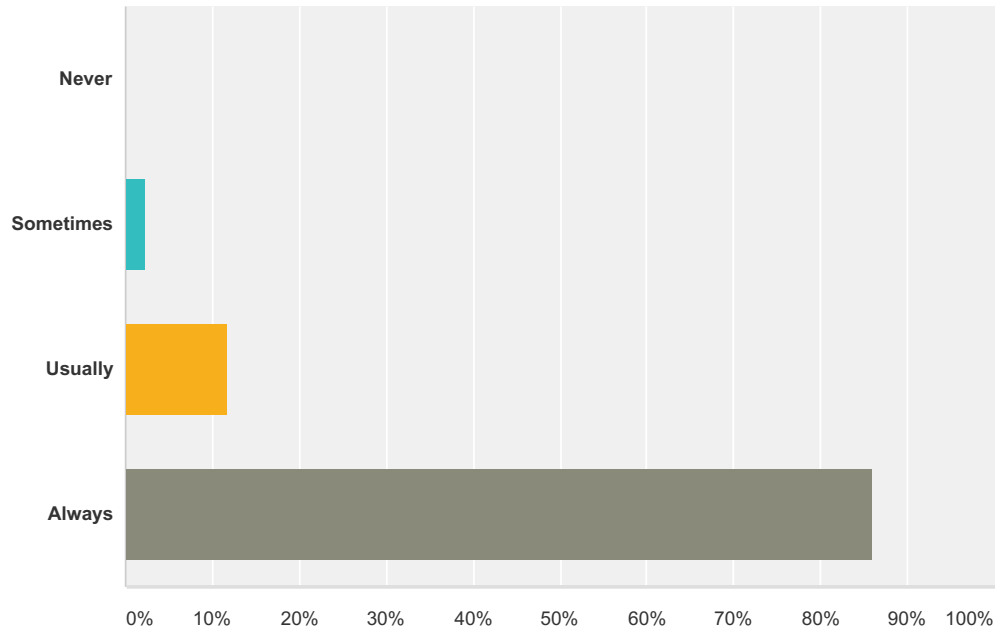
Answered: 47 Skipped: 5



Answer Choices	Responses	
Yes	80.85%	38
No --> If No, go to #21	19.15%	9
<b>Total</b>		<b>47</b>

**Q20 In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?**

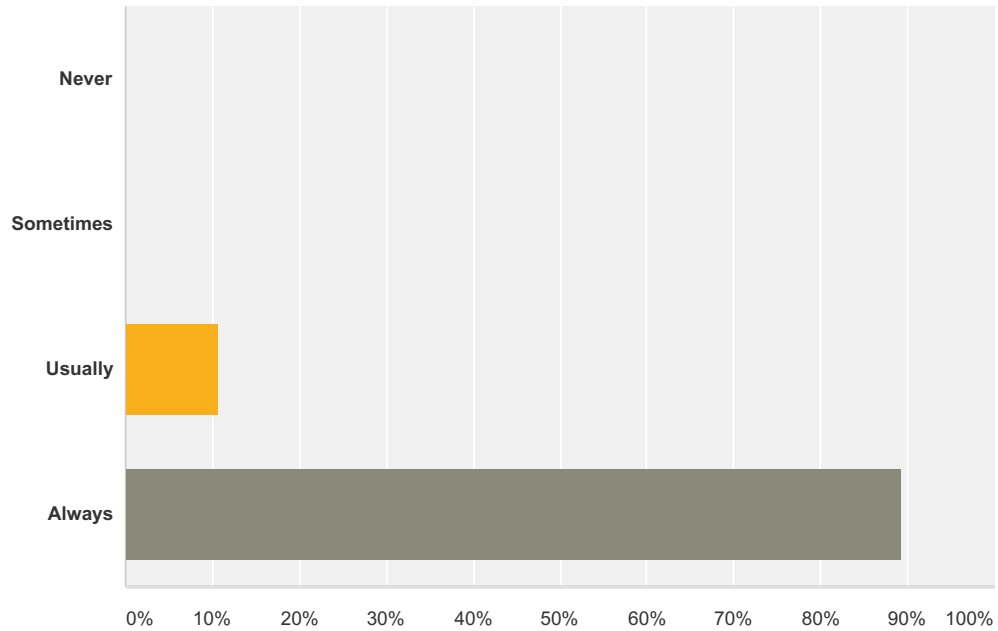
Answered: 43 Skipped: 9



Answer Choices	Responses
Never	0.00% 0
Sometimes	2.33% 1
Usually	11.63% 5
Always	86.05% 37
<b>Total</b>	<b>43</b>

**Q21 In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?**

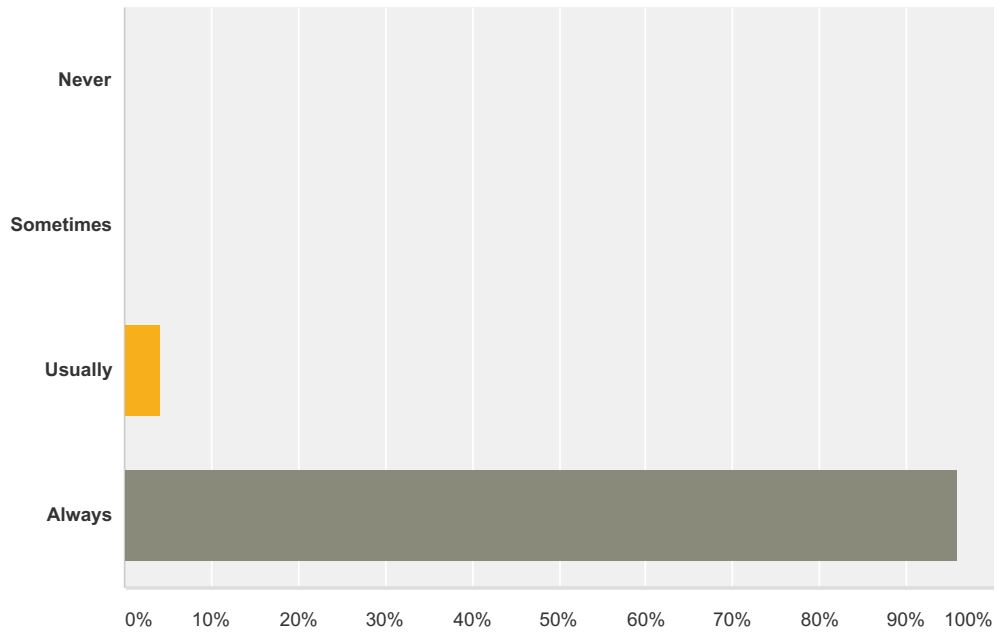
Answered: 47 Skipped: 5



Answer Choices	Responses	Count
Never	0.00%	0
Sometimes	0.00%	0
Usually	10.64%	5
Always	89.36%	42
<b>Total</b>		<b>47</b>

**Q22 In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?**

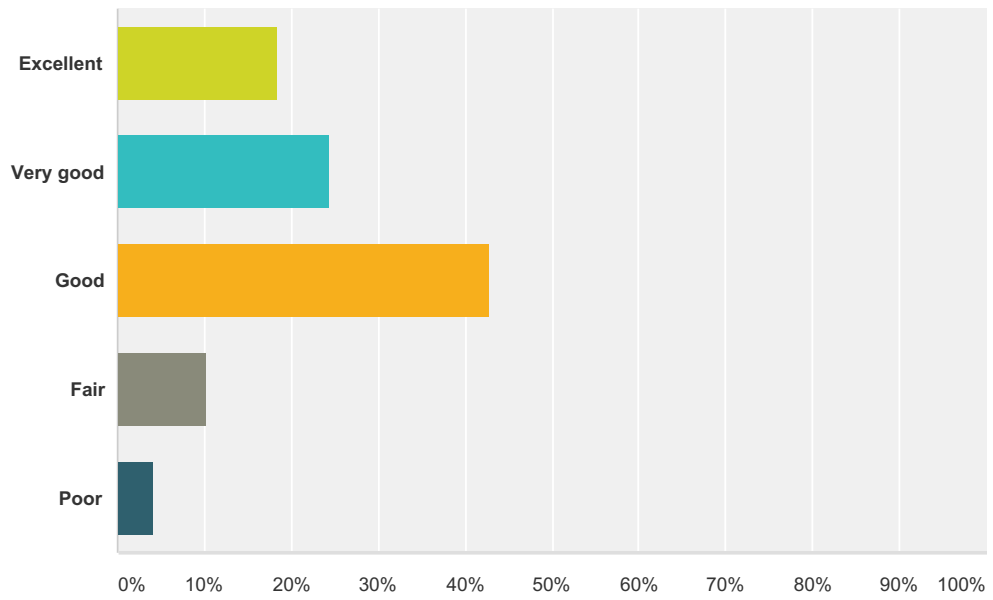
Answered: 47 Skipped: 5



Answer Choices	Responses	
Never	0.00%	0
Sometimes	0.00%	0
Usually	4.26%	2
Always	95.74%	45
<b>Total</b>		<b>47</b>

### Q23 In general, how would you rate your overall health?

Answered: 49 Skipped: 3

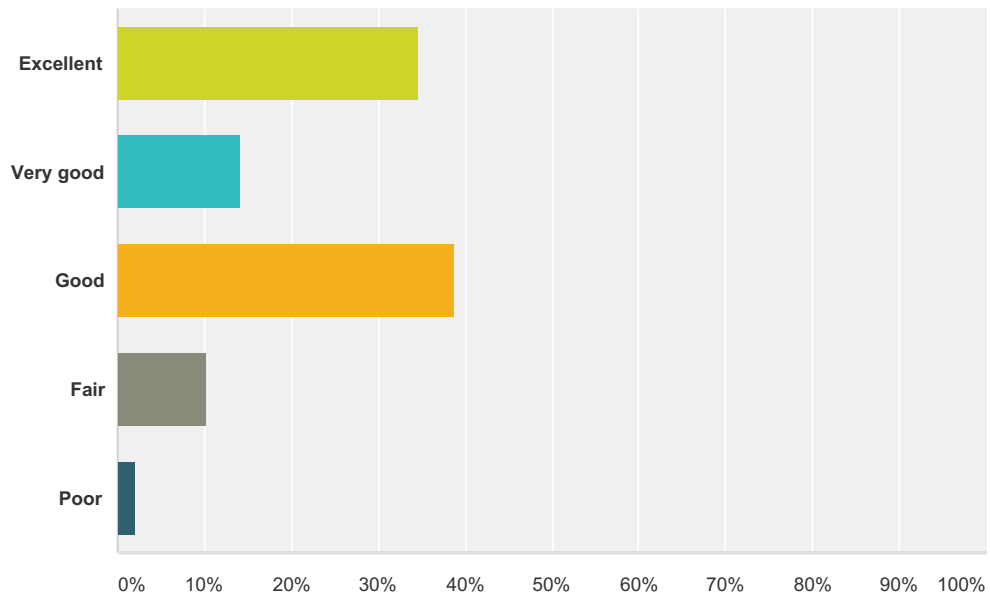


Answer Choices	Responses
Excellent	18.37% 9
Very good	24.49% 12
Good	42.86% 21
Fair	10.20% 5
Poor	4.08% 2
<b>Total</b>	<b>49</b>



