



# Community Health Services

Fremont, Ohio 43420

## Patient Survey Results Medical

**We are aiming to please our patients. Our goal is to get a combined score of 90% in the good and excellent categories.**

**Red text** indicates where we missed our 90% goal for excellent or good patient satisfaction.

**Green text** indicates where we met our goal of 90% excellent or good patient satisfaction.

**Here is what you said....**

All Offices	Excellent	Good	90% Goal	Fair	Poor
Ability to Get Appointment	45%	44%	89%	10.1%	.9%
Phone Calls Get Through Easily	35.9%	53.4%	89.3%	9.7%	1%
Calls Returned Quickly	24.5%	53.1%	77.6%	15.3%	7.1%
Explanation of Charges	43.6%	45.7%	89.3%	7.4%	3.2%
Neat and Clean Building	67.9%	31.3%	99.2%	.8%	0%

Front Desk	Excellent	Good	90% Goal	Fair	Poor
Friendly and Helpful	59.9%	27%	86.9%	12.2%	.9%

Nursing	Excellent	Good	90% Goal	Fair	Poor
Friendly and Helpful	73.4%	23.9%	97.3%	2.7%	0%
Answers Your Questions	72.3%	23.7%	96%	3%	1%

Providers	Excellent	Good	90% Goal	Fair	Poor
Listens to You	74.3%	25.7%	100%	0%	0%
Spends Enough Time with You	63.2%	34.9%	98.1%	1.9%	0%
Answers Your Questions	70.8%	28.3%	99.1%	.9%	0%
Friendly and Helpful	72%	25.2%	97.2%	2.8%	0%
Good Advice and Treatment	68.3%	30.8%	99.1%	.9%	0%

Waiting Time	0-15 Minutes	15-30 Minutes	90% Goal	30-45 Minutes	More than 45 Minutes
Time in Waiting Room	40%	49.1%	89.1%	7.3%	3.6%

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# Community Health Services

Fremont, Ohio 43420

## Patient Survey Results Dental

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**Here is what you said....**

All Offices	Excellent	Good	90% Goal	Fair	Poor
Ability to Get Appointment	46.9%	39.3%	<b>86.2%</b>	10.7%	3.1%
Phone Calls Get Through Easily	50.4%	45%	<b>95.4%</b>	3.2%	1.4%
Calls Returned Quickly	42.8%	46.5%	<b>89.3%</b>	9.8%	.9%
Explanation of Charges	47.9%	40.2%	<b>88.1%</b>	11.4%	.5%
Neat and Clean Building	73.5%	25.6%	<b>99.1%</b>	.9%	0%

Front Desk	Excellent	Good	90% Goal	Fair	Poor
Friendly and Helpful	82.5%	14.9%	<b>97.4%</b>	2.2%	.4%

Nursing	Excellent	Good	90% Goal	Fair	Poor
Friendly and Helpful	73.6%	24.6%	<b>98.2%</b>	.9%	.9%
Answers Your Questions	71.2%	26.8%	<b>98%</b>	2%	0%

Providers	Excellent	Good	90% Goal	Fair	Poor
Listens to You	71.3%	25.6%	<b>96.9%</b>	3.1%	0%
Spends Enough Time with You	67.4%	30.3%	<b>97.7%</b>	1.4%	.9%
Answers Your Questions	71.8%	26.4%	<b>98.2%</b>	1.8%	0%
Friendly and Helpful	73.7%	24.9%	<b>98.6%</b>	1.4%	0%
Good Advice and Treatment	73.1%	24.1%	<b>97.2%</b>	2.8%	0%

Waiting Time	0-15 Minutes	15-30 Minutes	90% Goal	30-45 Minutes	More than 45 Minutes
Time in Waiting Room	78%	16.6%	<b>94.6%</b>	5.4%	0%

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# Community Health Services

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## Patient Survey Results Birchard Medical Center

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**Here is what you said....**

All Offices	Excellent	Good	90% Goal	Fair	Poor
Ability to Get Appointment	84%	14.8%	98.8%	1.2%	0%
Phone Calls Get Through Easily	81%	19%	100%	0%	0%
Calls Returned Quickly	75.7%	23%	98.7%	1.3%	0%
Explanation of Charges	69.4%	26.4%	95.8%	4.2%	0%
Neat and Clean Building	90.1%	9.9%	100%	0%	0%

Front Desk	Excellent	Good	90% Goal	Fair	Poor
Friendly and Helpful	86.5%	12.3%	98.8%	0%	1.2%

Nursing	Excellent	Good	90% Goal	Fair	Poor
Friendly and Helpful	90.1%	9.9%	100%	0%	0%
Answers Your Questions	89.7%	10.3%	100%	0%	0%

Providers	Excellent	Good	90% Goal	Fair	Poor
Listens to You	85.2%	14.8%	100%	0%	0%
Spends Enough Time with You	88.9%	9.9%	98.8%	1.2%	0%
Answers Your Questions	88.9%	11.1%	100%	0%	0%
Friendly and Helpful	90%	10%	100%	0%	0%
Good Advice and Treatment	88.8%	11.2%	100%	0%	0%

Waiting Time	0-15 Minutes	15-30 Minutes	90% Goal	30-45 Minutes	More than 45 Minutes
Time in Waiting Room	79.7%	17.6%	97.3%	2.7%	0%

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# Community Health Services

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## Patient Survey Results Fremont Family Practice

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**Green text** indicates where we met our goal of 90% excellent or good patient satisfaction.

