

MEDICAL PRACTICE REPORT

Overall Section	Question	Mean
Std Overall		93.7
Std Access		93.9
	Ease of getting clinic on phone	95.1
	Convenience of our office hours	93.8
	Ease of scheduling appointments	94.6
	Courtesy of registration staff	92.0
Std Moving Through Your Visit		83.7
	Information about delays	85.3
	Wait time at clinic	82.6
Std Nurse/Assistant		93.8
	Friendliness/courtesy of nurse/asst	94.6
	Concern of nurse/asst for problem	92.9
Std Personal Issues		96.1
	How well staff protect safety	94.6
	Our sensitivity to patients' needs	96.9
	Our concern for patients' privacy	97.8
	Cleanliness of our practice	95.1
Std Overall Assessment		97.5
	Staff worked together	97.3
	Likelihood of recommending practice	97.8