### Q24 In general, how would you rate your overall mental or emotional health?

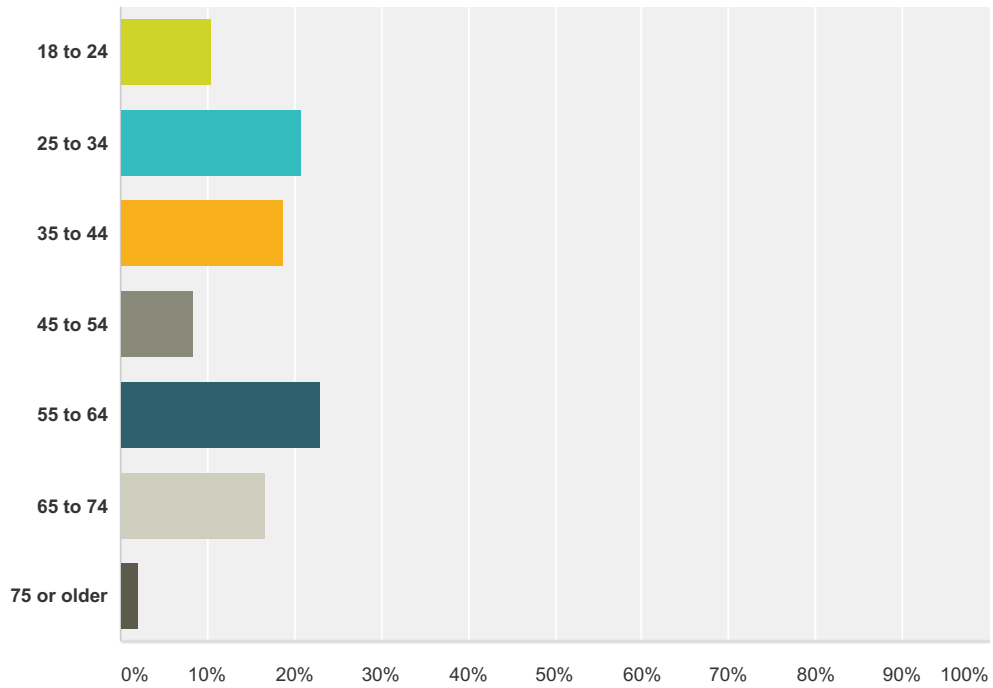
Answered: 49 Skipped: 3



Answer Choices	Responses
Excellent	34.69% 17
Very good	14.29% 7
Good	38.78% 19
Fair	10.20% 5
Poor	2.04% 1
<b>Total</b>	<b>49</b>

### Q25 What is your age?

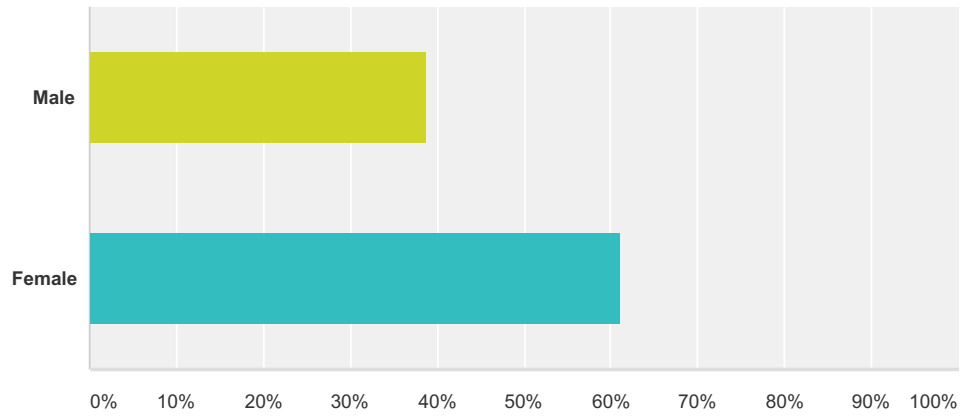
Answered: 48 Skipped: 4



Answer Choices	Responses
18 to 24	10.42% 5
25 to 34	20.83% 10
35 to 44	18.75% 9
45 to 54	8.33% 4
55 to 64	22.92% 11
65 to 74	16.67% 8
75 or older	2.08% 1
<b>Total</b>	<b>48</b>

### Q26 Are you male or female?

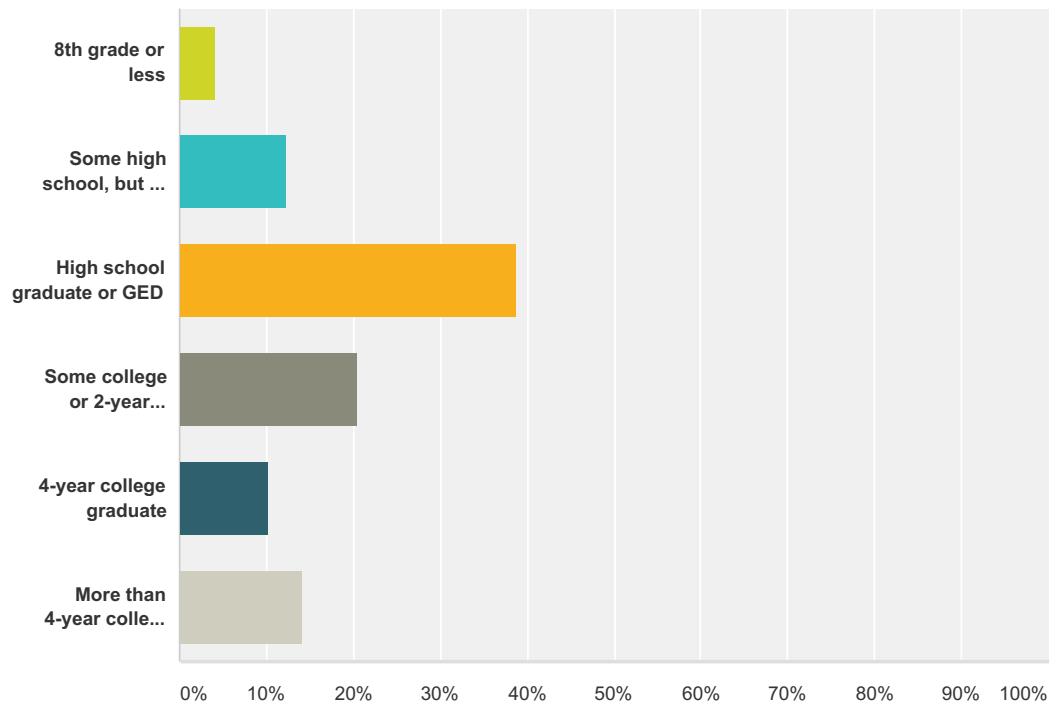
Answered: 49 Skipped: 3



Answer Choices	Responses
Male	38.78% 19
Female	61.22% 30
<b>Total</b>	<b>49</b>

### Q27 What is the highest grade or level of school that you have completed?

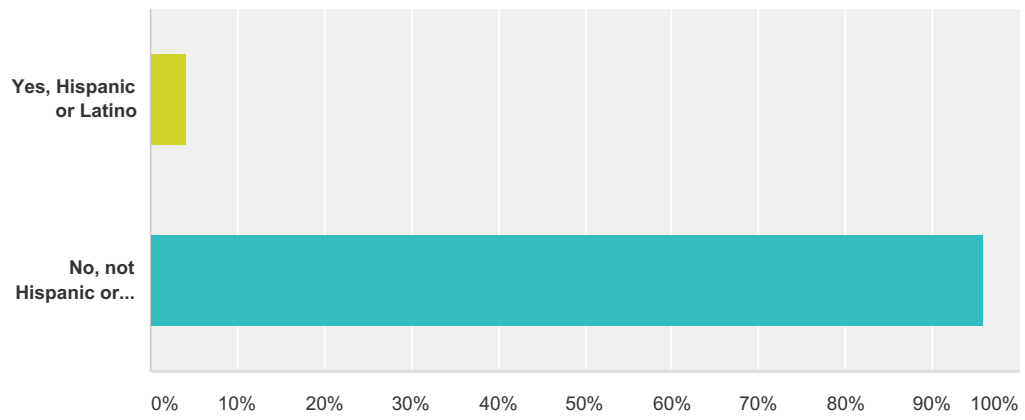
Answered: 49 Skipped: 3



Answer Choices	Responses	
8th grade or less	4.08%	2
Some high school, but did not graduate	12.24%	6
High school graduate or GED	38.78%	19
Some college or 2-year degree	20.41%	10
4-year college graduate	10.20%	5
More than 4-year college degree	14.29%	7
<b>Total</b>		<b>49</b>

### Q28 Are you of Hispanic or Latino origin or descent?

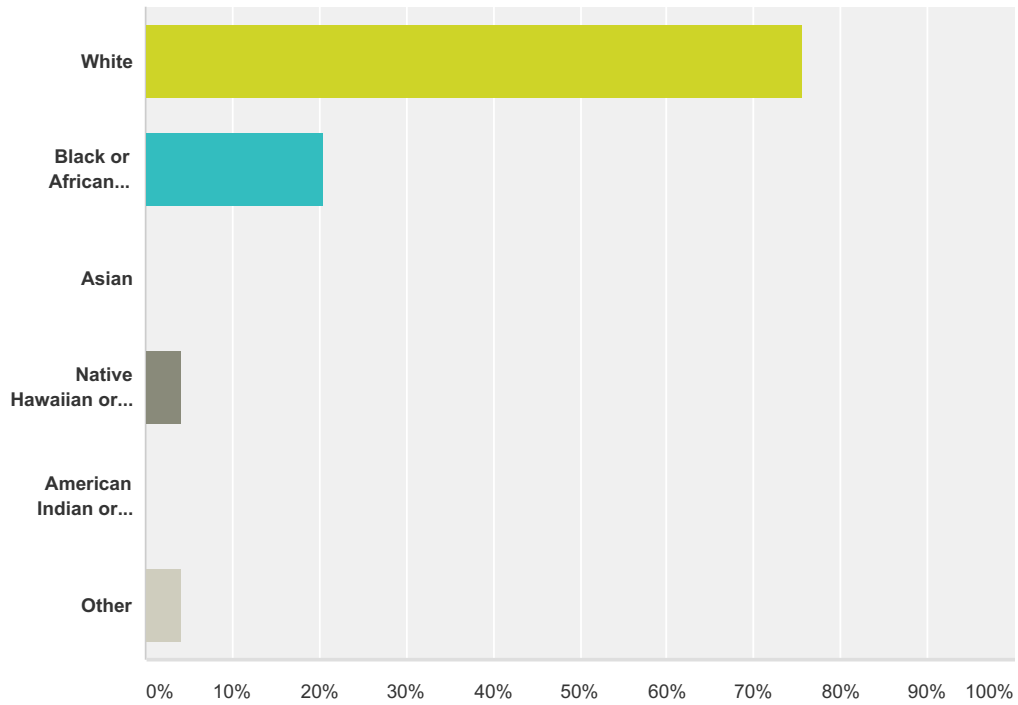
Answered: 47 Skipped: 5



Answer Choices	Responses
Yes, Hispanic or Latino	4.26% 2
No, not Hispanic or Latino	95.74% 45
<b>Total</b>	<b>47</b>

**Q29 What is your race? Mark one or more.**

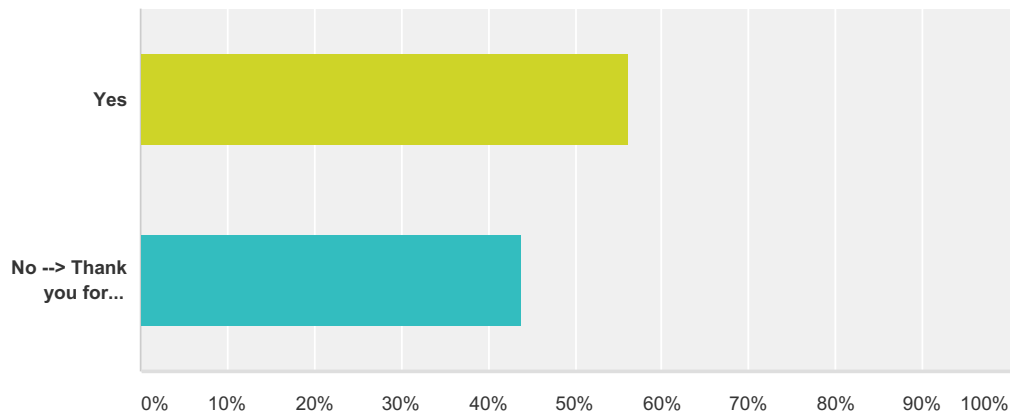
Answered: 49 Skipped: 3



Answer Choices	Responses
White	75.51% 37
Black or African American	20.41% 10
Asian	0.00% 0
Native Hawaiian or Other Pacific Islander	4.08% 2
American Indian or Alaska Native	0.00% 0
Other	4.08% 2
<b>Total Respondents: 49</b>	

