

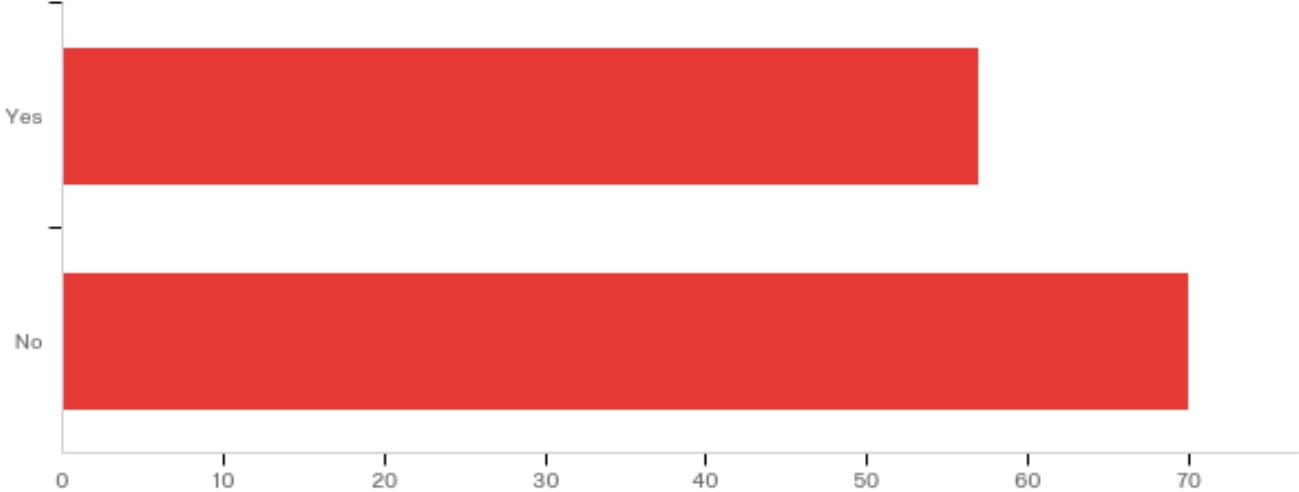
# Default Report

PCMH Survey - Short - Ridge Medical - Lake Wales

February 16th 2018, 9:47 am MST

Q1a - Our records show that you got most of your care from Dr. Sunil Nihalani in the last 12 months.

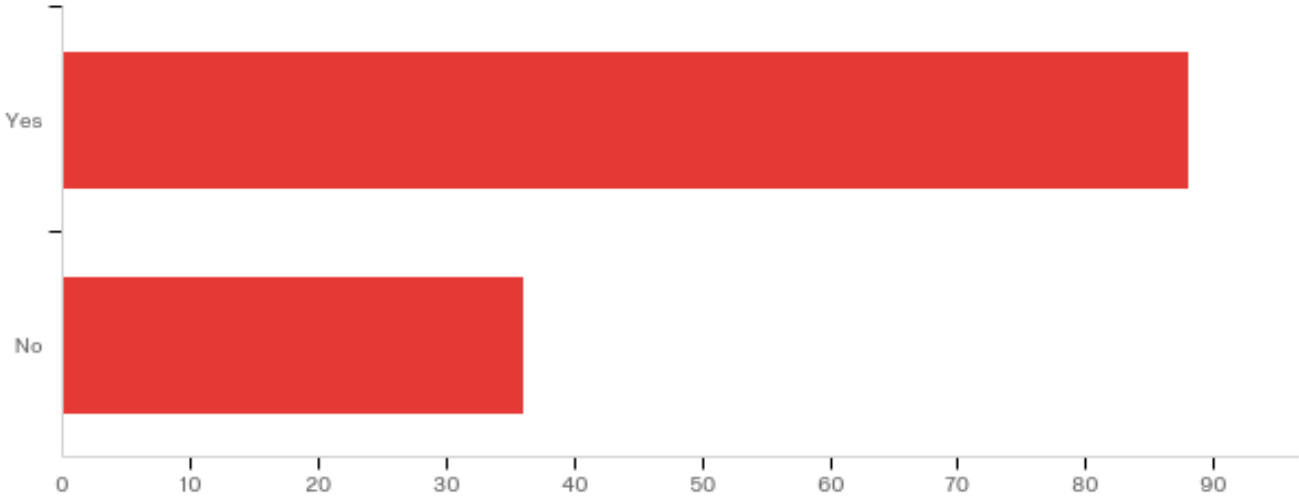
Is that right?



#	Answer	%	Count
1	Yes	44.88%	57
2	No	55.12%	70
	Total	100%	127

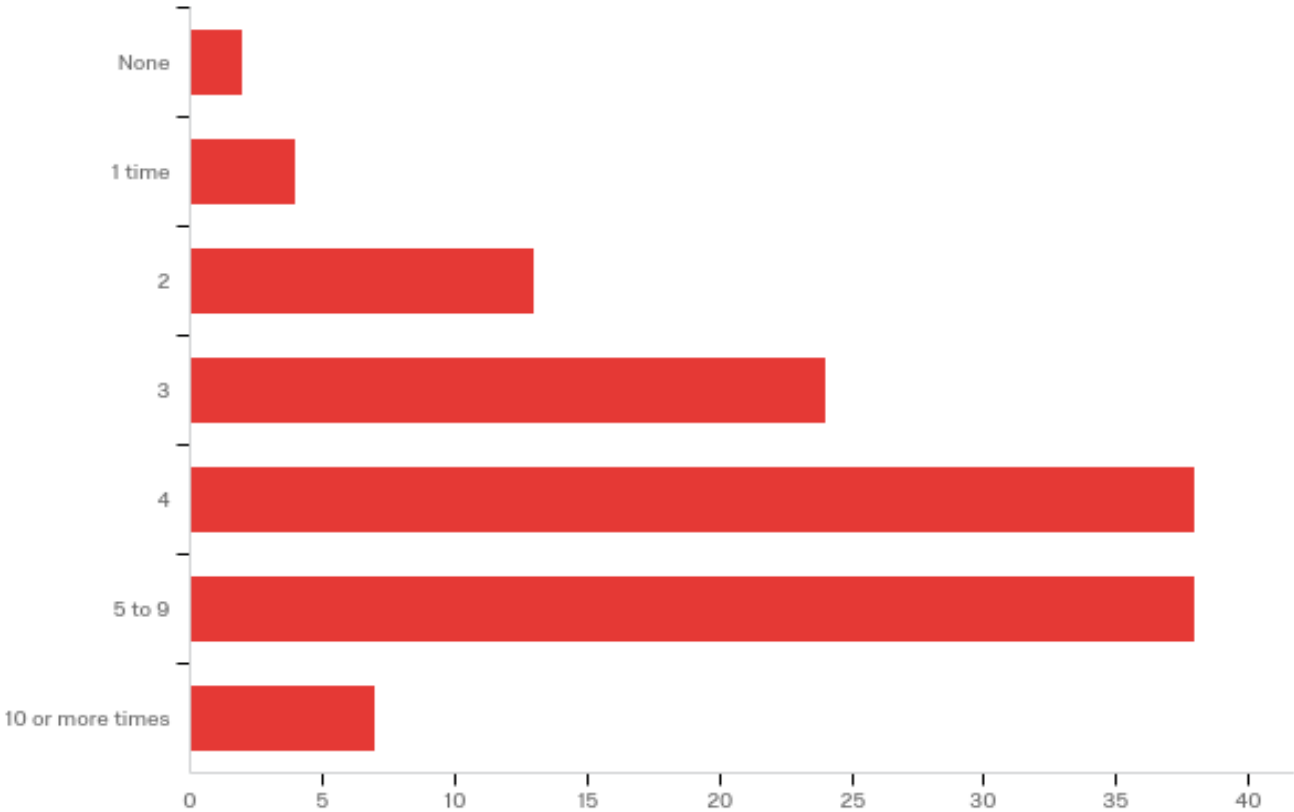
Q1b - Our records show that you got most of your care from Dr. Preeti Harchandani in the last 12 months.

Is that right?



