



Patient Satisfaction Survey Template

conducted for

Emergency

Conducted on

14 Feb 2019 01:25 PM

Prepared by

Nurse Jil

Location

Sacramento, CA 95816

United States

(38.58862852673147, -121.4697230613548)

Completed on

14 Feb 2019 01:43 PM

Score

53/72.0 - 73.61%

Failed Responses

This section lists responses that were set as "failed responses" in the template used for this audit

Question	Response	Details
Where I get medical care, people do not have to wait too long for emergency treatment	Strongly Disagree	I understand that like me, other people are undergoing treatment for burns because of the devastating fires. I just wish that more resources are put on treating burn victims like me.

Patient Satisfaction Survey - 53/72 73.61%

Question	Response	Details
Patient Satisfaction Questionnaire		Score (53/72) 73.61%
Doctors are good about explaining the reason for medical tests	Strongly Agree	
I think my doctor's office has everything needed to provide complete medical care	Strongly Agree	
The medical care I have been receiving is just about perfect	Strongly Agree	
Doctors do not make me wonder if their diagnosis is correct	Strongly Agree	
I feel confident that I can get the medical care I need without being set back financially	Disagree	This is the second hospital visit this month and I am already feeling the financial strain because I do not have insurance to cover my treatment.
When I go for medical care, they are careful to check everything when treating and examining me	Strongly Agree	
I do not have to pay more than I can afford for my medical care	Disagree	
I have easy access to the medical specialists I need	Agree	
Where I get medical care, people do not have to wait too long for emergency treatment	Strongly Disagree	I understand that like me, other people are undergoing treatment for burns because of the devastating fires. I just wish that more resources are put on treating burn victims like me.
Doctors are not too businesslike and impersonal toward me	Agree	
My doctors treat me in a very friendly and courteous manner	Agree	
Those who provide my medical care are not too much in a hurry when they treat me	Agree	I don't mind the rush. They are efficient and I think I am still given the attention I need even when they seem to be in a hurry.
Doctors do not ignore what I tell them	Strongly Agree	

Question	Response	Details
I trust the ability of the doctors who treat me	Strongly Agree	
Doctors usually spend plenty of time with me	Agree	
It's easy to get an appointment for medical care right away	Disagree	It's not always been this hectic I think. But I need to say that right now I had some difficulty getting an appointment.
I am satisfied with the medical care I receive	Strongly Agree	
I am able to get medical care whenever I need it	Agree	I do get the medical care even with some delay.
Patient's overall comment:	Thank you for taking care of us in this difficult time. I know that we're all suffering and that you guys are doing your best and are still very professional.	