### Q30 Did someone help you complete this survey?

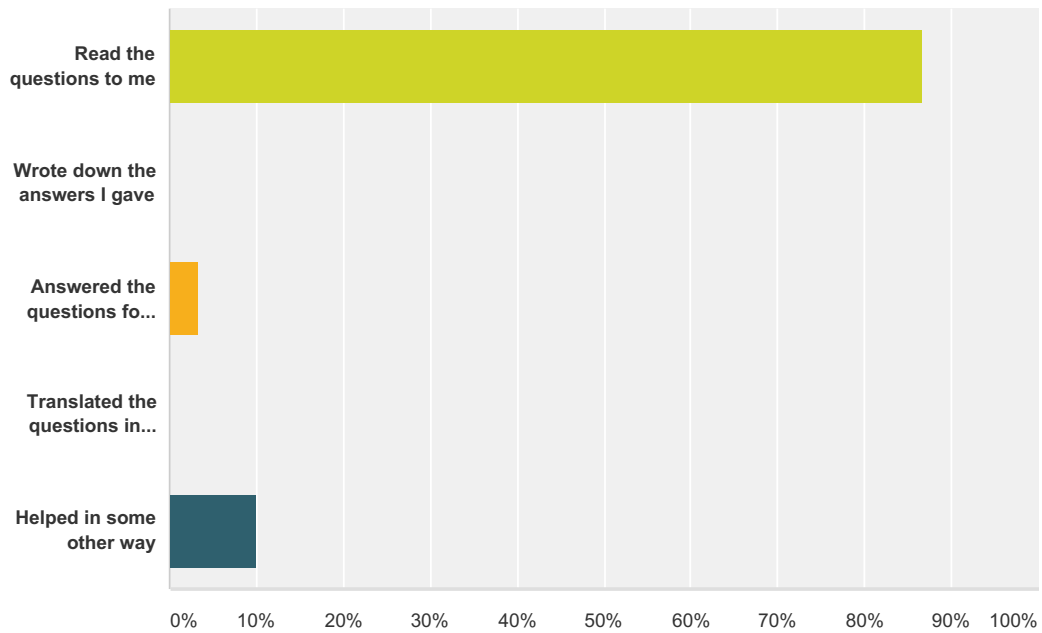
Answered: 48 Skipped: 4



Answer Choices	Responses	
Yes	56.25%	27
No --> Thank you for completing this survey.	43.75%	21
<b>Total</b>		<b>48</b>

**Q31 How did that person help you? Mark one or more.**

Answered: 30 Skipped: 22



Answer Choices	Responses
Read the questions to me	86.67% 26
Wrote down the answers I gave	0.00% 0
Answered the questions for me	3.33% 1
Translated the questions into my language	0.00% 0
Helped in some other way	10.00% 3
<b>Total Respondents: 30</b>	

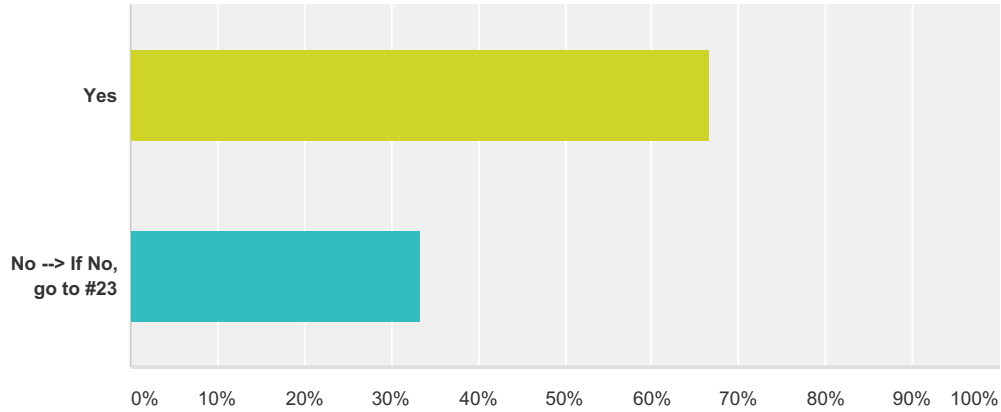


Survey results filtered  
for age >55 and education  
less than high school

Southern Family Medical Center Patient Satisfaction Survey

**Q1 Our records show that you got care from the provider named below in the last 6 months. Southern Family Medical Centers that right?**

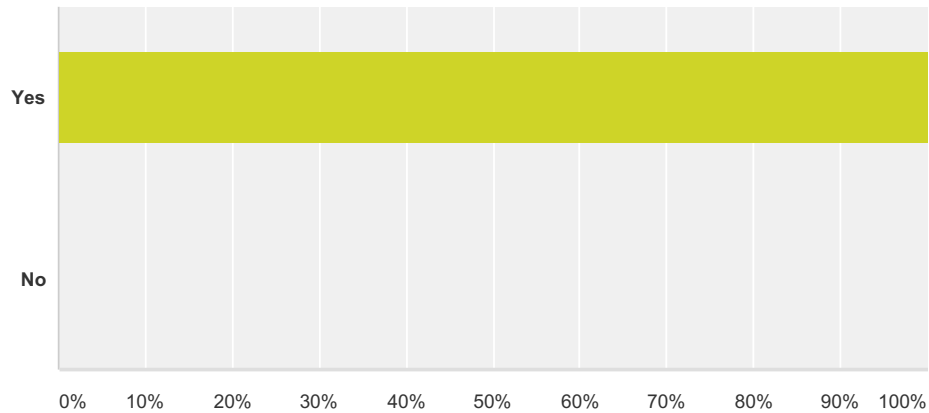
Answered: 3 Skipped: 0



Answer Choices	Responses	
Yes	66.67%	2
No --> If No, go to #23	33.33%	1
<b>Total</b>		<b>3</b>

**Q2 Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?**

Answered: 3 Skipped: 0



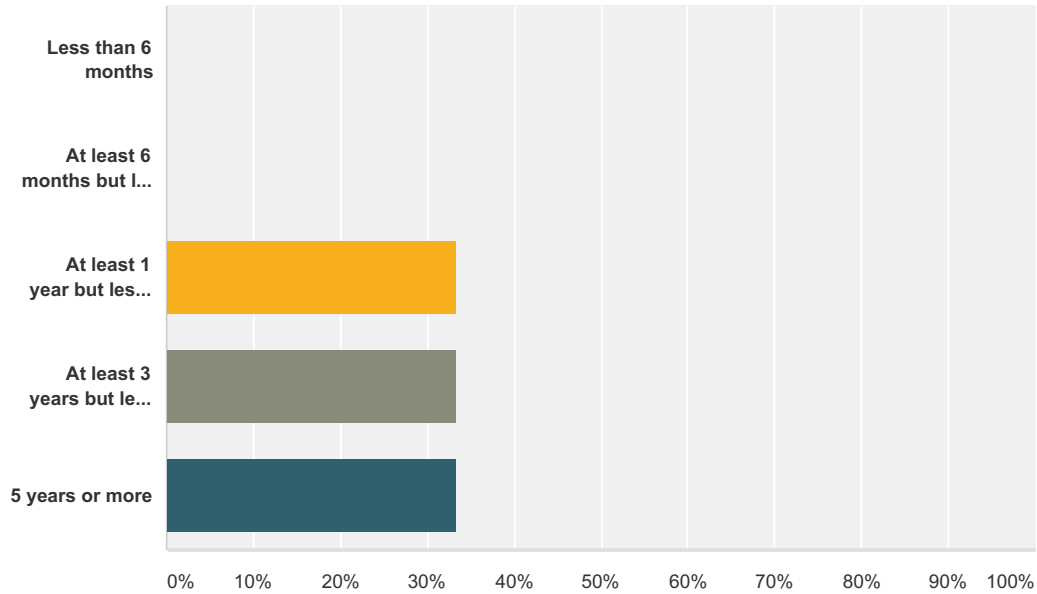
Answer Choices	Responses	
Yes	100.00%	3

## Southern Family Medical Center Patient Satisfaction Survey

No	0.00%	0
<b>Total</b>		<b>3</b>

### Q3 How long have you been going to this provider?

Answered: 3 Skipped: 0

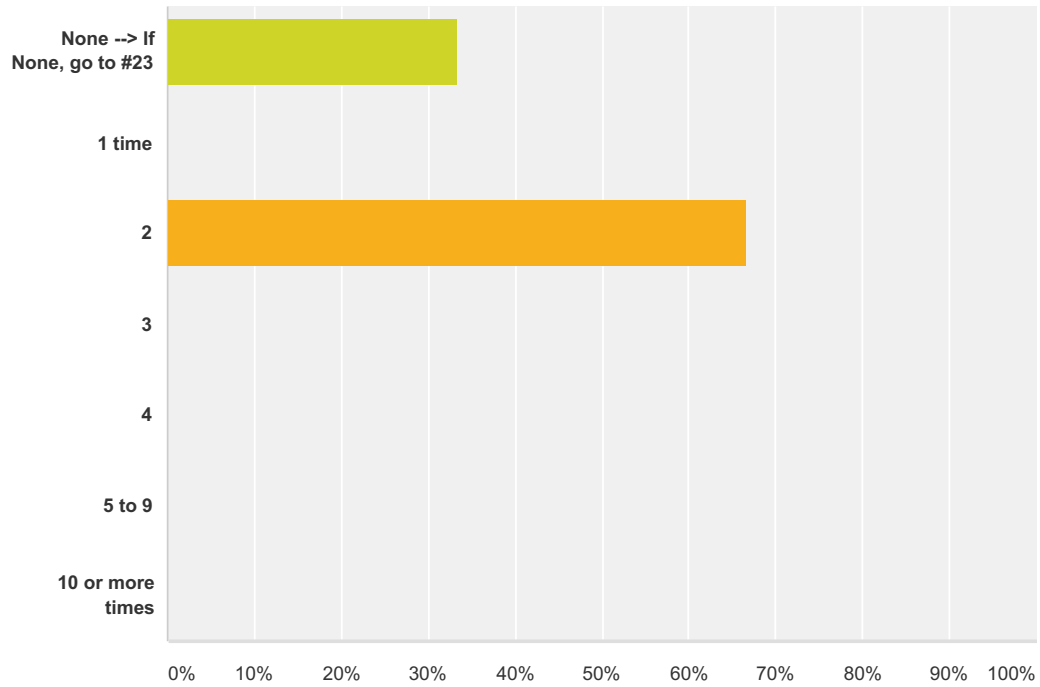


Answer Choices	Responses
Less than 6 months	0.00% 0
At least 6 months but less than 1 year	0.00% 0
At least 1 year but less than 3 years	33.33% 1
At least 3 years but less than 5 years	33.33% 1
5 years or more	33.33% 1
<b>Total</b>	<b>3</b>

### Q4 In the last 6 months, how many times did you visit this provider to get care for yourself?

Answered: 3 Skipped: 0

## Southern Family Medical Center Patient Satisfaction Survey

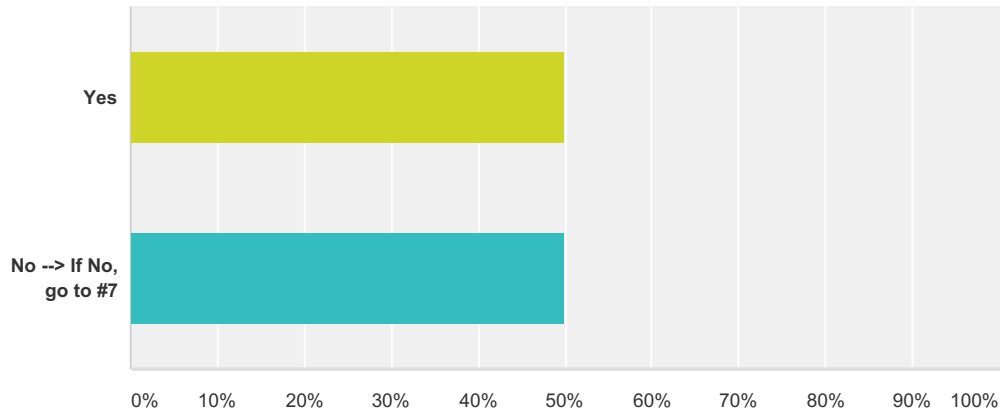


Answer Choices	Responses	
None --> If None, go to #23	33.33%	1
1 time	0.00%	0
2	66.67%	2
3	0.00%	0
4	0.00%	0
5 to 9	0.00%	0
10 or more times	0.00%	0
<b>Total</b>		<b>3</b>