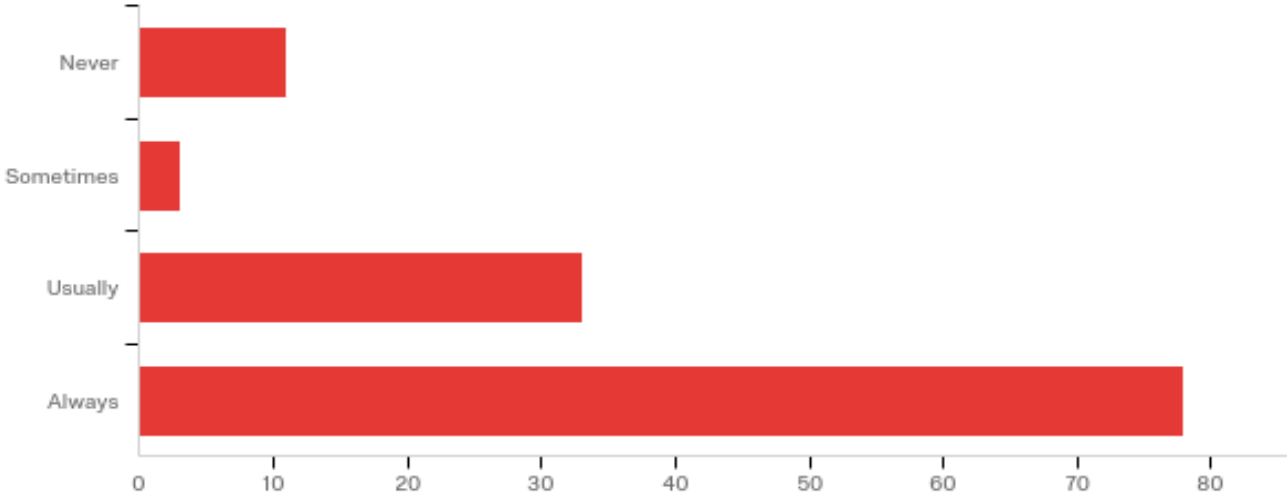
#	Answer	%	Count
1	Yes	70.97%	88
2	No	29.03%	36
	Total	100%	124

**Q2 - In the last 12 months, how many times did you visit this provider to get care for yourself?**



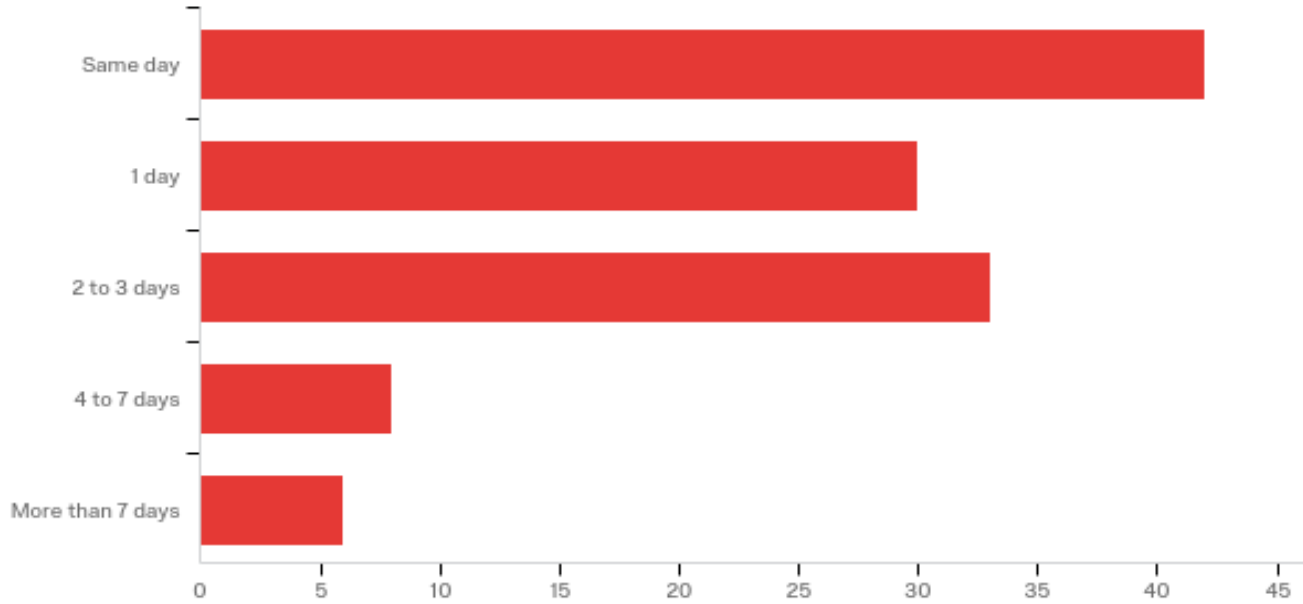
#	Answer	%	Count
1	None	1.59%	2
2	1 time	3.17%	4
3	2	10.32%	13
4	3	19.05%	24
5	4	30.16%	38
6	5 to 9	30.16%	38
7	10 or more times	5.56%	7
	Total	100%	126

**Q3 - In the last 12 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?**



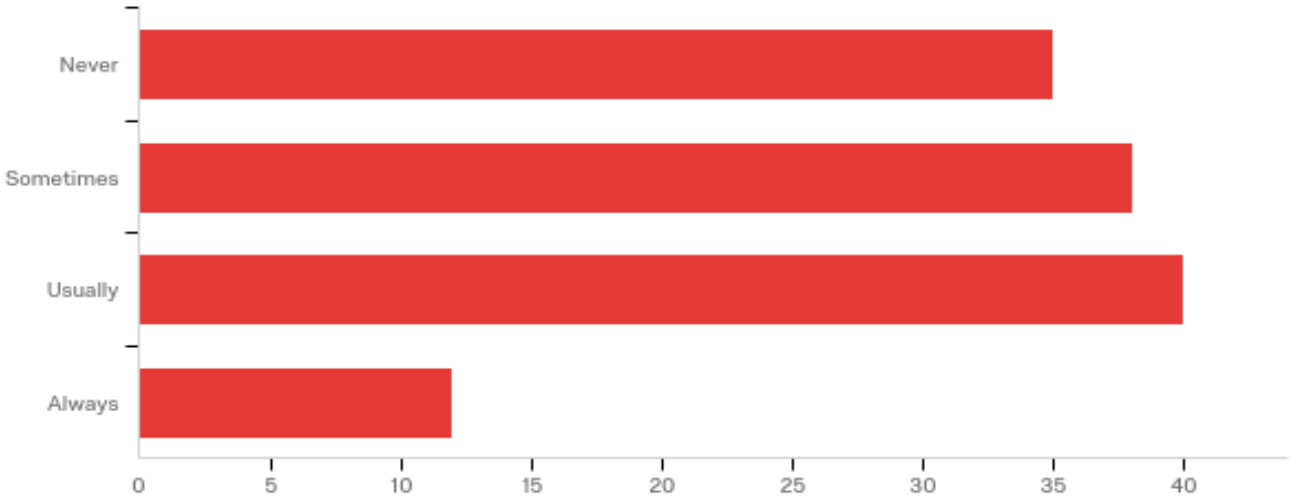
#	Answer	%	Count
1	Never	8.80%	11
2	Sometimes	2.40%	3
3	Usually	26.40%	33
4	Always	62.40%	78
	Total	100%	125

**Q4 - In the last 12 months, how many days did you usually have to wait for an appointment when you needed care right way?**



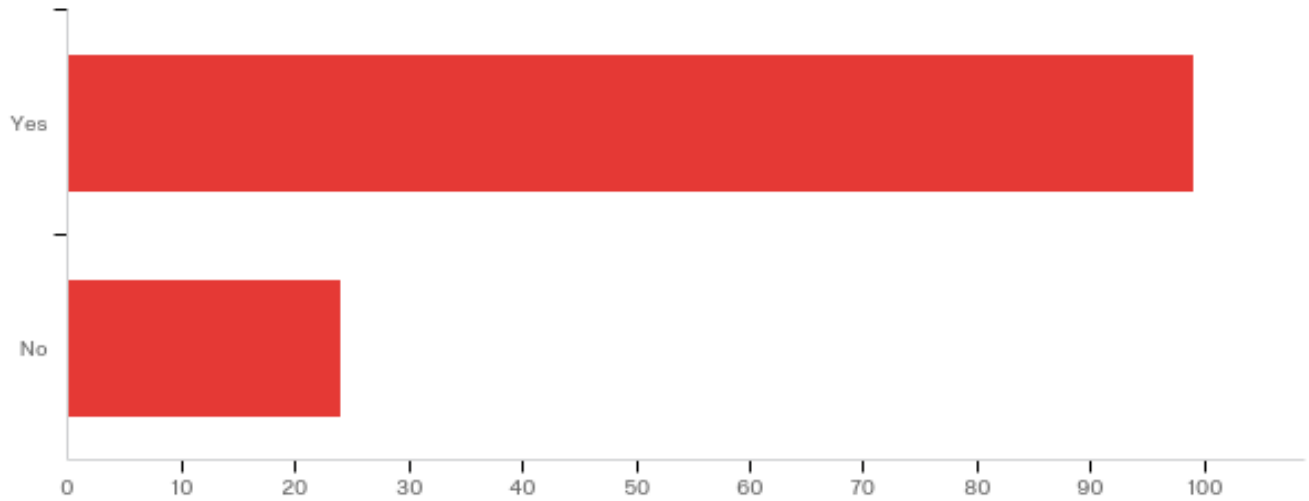
#	Answer	%	Count
1	Same day	35.29%	42
2	1 day	25.21%	30
3	2 to 3 days	27.73%	33
4	4 to 7 days	6.72%	8
5	More than 7 days	5.04%	6
	Total	100%	119

