

Question	Family Medicine	Internal Medicine	Pediatrics	OB/GYN	Specialty	Occ Med	Group- 2005	Group- 2004	Group 2003
No. Responded	403	313	468	162	289	56	Total 1683	Total 1715	Total 1543
Would you recommend Premier Medical Group to a family member or friend?									
Yes	98.26	98.08	99.40	96.91	97.87	98.2	98.42	97.95	97.35
No	1.74	1.92	0.60	3.09	2.13	1.8	1.58	2.05	2.64
Would you recommend your Doctor to a family member or friend?									
Yes	97	99.68	98.60	98.77	99.38	100	98.59	98.16	98.22
No	3	0.32	1.40	1.23	0.62		1.41	1.84	1.78
Ease of making appointments by phone	9.47	9.38	9.53	9.73	9.42	9.46	9.50	9.32	9.37
Appointment available within a reasonable amount of time	9.28	9.25	9.30	9.39	9.04	9.34	9.27	9.18	9.14
The efficiency of the check-in process	9.54	9.72	9.67	9.63	9.45	9.60	9.60	9.56	9.59
Waiting time in the reception area	8.31	9.06	8.71	8.72	8.09	8.76	8.61	8.41	8.29
Waiting time in the exam room	8.01	8.80	8.65	8.99	8.23	8.59	8.55	8.22	8.26
Keeping you informed if your appointment time was delayed	8.24	9.22	8.62	9.13	9.12	9.17	8.92	8.39	8.46
was made	9.68	9.61	9.64	9.69	9.66	9.65	9.66	9.66	9.64
The friendliness and courtesy of the receptionist	9.64	9.82	9.85	9.80	9.86	9.85	9.80	9.79	9.79
The caring concern of our clinical staff	9.44	9.69	9.70	9.61	9.57	9.36	9.56	9.55	9.56
The helpfulness of the people in our billing office	9.18	9.32	9.22	9.28	9.37	8.96	9.22	9.07	8.92
Your phone messages answered in a reasonable amount of time	8.52	8.97	9.04	9.05	8.87	8.67	8.85	8.67	8.7
Your test results reported in a reasonable amount of time	8.57	9.24	9.36	9.02	9.42	9.18	9.13	8.93	9.06
Effectiveness of our health information materials	9.17	9.44	9.47	9.45	9.49	9.17	9.36	9.25	9.3
The doctor listening to you	9.40	9.72	9.77	9.54	9.62	9.23	9.54	9.56	9.55
The doctor taking time to answer your questions	9.42	9.73	9.79	9.54	9.66	9.16	9.55	9.57	9.57
The doctor adequately explaining treatment options	9.42	9.68	9.81	9.56	9.71	9.36	9.59	9.51	9.53
The doctor's instructions regarding medication/follow-up care	9.46	9.64	9.80	9.65	9.66	9.42	9.60	9.55	9.56
Hours of operation	9.27	9.44	9.62	9.69	9.64	9.25	9.49	9.36	9.44
Satisfaction with seeing a Nurse Practitioner or Physicians Assistant	8.93	N/A	9.37	N/A	9.37	9.52	9.30	9.04	9.13
Overall satisfaction with the quality of your medical care	9.34	9.73	9.69	9.58	9.53	9.25	9.52	9.47	9.49
Overall satisfaction with Premier Medical Group	9.24	9.51	9.53	9.23	9.36	9.08	9.32	9.23	9.17
Department/Group Average:	9.12	9.45	9.43	9.41	9.34	9.24	9.33	9.2	9.22

Group Average - 9.32

1 = Very Dissatisfied - Weight: 1

3 = Somewhat Dissatisfied - Weight: 3

7 = Somewhat Satisfied - Weight: 7

10 = Very Satisfied - Weight: 10