**Q5 In the last 6 months, did you contact this provider's office to get an appointment for an illness, injury, or condition that needed care right away?**

Answered: 2 Skipped: 1

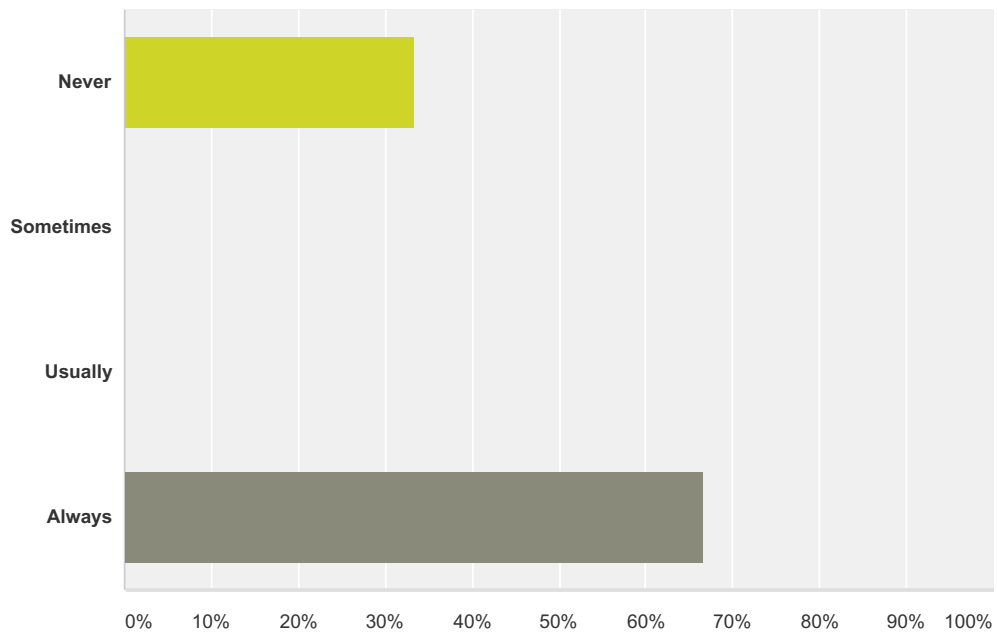
## Southern Family Medical Center Patient Satisfaction Survey



Answer Choices	Responses	
Yes	50.00%	1
No --> If No, go to #7	50.00%	1
<b>Total</b>		<b>2</b>

**Q6 In the last 6 months, when you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?**

Answered: 3 Skipped: 0



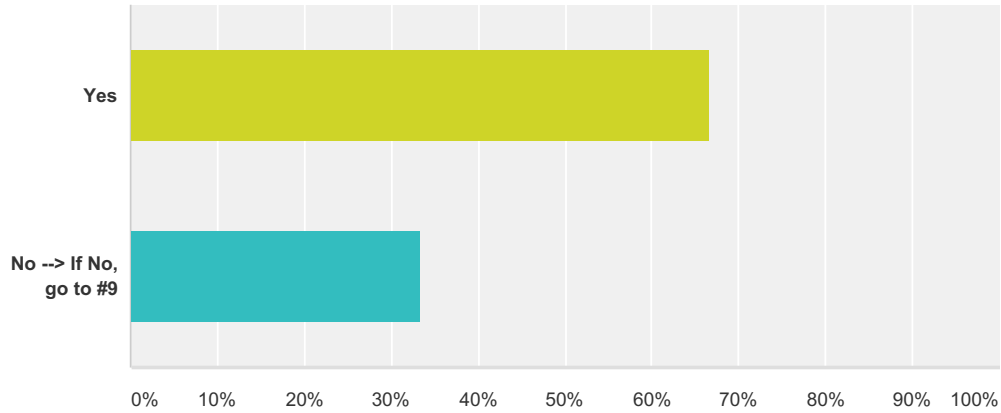
Answer Choices	Responses	
Never	33.33%	1

Southern Family Medical Center Patient Satisfaction Survey

Sometimes	0.00%	0
Usually	0.00%	0
Always	66.67%	2
<b>Total</b>		<b>3</b>

**Q7 In the last 6 months, did you make any appointments for a check-up or routine care with this provider?**

Answered: 3 Skipped: 0

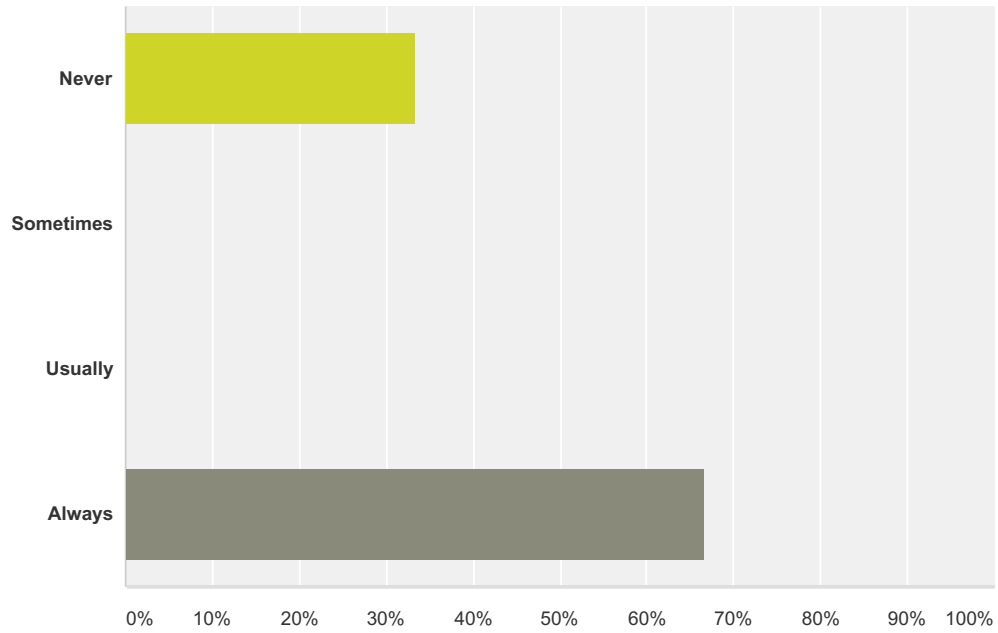


Answer Choices	Responses
Yes	66.67% 2
No --> If No, go to #9	33.33% 1
<b>Total</b>	<b>3</b>

**Q8 In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?**

Answered: 3 Skipped: 0

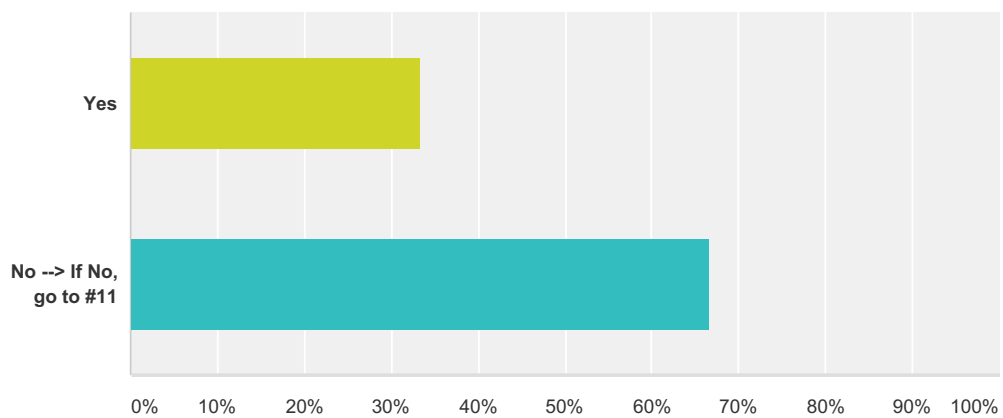
## Southern Family Medical Center Patient Satisfaction Survey



Answer Choices	Responses
Never	33.33% 1
Sometimes	0.00% 0
Usually	0.00% 0
Always	66.67% 2
<b>Total</b>	<b>3</b>

### Q9 In the last 6 months, did you contact this provider's office with a medical question during regular office hours?

Answered: 3 Skipped: 0



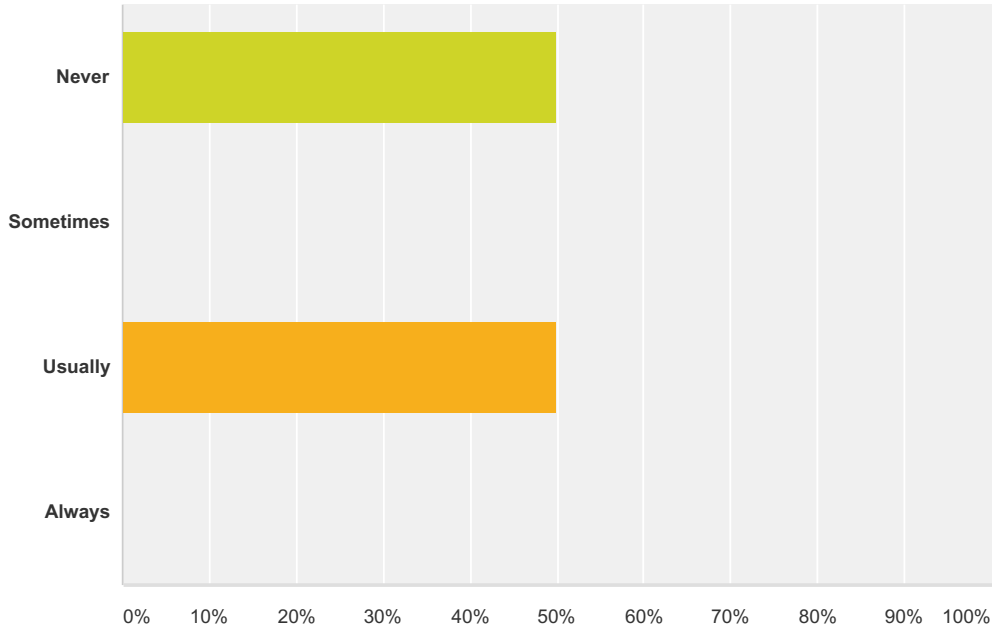
Answer Choices	Responses
Yes	33.33% 1

Southern Family Medical Center Patient Satisfaction Survey

No --> If No, go to #11	66.67%	2
<b>Total</b>		<b>3</b>

**Q10 In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?**

Answered: 2 Skipped: 1

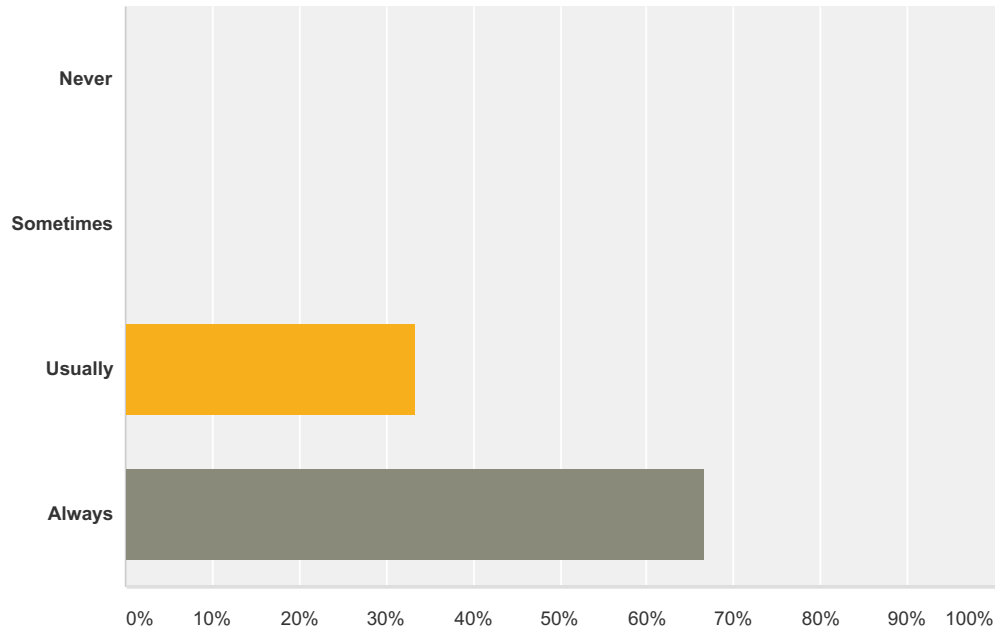


Answer Choices	Responses
Never	50.00% 1
Sometimes	0.00% 0
Usually	50.00% 1
Always	0.00% 0
<b>Total</b>	<b>2</b>