**Q5 - In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?**



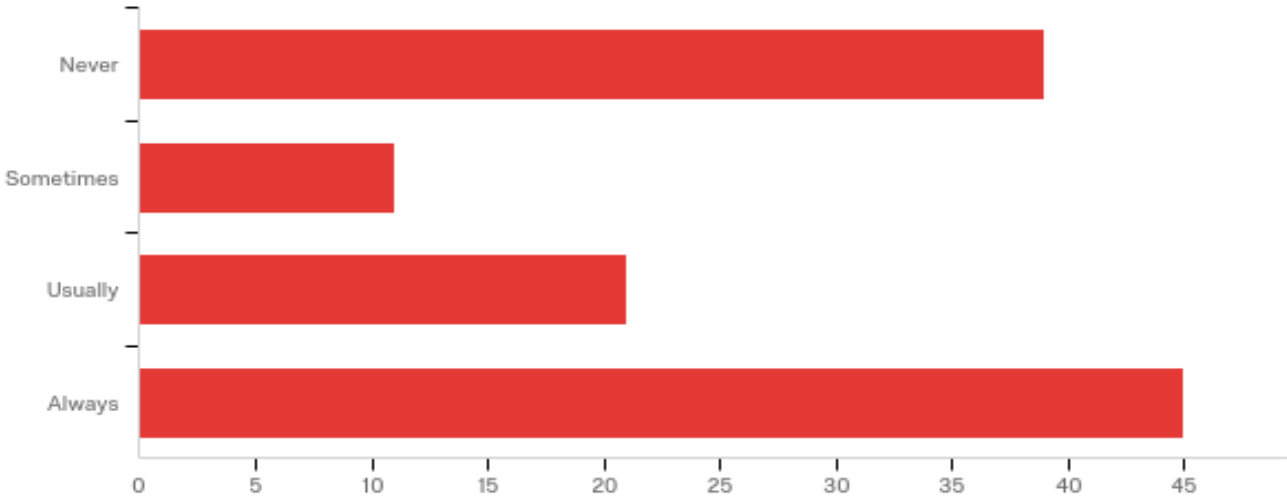
#	Answer	%	Count
1	Never	28.00%	35
2	Sometimes	30.40%	38
3	Usually	32.00%	40
4	Always	9.60%	12
	Total	100%	125

**Q6 - In the past 12 months, did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?**



#	Answer	%	Count
1	Yes	80.49%	99
2	No	19.51%	24
	Total	100%	123

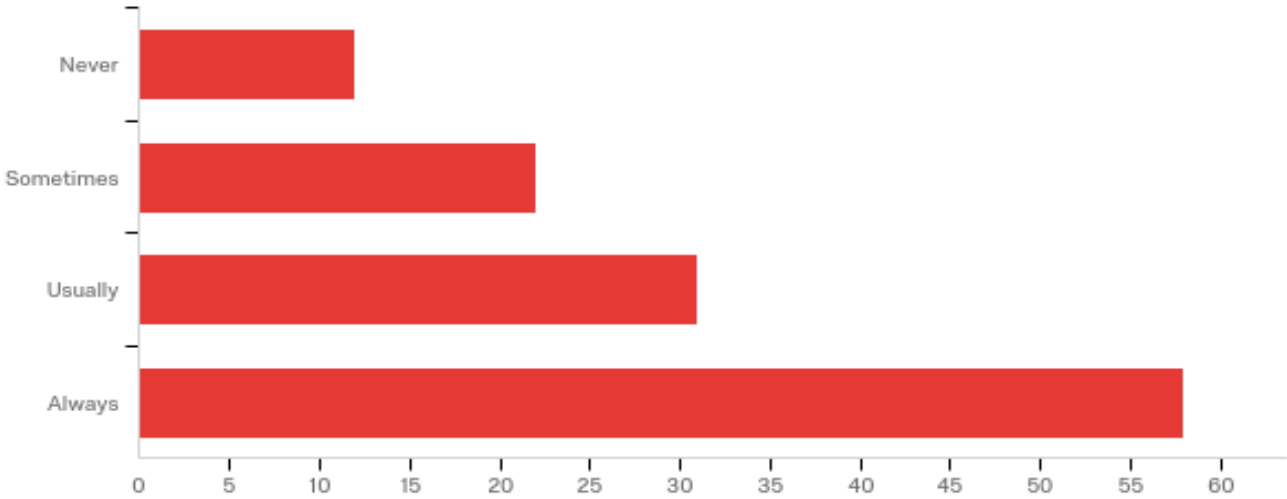
**Q7 - In the last 12 months, how often were you able to get the care you needed from this provider's office during evenings, weekends, or holidays?**



#	Answer	%	Count
1	Never	33.62%	39
2	Sometimes	9.48%	11
3	Usually	18.10%	21
4	Always	38.79%	45
	Total	100%	116

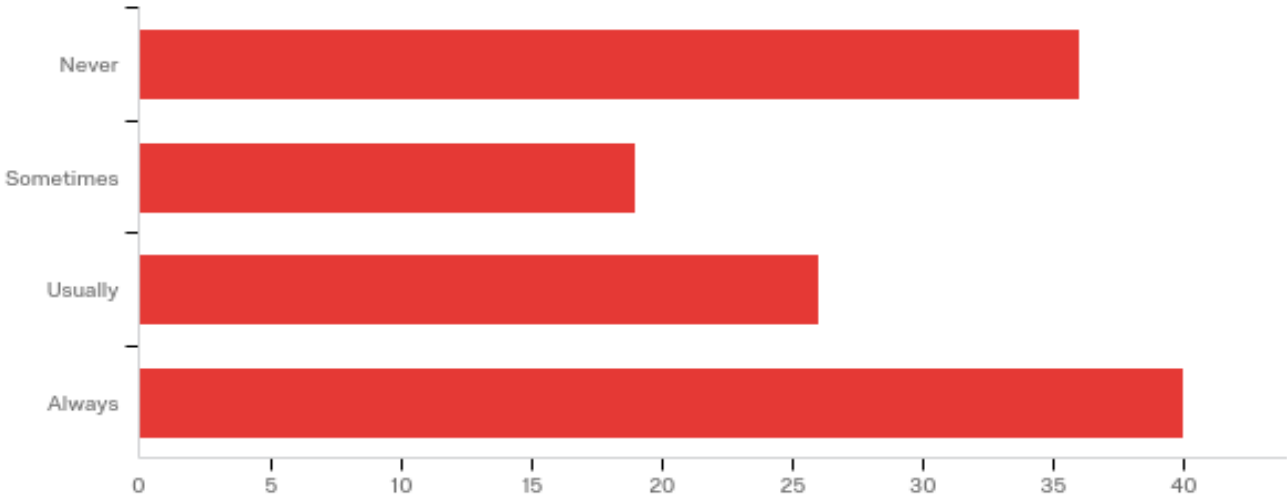


**Q8 - In the last 12 months, when you contacted this provider’s office during regular office hours, how often did you get an answer to your medical question that same day?**



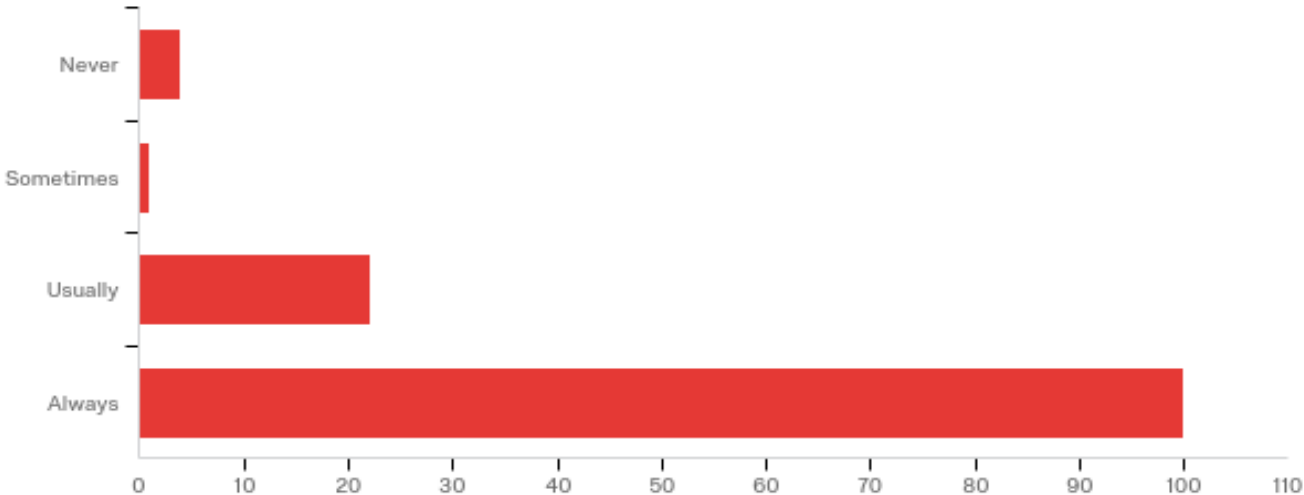
#	Answer	%	Count
1	Never	9.76%	12
2	Sometimes	17.89%	22
3	Usually	25.20%	31
4	Always	47.15%	58
	Total	100%	123

