

Patient Satisfaction Survey



Demographic Information

- 1. What is Your Age?**
 - a. Less than 18
 - b. 18-24
 - c. 25-34
 - d. 35-44
 - e. 45-54
 - f. 55 and over
 - g. I prefer not to say

- 2. Which of the Following Best Describes You?**
 - a. American Indian or Alaskan Native
 - b. Asian
 - c. Black or African American
 - d. Hispanic or Latino
 - e. Middle Eastern or North African
 - f. Native Hawaiian or Pacific Islander
 - g. White
 - h. Multiracial or Biracial
 - i. Other
 - j. I prefer not to say

Visiting the Practice

- 3. Which Whitney Young Health location or office did you visit?**
 - a. Albany Dental Practice
 - b. Albany Health Center
 - c. Harry and Jeanette Weinberg Treatment Center
 - d. Troy Health Center
 - e. Troy Dental Practice
 - f. Watervliet Medical Practice
 - g. Whitney on Wheels (WOW) Mobile Unit

- 4. Do you use the Whitney Young Health website?**
 - a. Always
 - b. Sometimes
 - c. Never
 - d. Not Sure

5. Do you use the patient portal?
- a. Yes
 - b. No
 - c. Not Sure
6. Would you like to help to sign up for the patient portal? *(Only answer this question if you answered no to question 5).*
- a. Yes
 - b. No
 - c. Not Sure
7. Do you find the portal to be easy to use? *(Only answer this question if you answered yes to question number 5).*
- a. Always
 - b. Sometimes
 - c. Never
 - d. Not Sure

Calling the Office

8. Do you typically call Whitney Young Health during office hours?
- a. Yes
 - b. No
 - c. Not Sure
9. Do you wait more than 15 minutes for someone to answer your call? *(Only answer this question if you answered yes to question 8).*
- a. Always
 - b. Sometimes
 - c. Never
 - d. Not Sure
10. Do you typically call Whitney Young Health outside of the normal office hours (either before they open or after office they close?)
- a. Always
 - b. Sometimes
 - c. Never
 - d. Not Sure

11. When you call Whitney Young Health, are your medical questions answered in a reasonable time frame?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

12. If someone says they will call you back, do you receive a call back within 3 business days?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

13. If you request a same day appointment, do you get it?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

14. When you schedule an appointment, do you typically get the provider and time you want?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

Arrival at the Office

15. Is Whitney Young Health easy to access from the road?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

16. Did you have any problems getting from the parking lot to the front door? (For example, if you are in a wheelchair, on crutches, and/or with children)

- a. Yes
- b. No
- c. Not Sure

Check-In

17. Do you wait more than 15 minutes to be checked in?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

18. When you are checking in for your appointment, do you feel like your privacy is protected?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

19. Is the staff that check you in nice, courteous, and welcoming?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

20. If you received paperwork, was it explained to you?

- a. Yes
- b. No
- c. Not Sure

21. Do staff give you enough time to ask questions and fill out paperwork? (*Only answer this question if answered yes to question 20*).

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

In the Waiting Room

22. Is the Whitney Young Health waiting room comfortable?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

23. Have you ever waited more than 30 minutes for an appointment?

- a. Yes
- b. No
- c. Not Sure

24. Did staff come out to the waiting area to give you an update? (*Only answer this question if you answered yes to question 23*).

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

Medical Staff Portion of Visit

25. Do the medical staff introduce themselves when they get you from the waiting room?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure
- e.

26. Do the medical staff listen to your concerns?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

27. Do the medical staff make sure privacy is protected?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

28. Do the medical staff know about your medical history, recent emergency room visits, inpatient stays, and/or specialty visits?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

Exam Portion of the Visit

29. Do you find the exam rooms (dental room or other medical rooms) to be comfortable and clean?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

30. At Whitney Young Health, have you ever waited more than 15 minutes for the provider or dentist to enter the room?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

31. When you saw a provider or dentist, did they listen your concerns?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

32. Do you understand your provider or dentist?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

33. Does your provider or dentist allow you to be a part of medical decision-making?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

34. Does the provider or dentist provide you with resources, self-management tools, or community referrals to help manage your care?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

Check-Out

35. After your appointment, do you receive a summary of care?

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

36. If you have received a summary report, was it easy to understand? (*Only answer this question if you answered always or sometimes to question 35*).

- a. Always
- b. Sometimes
- c. Never
- d. Not Sure

Patient Feedback

37. On a scale of 1 to 10 (*1 being poor and 10 being great*), in general, how would you rate your experience at Whitney Young Health?

38. What improvements can be made to make your experience better?

39. Would you recommend Whiney Young Health to your family and friends?

- a. Yes
- b. No
- c. Not Sure