**Q11 In the last 6 months, how often did this provider explain things in a way that was easy to understand?**

Answered: 3 Skipped: 0

## Southern Family Medical Center Patient Satisfaction Survey



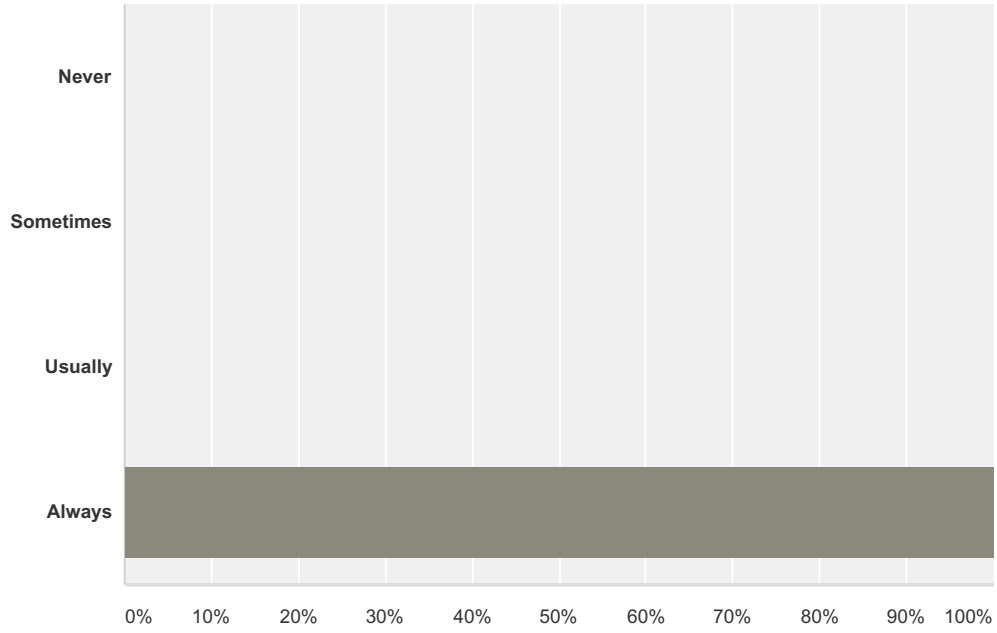
Answer Choices	Responses
Never	0.00% 0
Sometimes	0.00% 0
Usually	33.33% 1
Always	66.67% 2
<b>Total</b>	<b>3</b>

**Q12 In the last 6 months, how often did this provider listen carefully to you?**

Answered: 3 Skipped: 0



Southern Family Medical Center Patient Satisfaction Survey

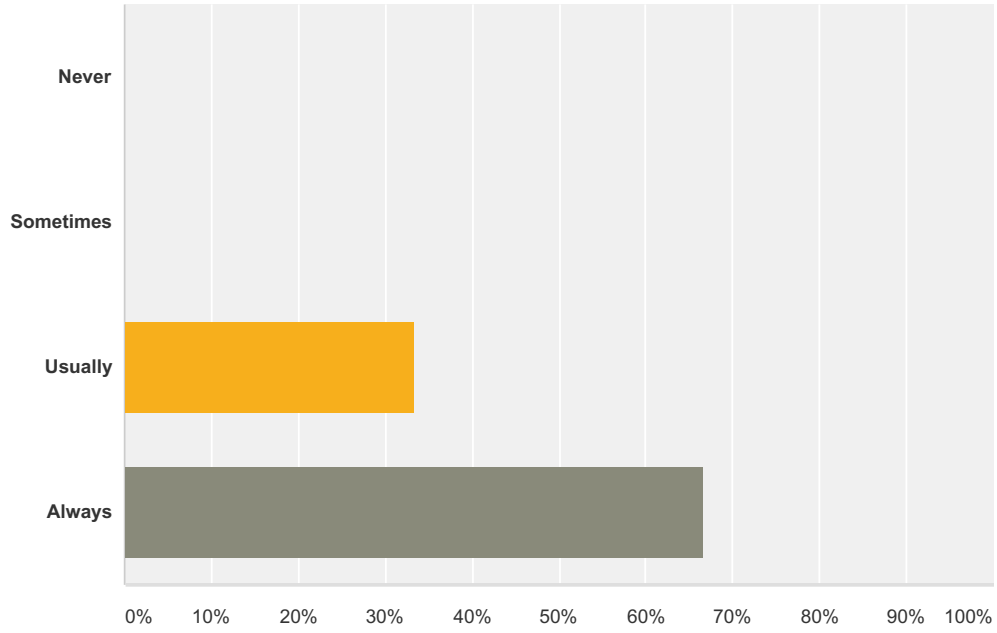


Answer Choices	Responses
Never	0.00% 0
Sometimes	0.00% 0
Usually	0.00% 0
Always	100.00% 3
<b>Total</b>	<b>3</b>

**Q13 In the last 6 months, how often did this provider seem to know the important information about your medical history?**

Answered: 3 Skipped: 0

Southern Family Medical Center Patient Satisfaction Survey

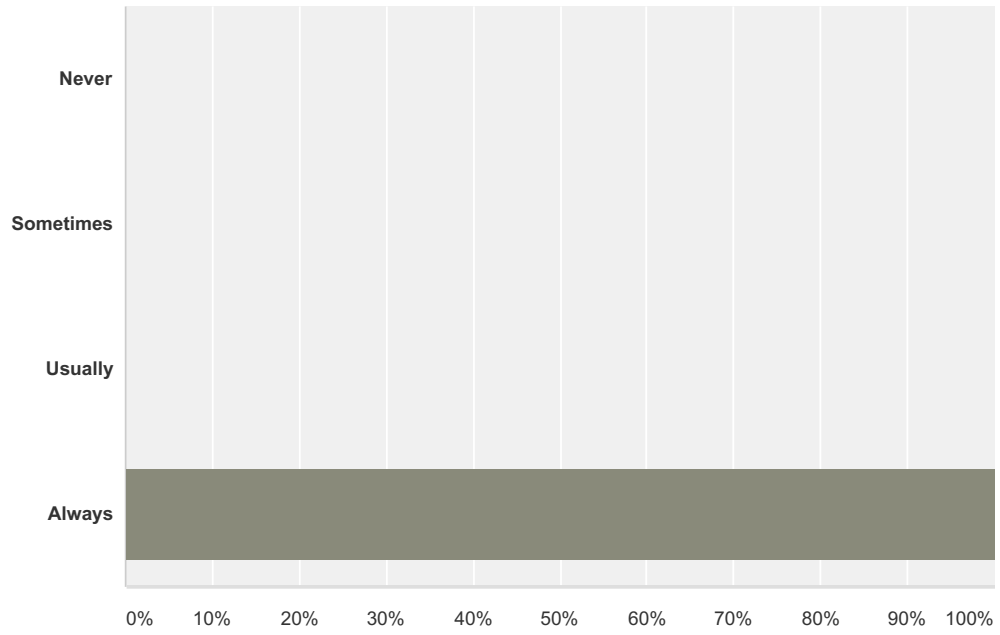


Answer Choices	Responses
Never	0.00% 0
Sometimes	0.00% 0
Usually	33.33% 1
Always	66.67% 2
<b>Total</b>	<b>3</b>

**Q14 In the last 6 months, how often did this provider show respect for what you had to say?**

Answered: 3 Skipped: 0

## Southern Family Medical Center Patient Satisfaction Survey

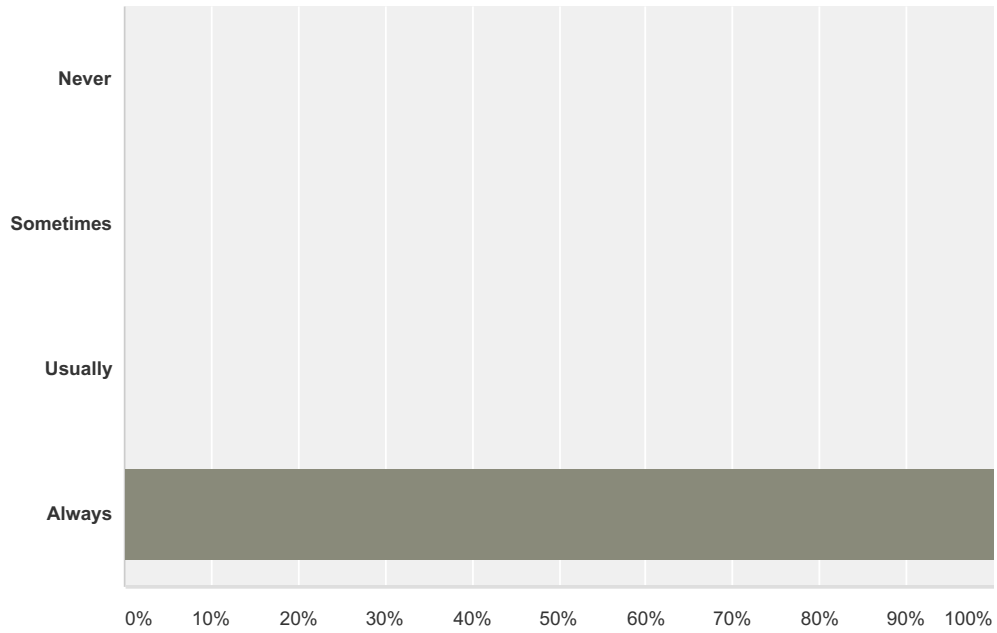


Answer Choices	Responses
Never	0.00% 0
Sometimes	0.00% 0
Usually	0.00% 0
Always	100.00% 3
<b>Total</b>	<b>3</b>

**Q15 In the last 6 months, how often did this provider spend enough time with you?**

Answered: 3 Skipped: 0

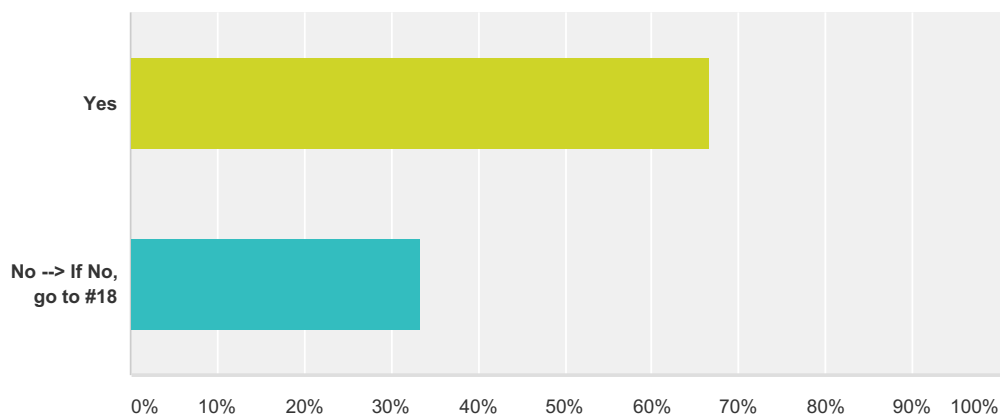
## Southern Family Medical Center Patient Satisfaction Survey