**Q9 - In the last 12 months, when you contacted this provider’s office after regular office hours, how often did you get an answer to your medical question that same day?**



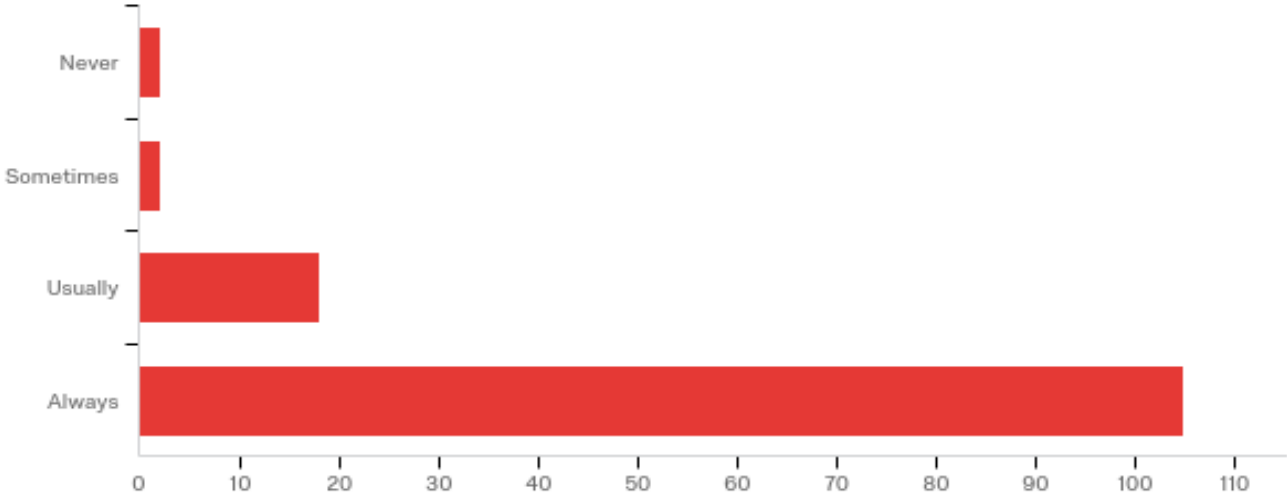
#	Answer	%	Count
1	Never	29.75%	36
2	Sometimes	15.70%	19
3	Usually	21.49%	26
4	Always	33.06%	40
	Total	100%	121

**Q10 - In the last 12 months, how often did this provider explain things in a way that was easy to understand?**



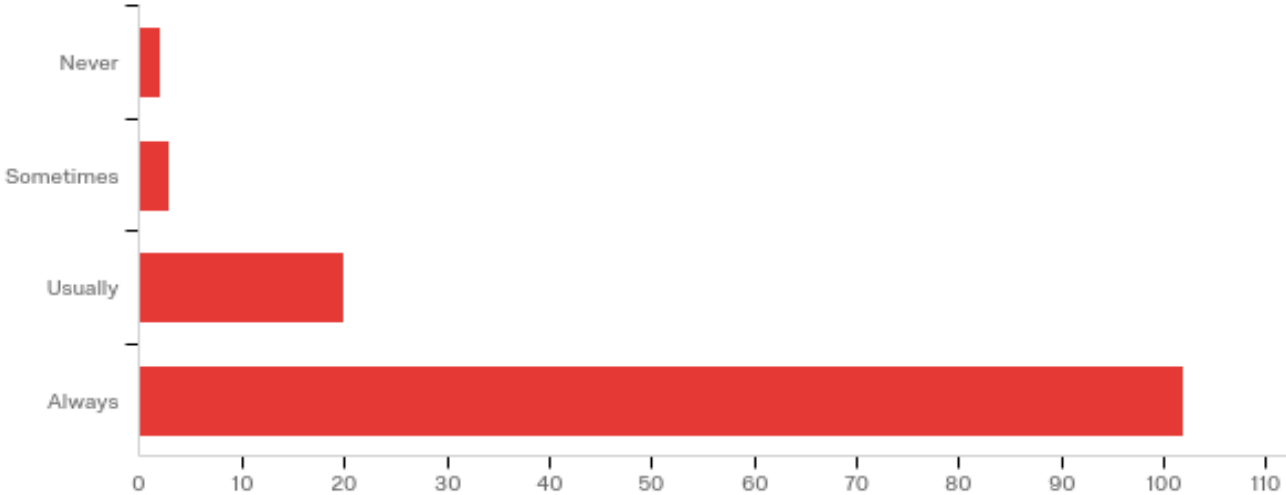
#	Answer	%	Count
1	Never	3.15%	4
2	Sometimes	0.79%	1
3	Usually	17.32%	22
4	Always	78.74%	100
	Total	100%	127

**Q11 - In the last 12 months, how often did this provider listen carefully to you?**



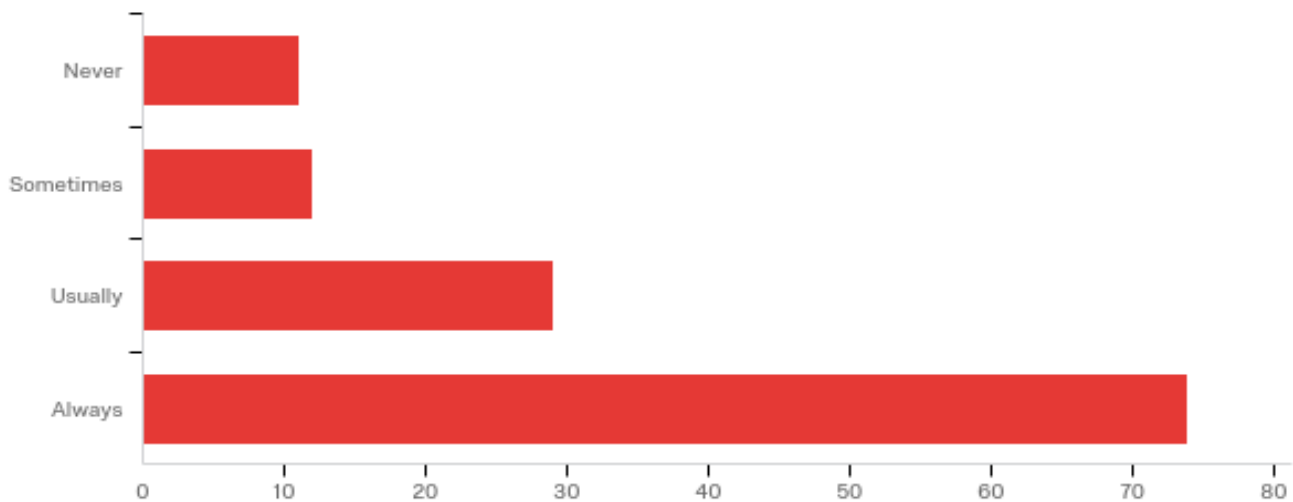
#	Answer	%	Count
1	Never	1.57%	2
2	Sometimes	1.57%	2
3	Usually	14.17%	18
4	Always	82.68%	105
	Total	100%	127