**Here is what you said....**

All Offices	Excellent	Good	90% Goal	Fair	Poor
Ability to Get Appointment	86.2%	12.4%	98.6%	1.4%	0%
Phone Calls Get Through Easily	79%	21%	100%	0%	0%
Calls Returned Quickly	80.9%	19.1%	100%	0%	0%
Explanation of Charges	73.1%	26.9%	100%	0%	0%
Neat and Clean Building	94.9%	5.1%	100%	0%	0%

Front Desk	Excellent	Good	90% Goal	Fair	Poor
Friendly and Helpful	100%	0%	100%	0%	0%

Nursing	Excellent	Good	90% Goal	Fair	Poor
Friendly and Helpful	95.7%	4.3%	100%	0%	0%
Answers Your Questions	94.9%	5.1%	100%	0%	0%

Providers	Excellent	Good	90% Goal	Fair	Poor
Listens to You	92%	8%	100%	0%	0%
Spends Enough Time with You	88.4%	10.9%	99.3%	.7%	0%
Answers Your Questions	89.8%	10.2%	100%	0%	0%
Friendly and Helpful	92%	8%	100%	0%	0%
Good Advice and Treatment	91.3%	8%	99.3%	.7%	0%

Waiting Time	0-15 Minutes	15-30 Minutes	90% Goal	30-45 Minutes	More than 45 Minutes
Time in Waiting Room	84.4%	14.1%	98.5%	1.5%	0%

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# Community Health Services

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## Patient Survey Results West Side Pediatrics

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**Green text** indicates where we met our goal of 90% excellent or good patient satisfaction.

**Here is what you said....**

All Offices	Excellent	Good	90% Goal	Fair	Poor
Ability to Get Appointment	83.3%	16.7%	100%	0%	0%
Phone Calls Get Through Easily	74.6%	23.7%	98.3%	1.7%	0%
Calls Returned Quickly	70.7%	24.1%	94.8%	5.2%	.9%
Explanation of Charges	76.8%	21.4%	98.2%	1.8%	0%
Neat and Clean Building	86.7%	13.3%	100%	0%	0%

Front Desk	Excellent	Good	90% Goal	Fair	Poor
Friendly and Helpful	86.7%	13.3%	100%	0%	0%

Nursing	Excellent	Good	90% Goal	Fair	Poor
Friendly and Helpful	85%	15%	100%	0%	0%
Answers Your Questions	85%	15%	98%	0%	0%

Providers	Excellent	Good	90% Goal	Fair	Poor
Listens to You	81.7%	18.3%	100%	0%	0%
Spends Enough Time with You	83.3%	16.7%	100%	0%	0%
Answers Your Questions	86.7%	13.3%	100%	0%	0%
Friendly and Helpful	85%	15%	100%	0%	0%
Good Advice and Treatment	86.7%	13.3%	100%	0%	0%

Waiting Time	0-15 Minutes	15-30 Minutes	90% Goal	30-45 Minutes	More than 45 Minutes
Time in Waiting Room	100%	0%	100%	0%	0%

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# Community Health Services

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## Patient Survey Results Willard

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**Green text** indicates where we met our goal of 90% excellent or good patient satisfaction.

**Here is what you said....**

All Offices	Excellent	Good	90% Goal	Fair	Poor
Ability to Get Appointment	77.8%	20%	97.8%	2.2%	0%
Phone Calls Get Through Easily	70.7%	24.4%	95.1%	4.9%	0%
Calls Returned Quickly	64.1%	30.8%	94.9%	5.1%	0%
Explanation of Charges	87.2%	10.3%	97.5%	2.5%	0%
Neat and Clean Building	88.6%	11.4%	100%	0%	0%

Front Desk	Excellent	Good	90% Goal	Fair	Poor
Friendly and Helpful	100%	0%	100%	0%	0%

Nursing	Excellent	Good	90% Goal	Fair	Poor
Friendly and Helpful	89.4%	6.4%	95.8%	2.1%	2.1%
Answers Your Questions	94.8%	2.6%	100%	0%	2.6%

Providers	Excellent	Good	90% Goal	Fair	Poor
Listens to You	88.6%	9.1%	97.7%	0%	2.3%
Spends Enough Time with You	86%	11.7%	97.7%	0%	2.3%
Answers Your Questions	88.4%	9.3%	97.7%	0%	2.3%
Friendly and Helpful	92.8%	4.8%	97.6%	0%	2.4%
Good Advice and Treatment	92.8%	4.8%	97.6%	0%	2.4%

Waiting Time	0-15 Minutes	15-30 Minutes	90% Goal	30-45 Minutes	More than 45 Minutes
Time in Waiting Room	80.5%	19.5%	100%	0%	0%

We value your input and we will use this data to further improve our patient satisfaction.