Answer Choices	Responses
Never	0.00% 0
Sometimes	0.00% 0
Usually	0.00% 0
Always	100.00% 3
<b>Total</b>	<b>3</b>

### Q16 In the last 6 months, did this provider order a blood test, x-ray, or other test for you?

Answered: 3 Skipped: 0



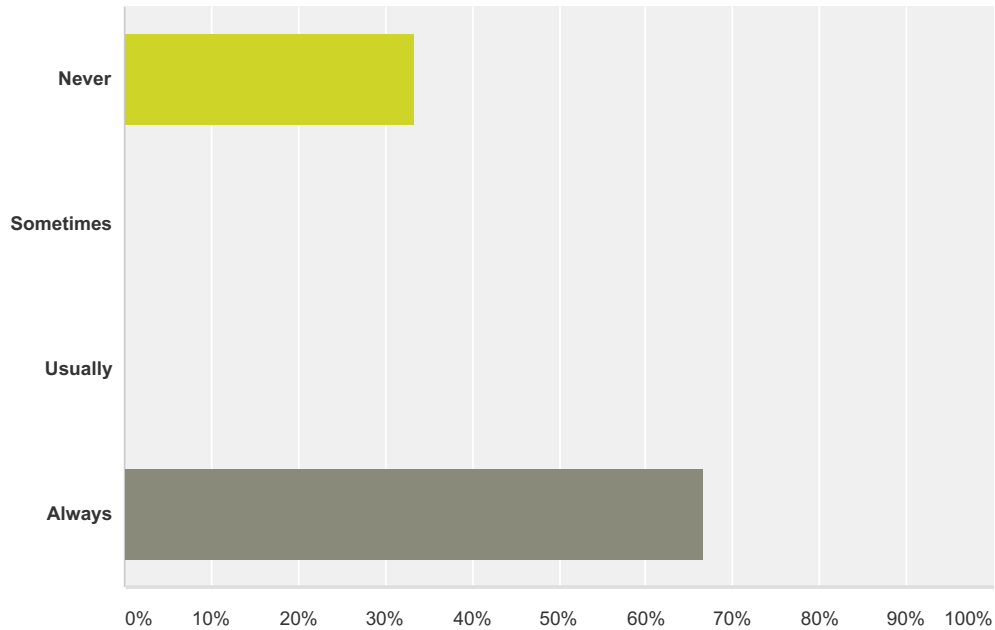
Answer Choices	Responses
Yes	66.67% 2

Southern Family Medical Center Patient Satisfaction Survey

No --> If No, go to #18	33.33%	1
<b>Total</b>		<b>3</b>

**Q17 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?**

Answered: 3 Skipped: 0

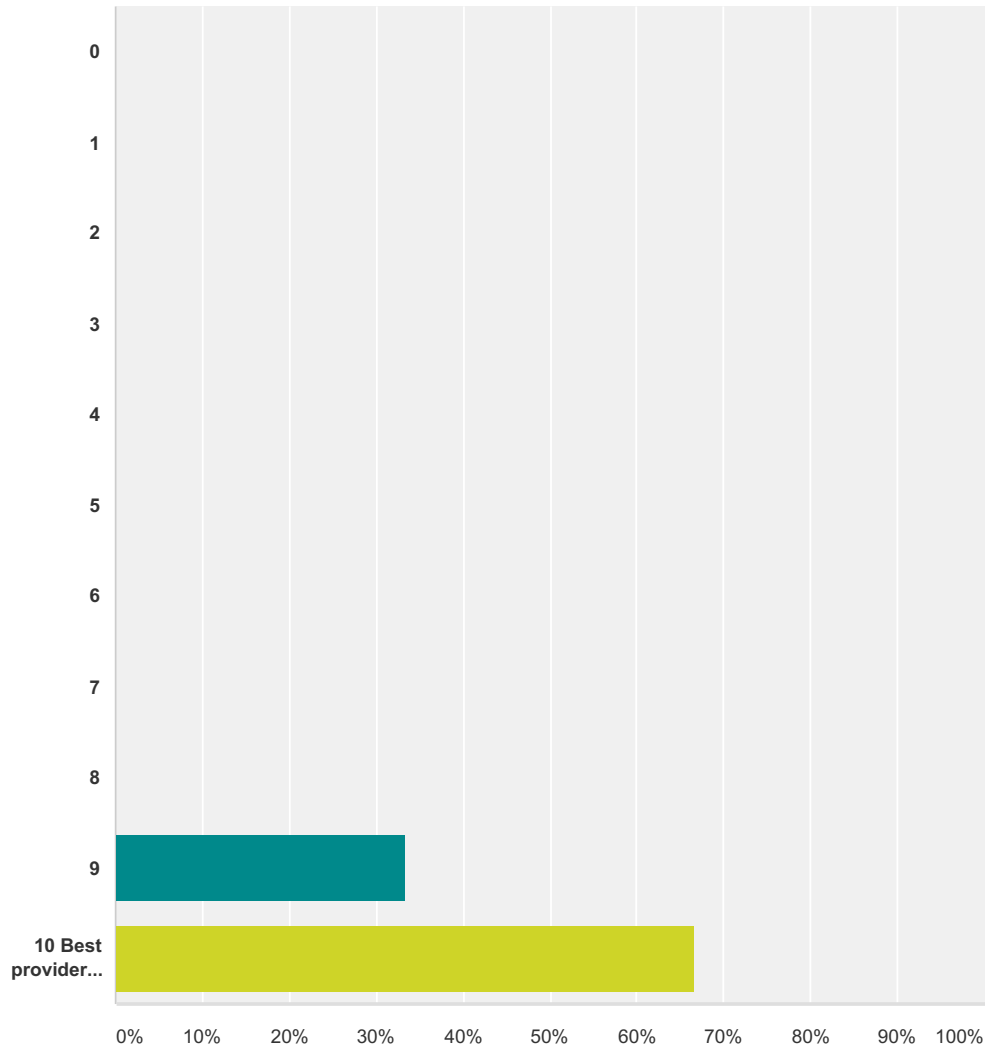


Answer Choices	Responses
Never	33.33% 1
Sometimes	0.00% 0
Usually	0.00% 0
Always	66.67% 2
<b>Total</b>	<b>3</b>

**Q18 Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?**

Answered: 3 Skipped: 0

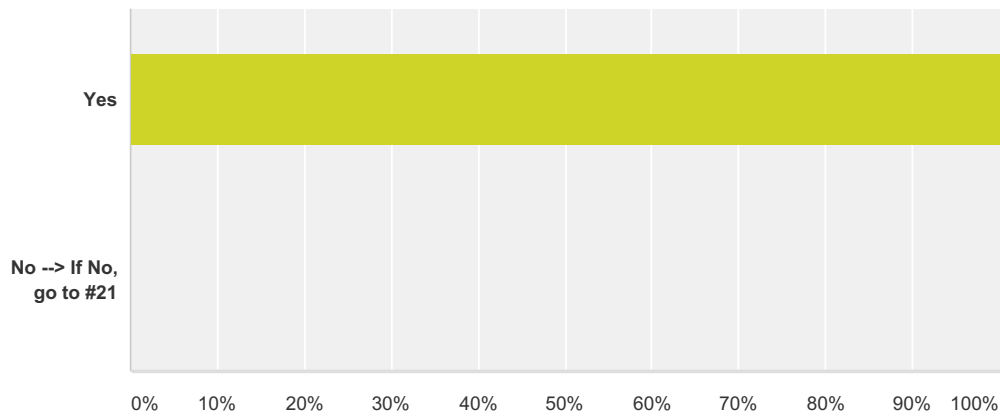
## Southern Family Medical Center Patient Satisfaction Survey



Answer Choices	Responses	
0	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	0.00%	0
6	0.00%	0
7	0.00%	0
8	0.00%	0
9	33.33%	1
10 Best provider possible	66.67%	2
<b>Total</b>		<b>3</b>

### Q19 In the last 6 months, did you take any prescription medicine?

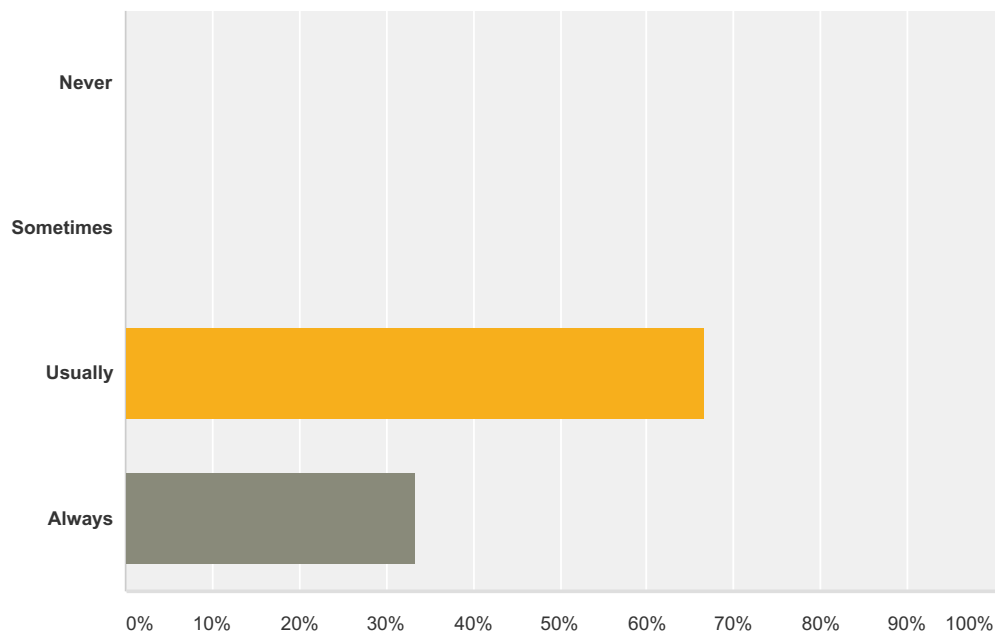
Answered: 3 Skipped: 0



Answer Choices	Responses	Count
Yes	100.00%	3
No --> If No, go to #21	0.00%	0
<b>Total</b>		<b>3</b>

### Q20 In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?

Answered: 3 Skipped: 0

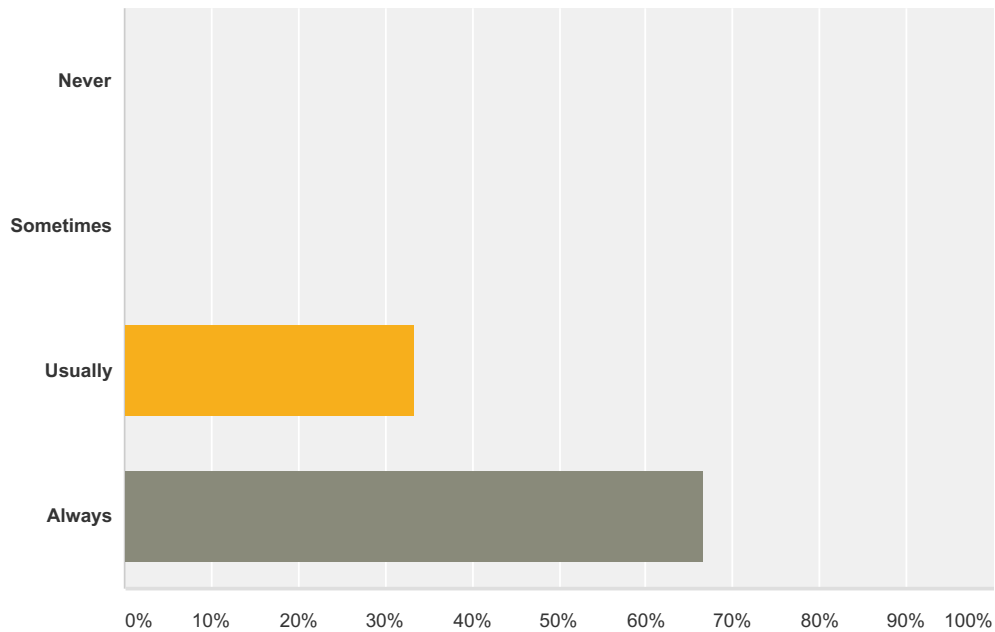


Southern Family Medical Center Patient Satisfaction Survey

Answer Choices	Responses
Never	0.00% 0
Sometimes	0.00% 0
Usually	66.67% 2
Always	33.33% 1
<b>Total</b>	<b>3</b>