**Q12 - In the last 12 months, how often did this provider spend enough time with you?**



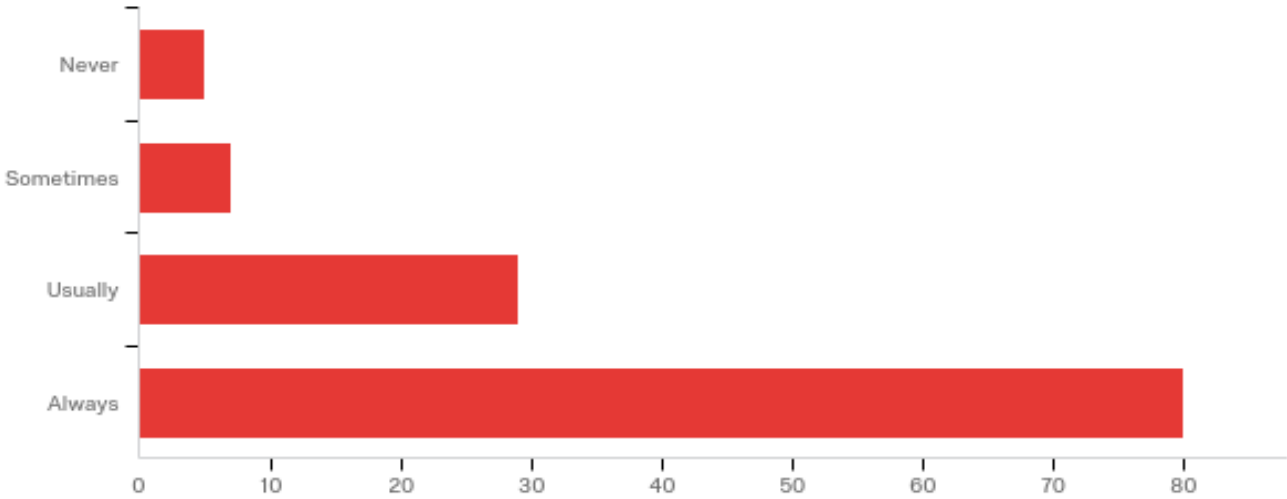
#	Answer	%	Count
1	Never	1.57%	2
2	Sometimes	2.36%	3
3	Usually	15.75%	20
4	Always	80.31%	102
	Total	100%	127

**Q13 - In the last 12 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?**



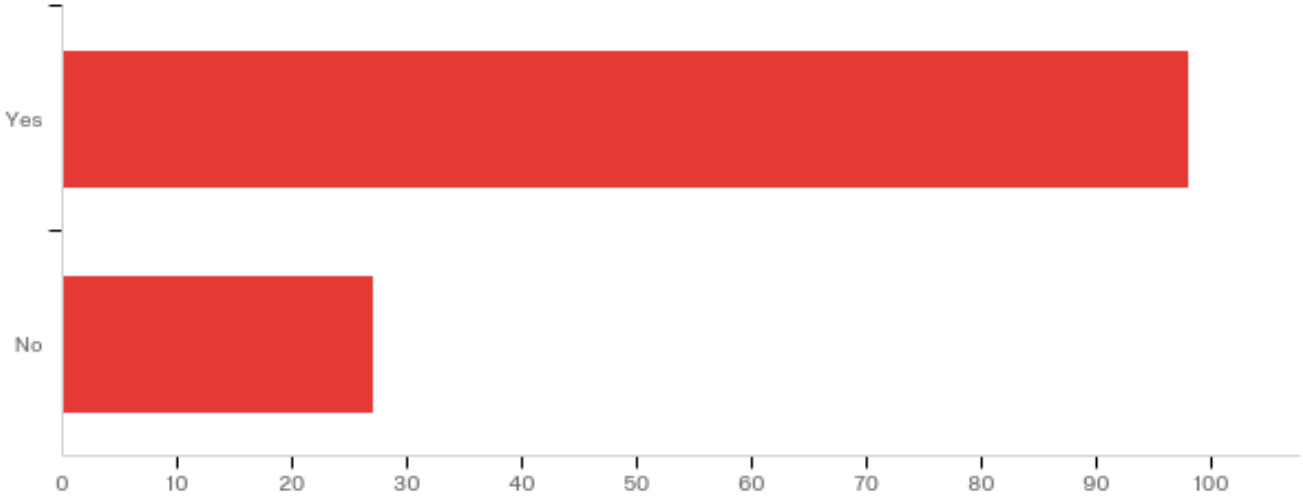
#	Answer	%	Count
1	Never	8.73%	11
2	Sometimes	9.52%	12
3	Usually	23.02%	29
4	Always	58.73%	74
	Total	100%	126

**Q14 - In the last 12 months, how often did this provider seem informed and up-to-date about the care you got from specialists?**



#	Answer	%	Count
1	Never	4.13%	5
2	Sometimes	5.79%	7
3	Usually	23.97%	29
4	Always	66.12%	80
	Total	100%	121

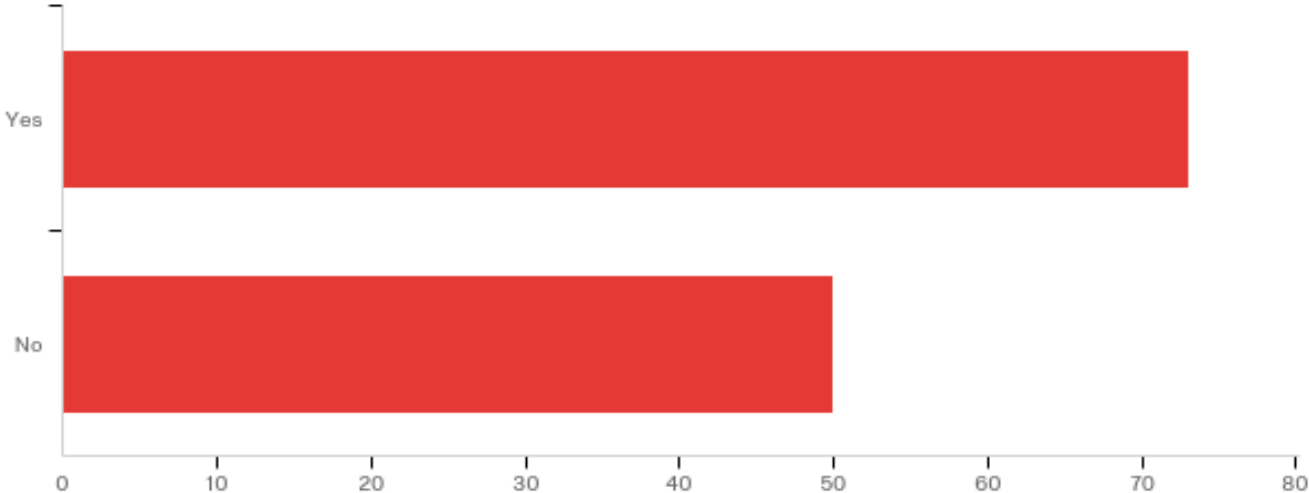
**Q15 - In the last 12 months, did someone from this provider's office talk with you about specific goals for your health?**



#	Answer	%	Count
1	Yes	78.40%	98
2	No	21.60%	27
	Total	100%	125

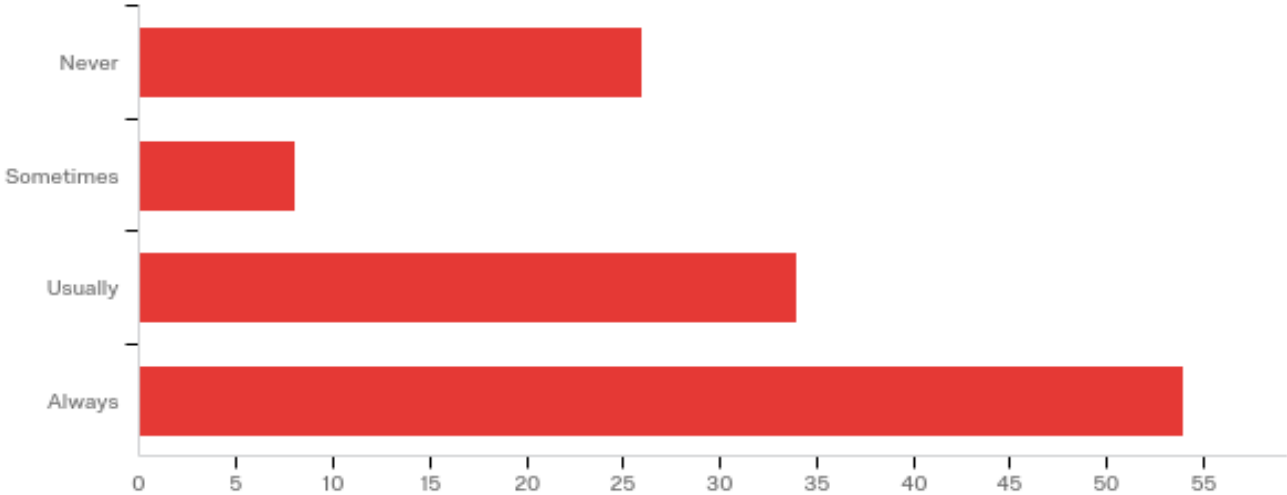


**Q16 - In the last 12 months, did someone from this provider's office ask you if there are things that ma**



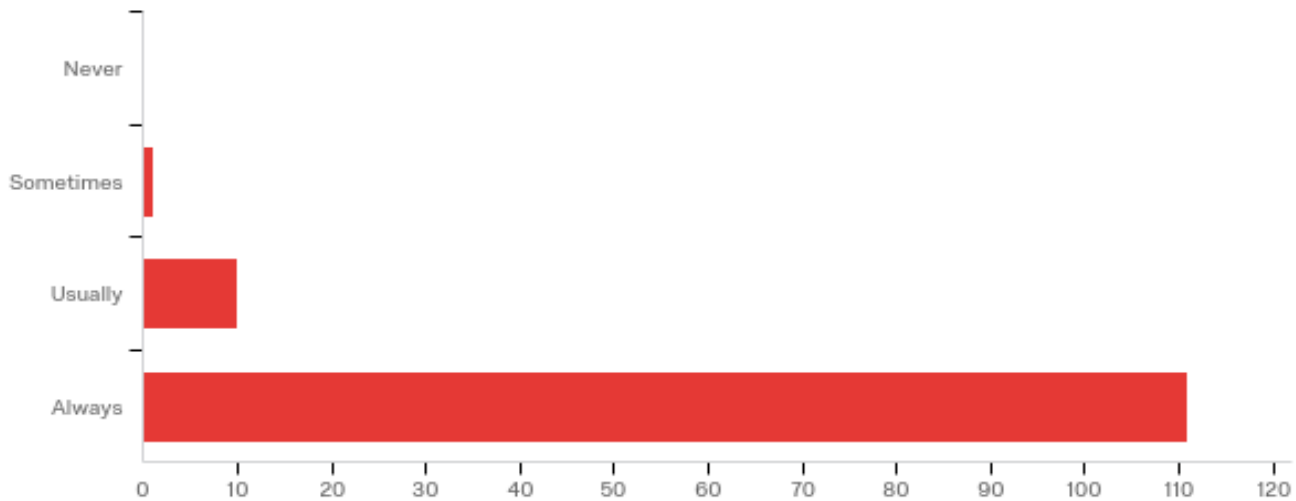
#	Answer	%	Count
1	Yes	59.35%	73
2	No	40.65%	50
	Total	100%	123

**Q17 - Do you find the community resources given to you by this center useful?**



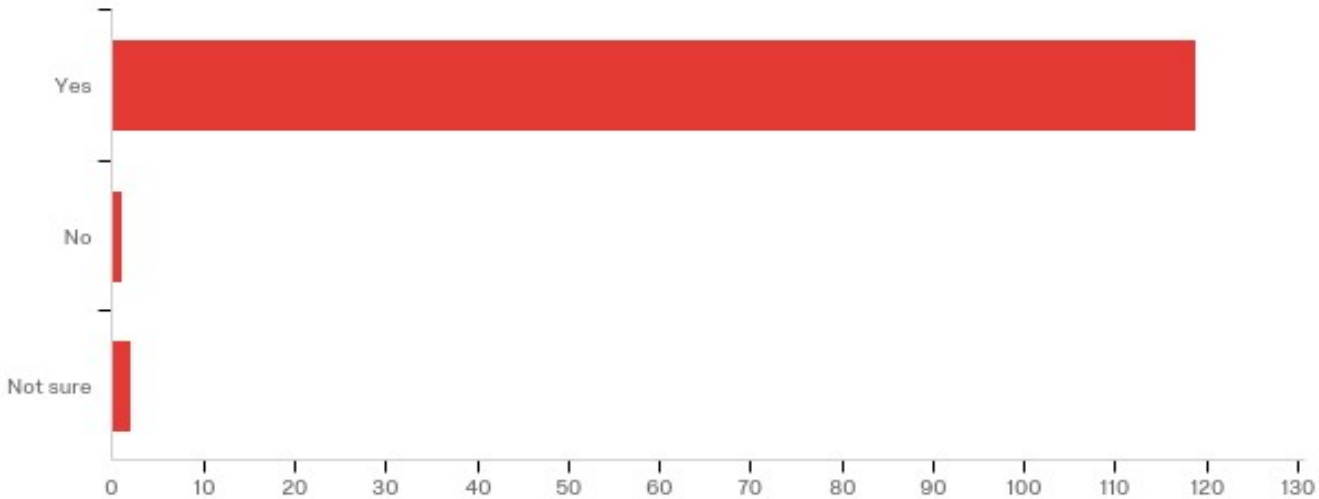
#	Answer	%	Count
1	Never	21.31%	26
2	Sometimes	6.56%	8
3	Usually	27.87%	34
4	Always	44.26%	54
	Total	100%	122

**Q18 - In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?**



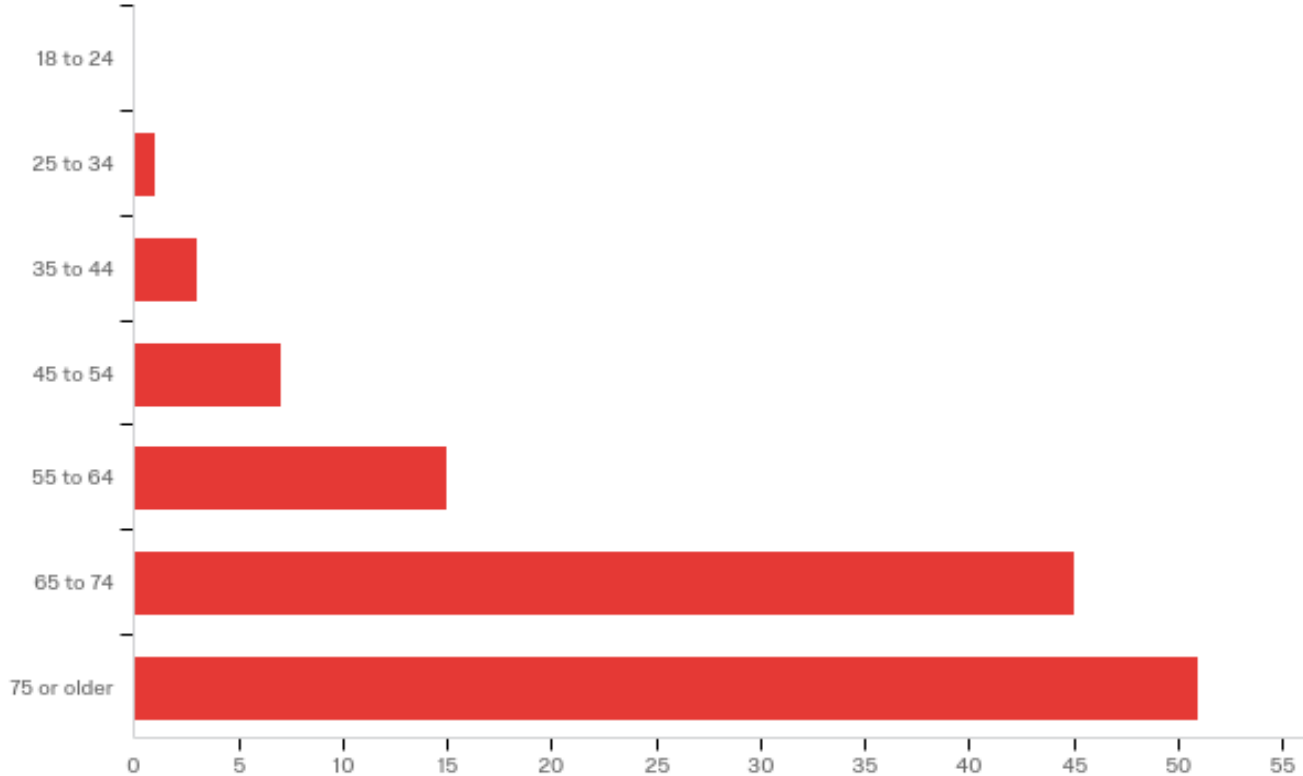
#	Answer	%	Count
1	Never	0.00%	0
2	Sometimes	0.82%	1
3	Usually	8.20%	10
4	Always	90.98%	111
	Total	100%	122