**Q21 In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?**

Answered: 3 Skipped: 0



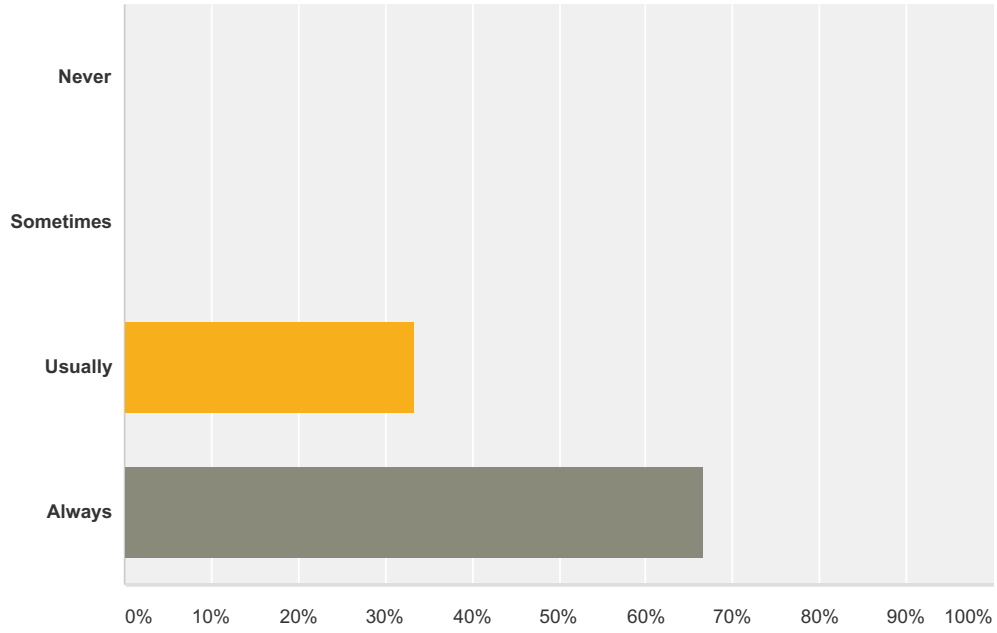
Answer Choices	Responses
Never	0.00% 0
Sometimes	0.00% 0
Usually	33.33% 1
Always	66.67% 2
<b>Total</b>	<b>3</b>

**Q22 In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?**

Answered: 3 Skipped: 0



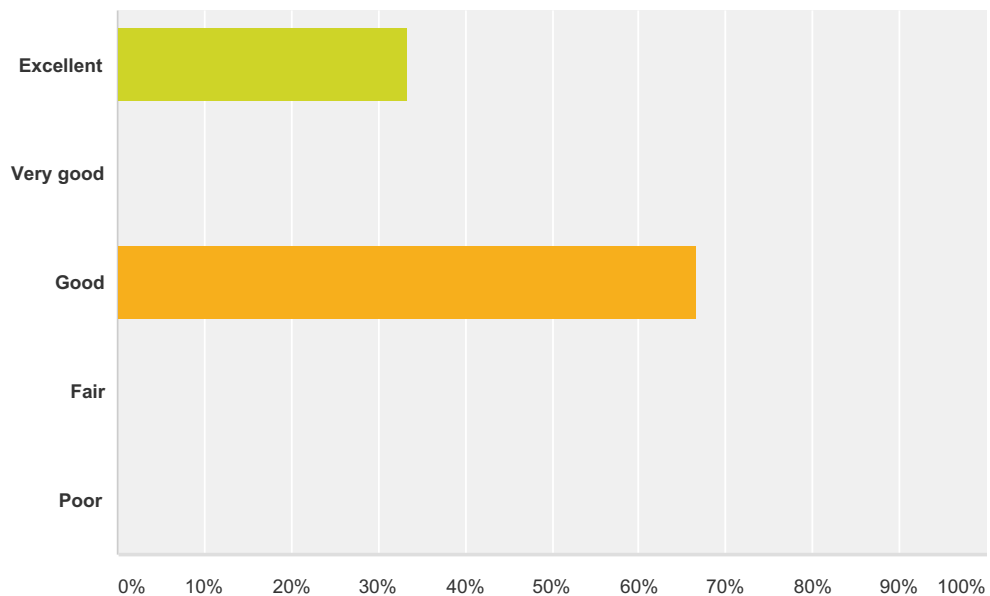
## Southern Family Medical Center Patient Satisfaction Survey



Answer Choices	Responses
Never	0.00% 0
Sometimes	0.00% 0
Usually	33.33% 1
Always	66.67% 2
<b>Total</b>	<b>3</b>

### Q23 In general, how would you rate your overall health?

Answered: 3 Skipped: 0

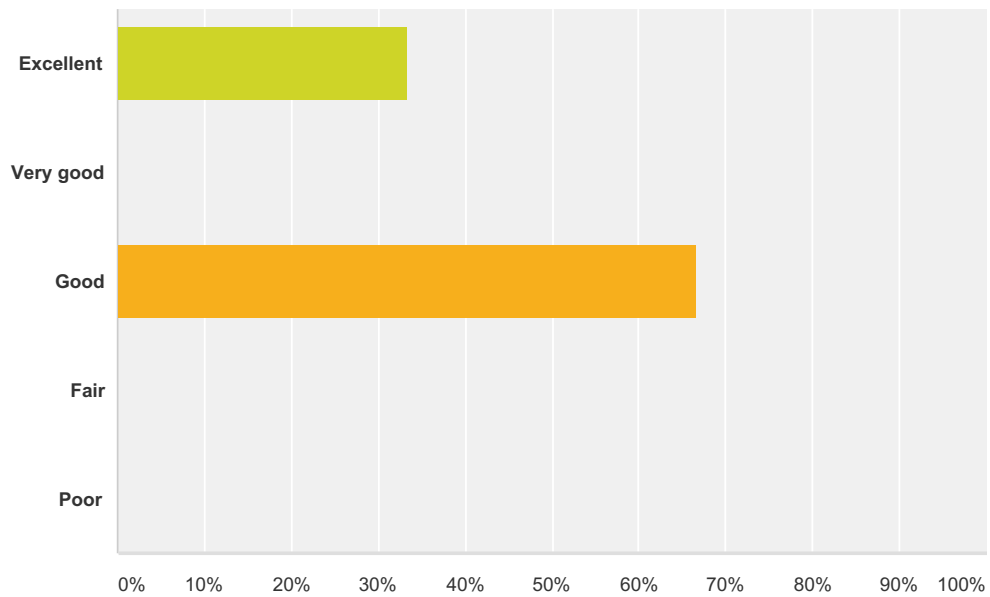


## Southern Family Medical Center Patient Satisfaction Survey

Answer Choices	Responses
Excellent	33.33% 1
Very good	0.00% 0
Good	66.67% 2
Fair	0.00% 0
Poor	0.00% 0
<b>Total</b>	<b>3</b>

### Q24 In general, how would you rate your overall mental or emotional health?

Answered: 3 Skipped: 0

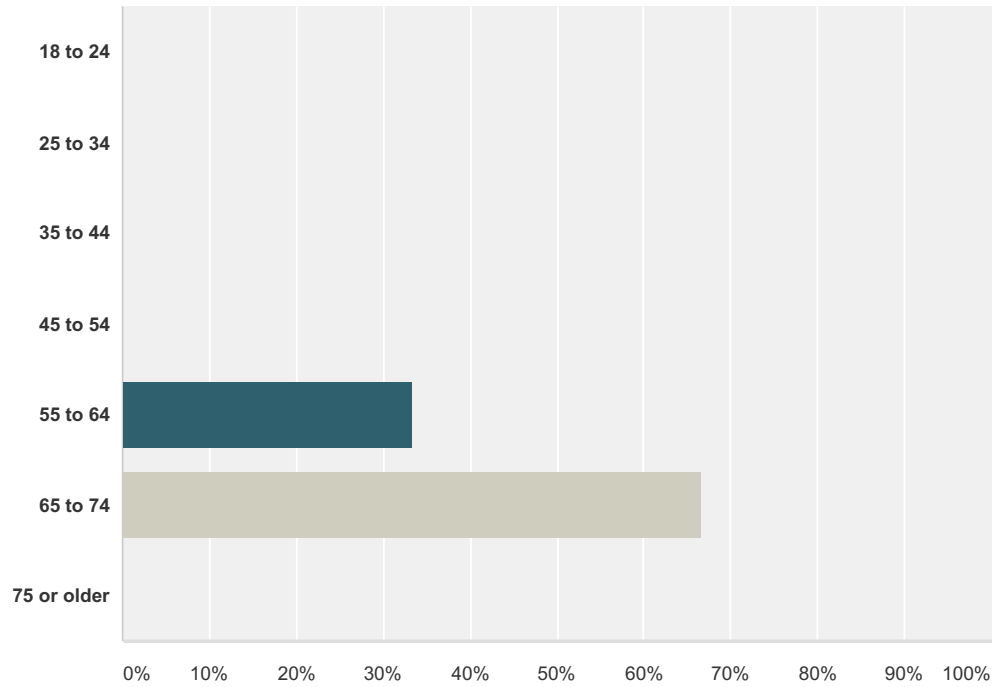


Answer Choices	Responses
Excellent	33.33% 1
Very good	0.00% 0
Good	66.67% 2
Fair	0.00% 0
Poor	0.00% 0
<b>Total</b>	<b>3</b>

### Q25 What is your age?

Answered: 3 Skipped: 0

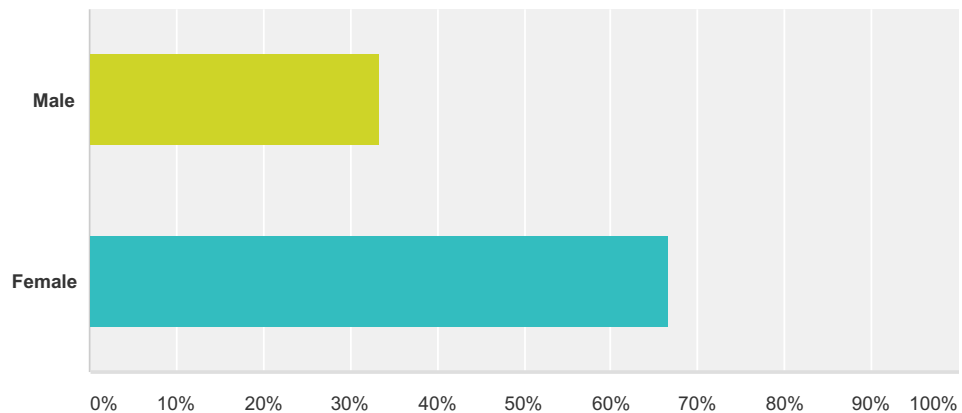
## Southern Family Medical Center Patient Satisfaction Survey