**Q19 - Would you recommend this practice to family and friends?**



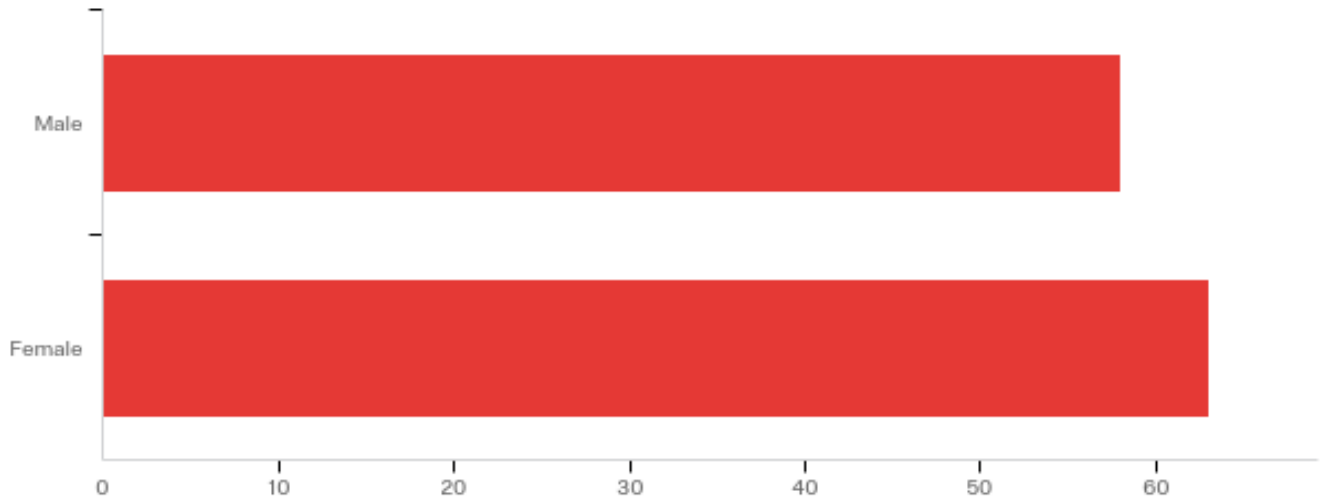
#	Answer	%	Count
1	Yes	97.54%	119
2	No	0.82%	1
3	Not sure	1.64%	2
	Total	100%	122

### Q20 - What is your age?



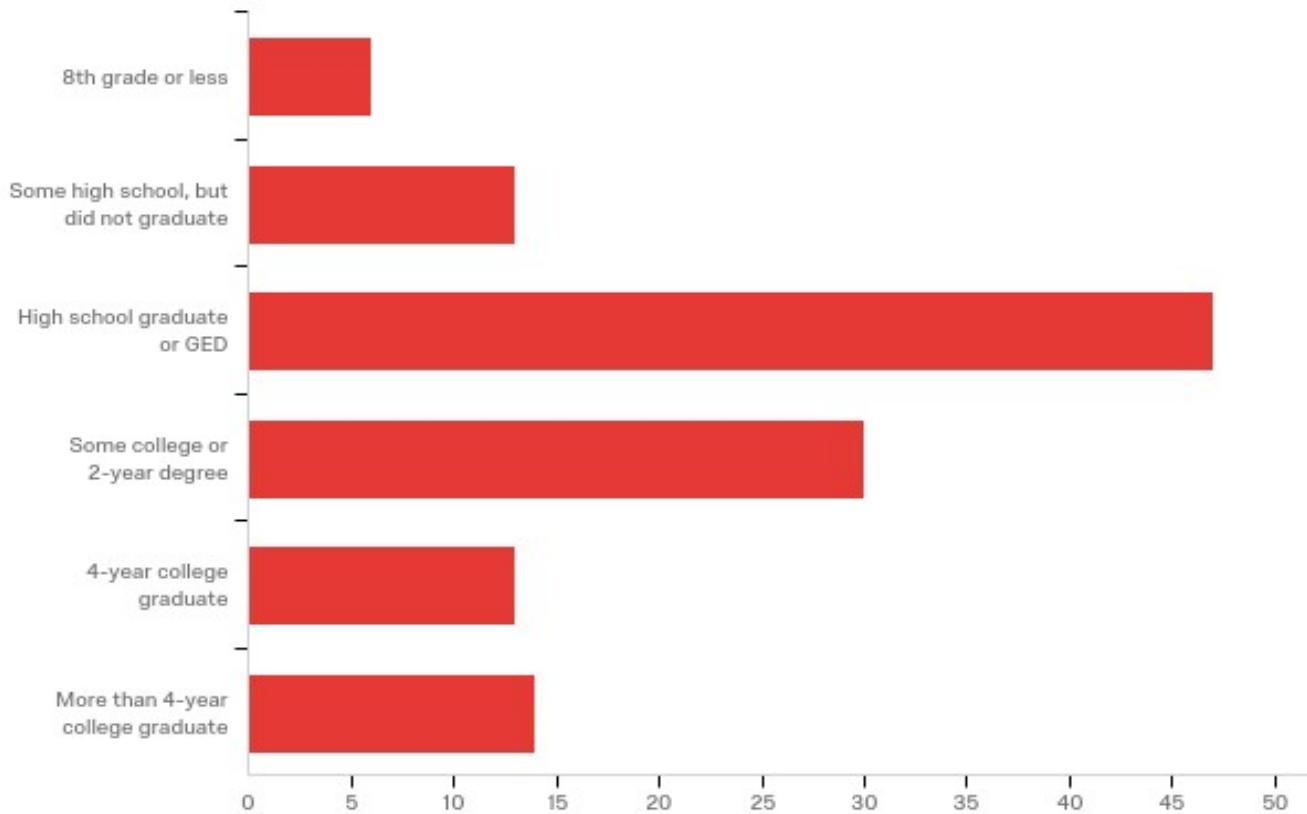
#	Answer	%	Count
1	18 to 24	0.00%	0
2	25 to 34	0.82%	1
3	35 to 44	2.46%	3
4	45 to 54	5.74%	7
5	55 to 64	12.30%	15
6	65 to 74	36.89%	45
7	75 or older	41.80%	51
	Total	100%	122

### Q21 - Are you male or female?



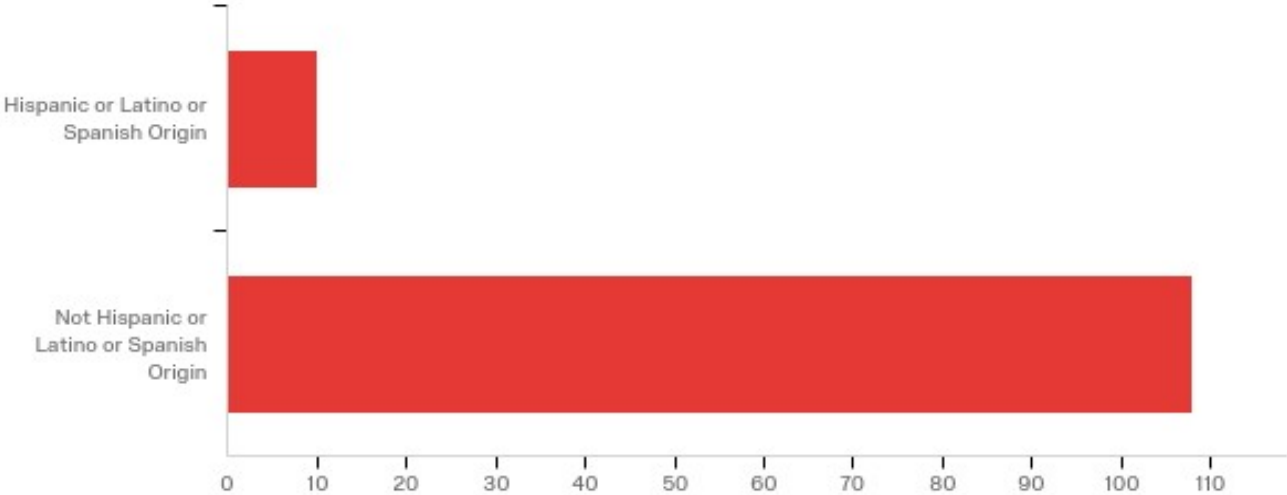
#	Answer	%	Count
1	Male	47.93%	58
2	Female	52.07%	63
	Total	100%	121

## Q22 - What is the highest grade or level of school that you have completed?



#	Answer	%	Count
1	8th grade or less	4.88%	6
2	Some high school, but did not graduate	10.57%	13
3	High school graduate or GED	38.21%	47
4	Some college or 2-year degree	24.39%	30
5	4-year college graduate	10.57%	13
6	More than 4-year college graduate	11.38%	14
	Total	100%	123

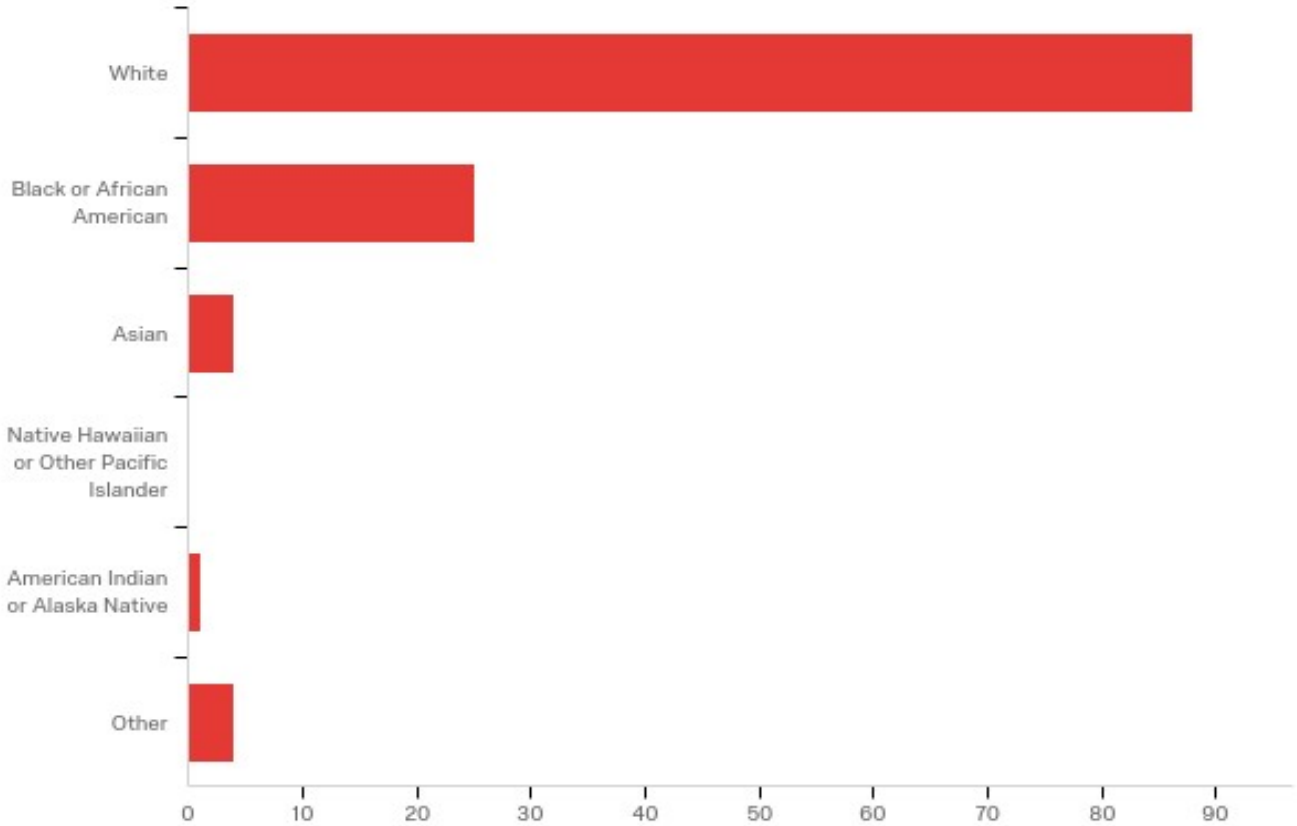
### Q23 - What is your ethnicity?



#	Answer	%	Count
1	Hispanic or Latino or Spanish Origin	8.47%	10
2	Not Hispanic or Latino or Spanish Origin	91.53%	108
	Total	100%	118

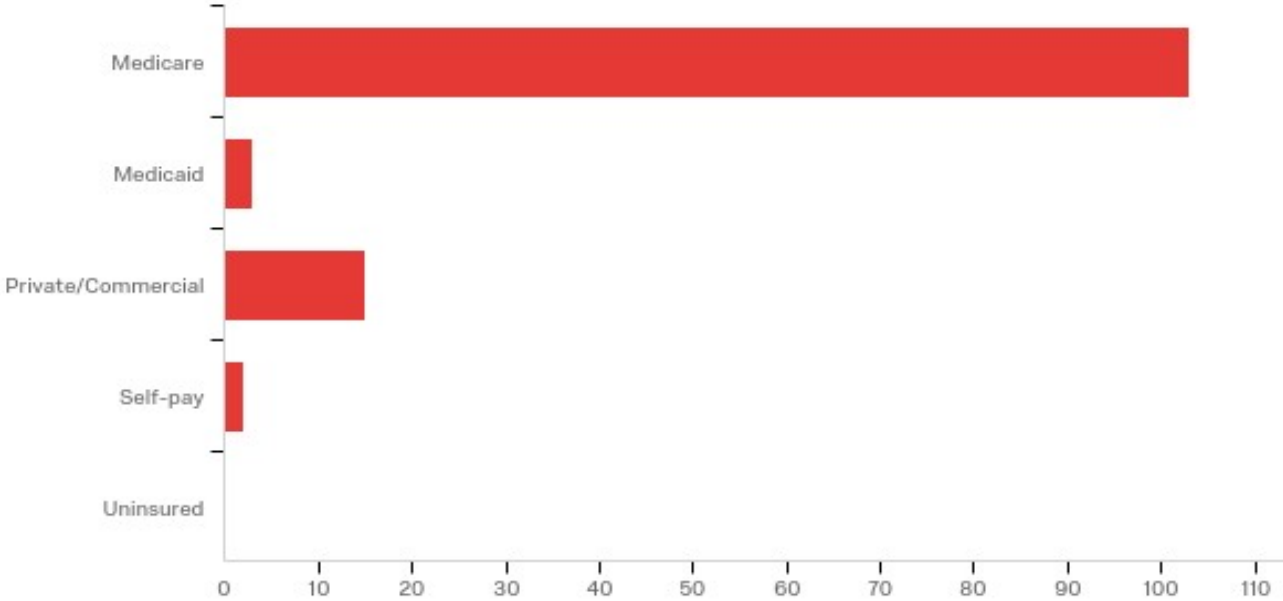


Q24 - What is your race? Mark one or more.



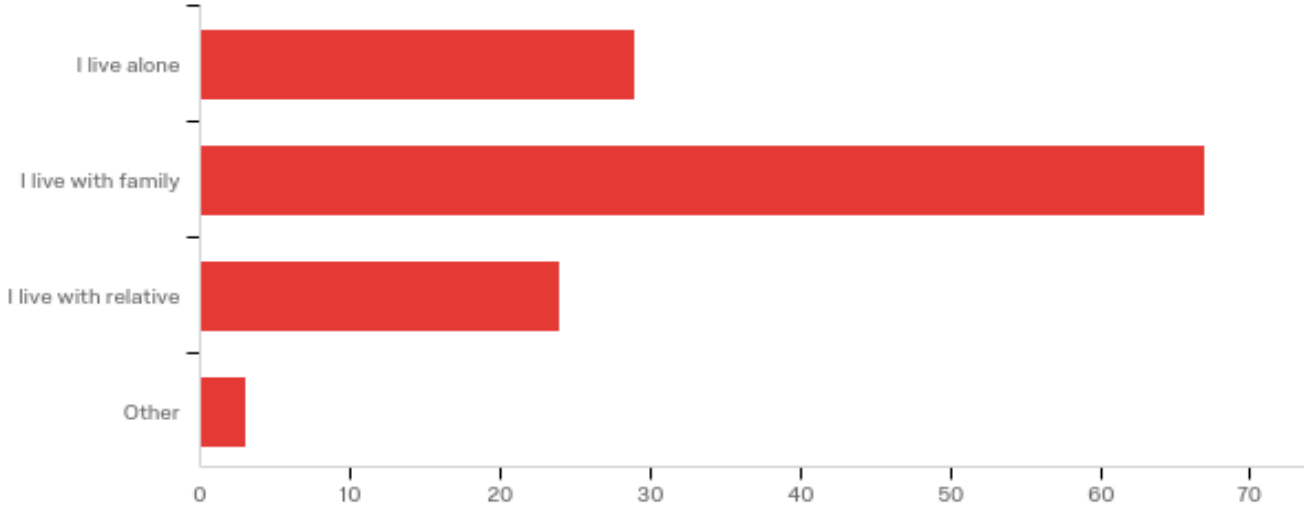
#	Answer	%	Count
1	White	72.13%	88
2	Black or African American	20.49%	25
3	Asian	3.28%	4
4	Native Hawaiian or Other Pacific Islander	0.00%	0
5	American Indian or Alaska Native	0.82%	1
6	Other	3.28%	4
	Total	100%	122

### Q25 - What type of insurance you have?



#	Answer	%	Count
1	Medicare	83.74%	103
2	Medicaid	2.44%	3
3	Private/Commercial	12.20%	15
4	Self-pay	1.63%	2
5	Uninsured	0.00%	0
	Total	100%	123

### Q26 - What is your living situation?



#	Answer	%	Count
1	I live alone	23.58%	29
2	I live with family	54.47%	67
3	I live with relative	19.51%	24
4	Other	2.44%	3
	Total	100%	123