Answer Choices	Responses	Count
18 to 24	0.00%	0
25 to 34	0.00%	0
35 to 44	0.00%	0
45 to 54	0.00%	0
55 to 64	33.33%	1
65 to 74	66.67%	2
75 or older	0.00%	0
<b>Total</b>		<b>3</b>

### Q26 Are you male or female?

Answered: 3 Skipped: 0

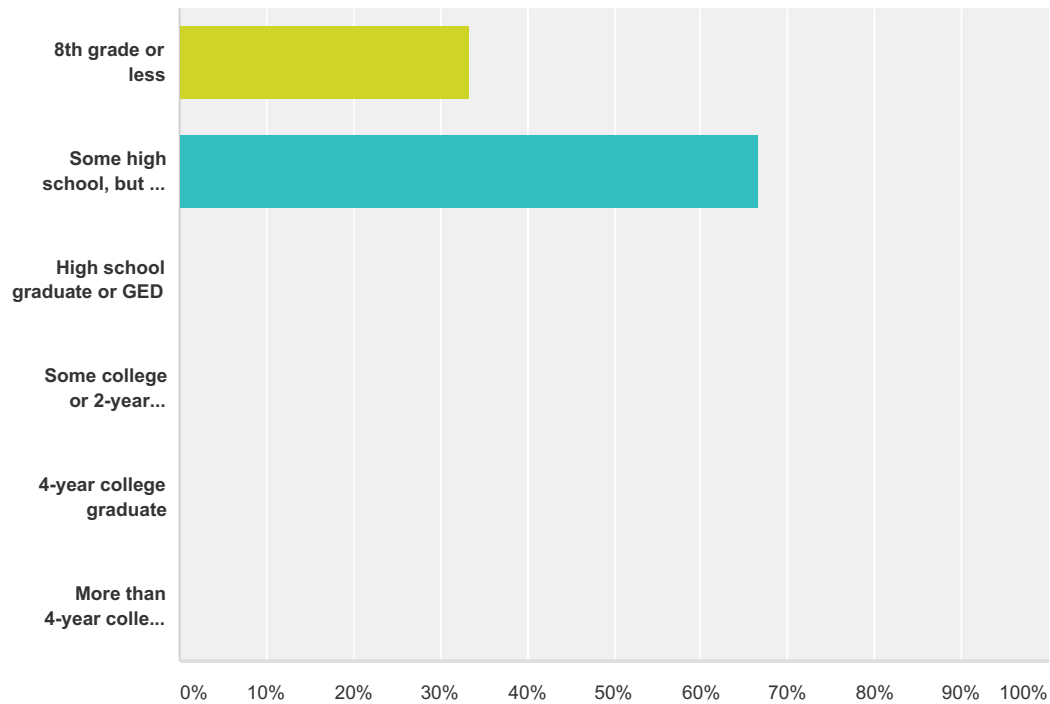


## Southern Family Medical Center Patient Satisfaction Survey

Answer Choices	Responses
Male	33.33% 1
Female	66.67% 2
<b>Total</b>	<b>3</b>

### Q27 What is the highest grade or level of school that you have completed?

Answered: 3 Skipped: 0

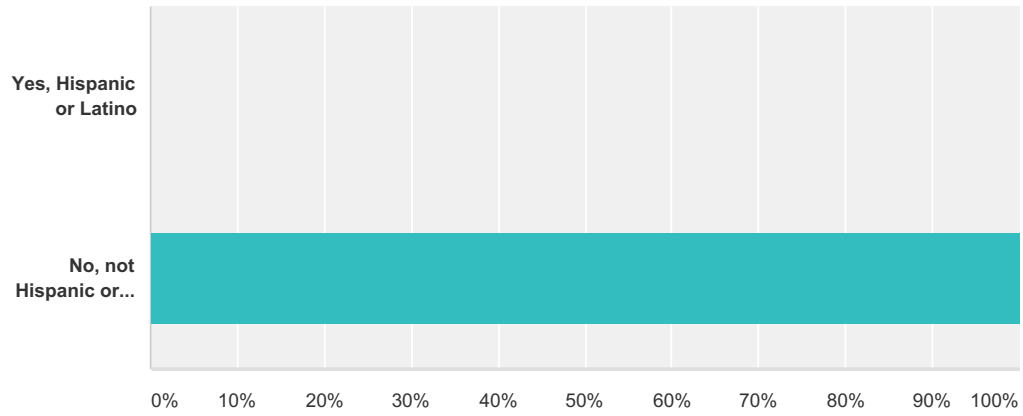


Answer Choices	Responses
8th grade or less	33.33% 1
Some high school, but did not graduate	66.67% 2
High school graduate or GED	0.00% 0
Some college or 2-year degree	0.00% 0
4-year college graduate	0.00% 0
More than 4-year college degree	0.00% 0
<b>Total</b>	<b>3</b>

### Q28 Are you of Hispanic or Latino origin or descent?

Answered: 3 Skipped: 0

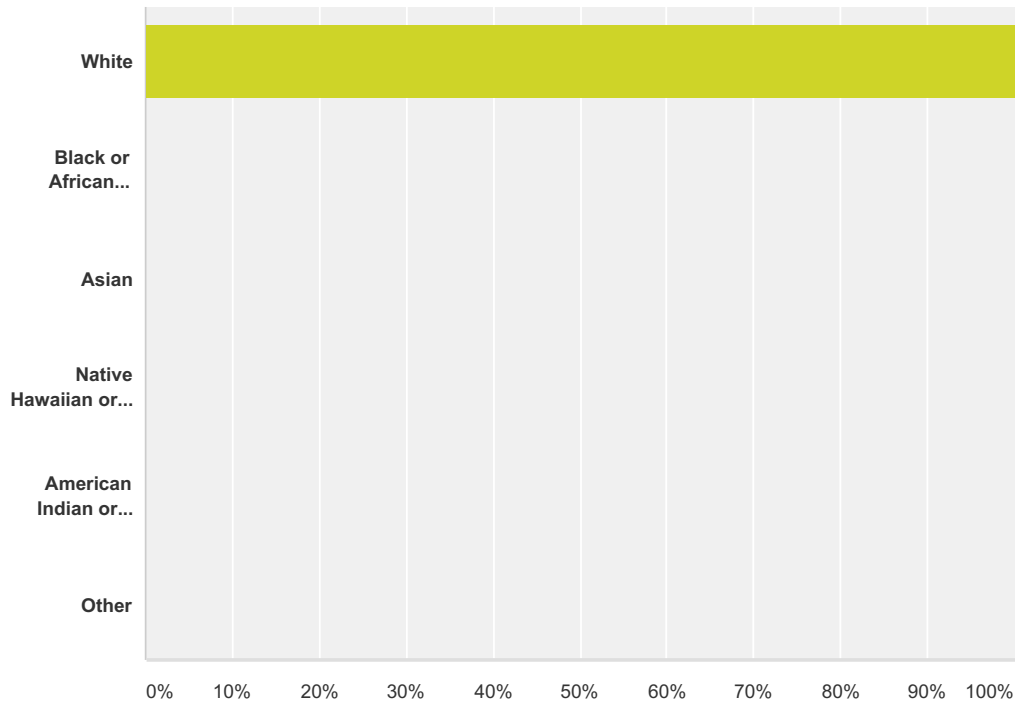
## Southern Family Medical Center Patient Satisfaction Survey



Answer Choices	Responses
Yes, Hispanic or Latino	0.00% 0
No, not Hispanic or Latino	100.00% 3
<b>Total</b>	<b>3</b>

## Q29 What is your race? Mark one or more.

Answered: 3 Skipped: 0



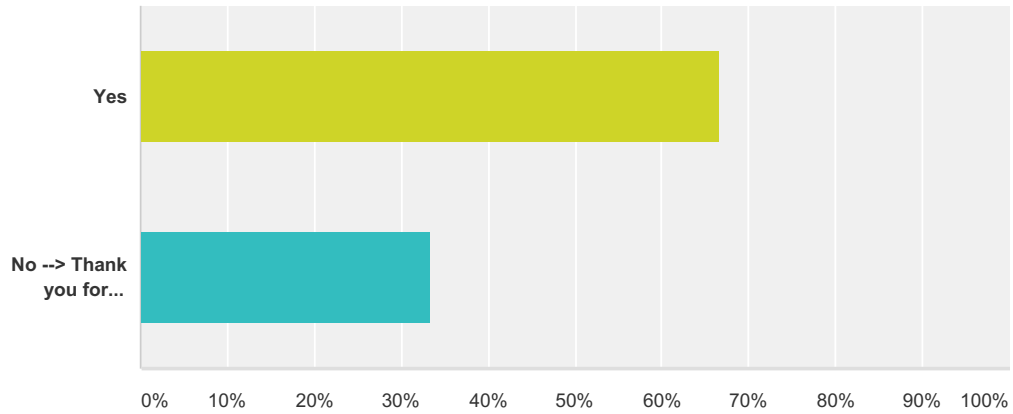
Answer Choices	Responses
White	100.00% 3
Black or African American	0.00% 0
Asian	0.00% 0

## Southern Family Medical Center Patient Satisfaction Survey

Native Hawaiian or Other Pacific Islander	0.00%	0
American Indian or Alaska Native	0.00%	0
Other	0.00%	0
<b>Total Respondents: 3</b>		

### Q30 Did someone help you complete this survey?

Answered: 3 Skipped: 0

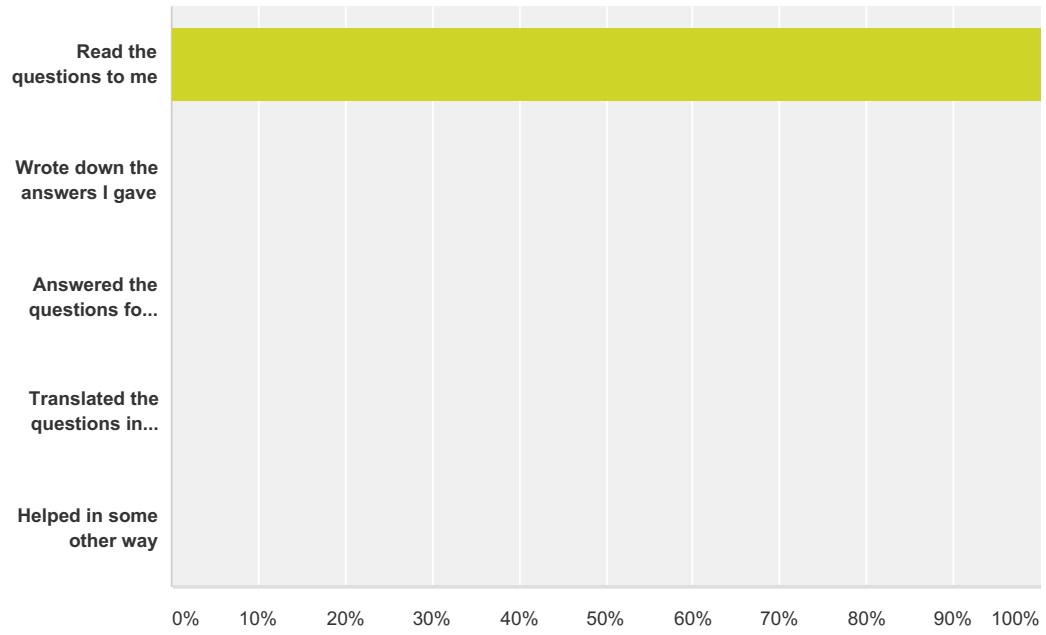


Answer Choices	Responses	
Yes	66.67%	2
No --> Thank you for completing this survey.	33.33%	1
<b>Total</b>		<b>3</b>

### Q31 How did that person help you? Mark one or more.

Answered: 2 Skipped: 1

## Southern Family Medical Center Patient Satisfaction Survey



Answer Choices	Responses	
Read the questions to me	100.00%	2
Wrote down the answers I gave	0.00%	0
Answered the questions for me	0.00%	0
Translated the questions into my language	0.00%	0
Helped in some other way	0.00%	0
<b>Total Respondents: 2</b>		