We collected 372 surveys this year.

<table>
<thead>
<tr>
<th>Location</th>
<th>English</th>
<th>Spanish</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pediatric (North)</td>
<td>18</td>
<td>59</td>
<td>77</td>
</tr>
<tr>
<td>Adolescent (North)</td>
<td>18</td>
<td>16</td>
<td>34</td>
</tr>
<tr>
<td>Adult (North)</td>
<td>30</td>
<td>65</td>
<td>95</td>
</tr>
<tr>
<td>Center for Women’s Health</td>
<td>55</td>
<td>96</td>
<td>151</td>
</tr>
<tr>
<td>Manor ISD</td>
<td>4</td>
<td>11</td>
<td>15</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>125</td>
<td>247</td>
<td>372</td>
</tr>
</tbody>
</table>
Many scores were very positive.

372 responses from all departments in English and Spanish, 2016
Access

All departments, English and Spanish, 2012-16

- Easy to call for an appointment
  - 2016: 90%
  - 2015: 88%
  - 2014: 90%
  - 2013: 81%
  - 2012: 76%

- Easy to talk to a real person on phone
  - 2016: 90%
  - 2015: 88%
  - 2014: 90%
  - 2013: 81%
  - 2012: 76%

- Easy to get questions answered on phone
  - 2016: 90%
  - 2015: 88%
  - 2014: 90%
  - 2013: 81%
  - 2012: 76%

- Appointment in for desired day and time
  - 2016: 64%
  - 2015: 75%
  - 2014: 70%
  - 2013: 80%
  - 2012: 60%

- Appointment is with desired provider
  - 2016: 81%
  - 2015: 80%
  - 2014: 75%
  - 2013: 70%
  - 2012: 65%

- See same provider every time
  - 2016: 76%
  - 2015: 75%
  - 2014: 70%
  - 2013: 80%
  - 2012: 60%
Wait

All departments, English and Spanish, 2012-16

- Not on hold too long: 78%
- Do not wait in waiting room too long: 62%
- Do not wait too long in exam room for provider: 59%

Yearly data from 2012 to 2016.
Respect

All departments, English and Spanish, 2012-16

- PSR at check is respectful: 96%
- Nurses/MA are respectful: 97%
- Provider is respectful: 97%

2012 to 2016
Communication

All departments, English and Spanish, 2012-16

- Easy to ask questions of MA/nurses: 95%
- Easy to ask provider questions: 94%
- Provider spends enough time with me: 91%
- Easy to understand what provider tells me: 96%
- Easy to ask important questions: 98%
- I am told how my tests results came out: 93%

[Bar chart showing percentage ratings for each category, with years 2012-2016 indicated]
7 questions gained 10+ points.

All departments, English and Spanish, 2012-16

- Not on hold too long: 78%
- Easy to talk to a real person on phone: 88%
- Easy to get questions answered on phone: 90%
- Appointment is with desired provider: 81%
- Clinic is clean and comfortable: 97%
- Do not wait in waiting room too long: 62%
- Do not wait too long in exam room for provider: 59%
Some answers varied by language.

All departments, by survey language, 2016

- Easy to call for an appointment
- Not on hold too long
- Easy to get questions answered on phone
- Appointment in for desired day and time
- PSR at check is respectful
- Do not wait in waiting room too long
- Do not wait too long in exam room for provider

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Spanish and English, combined  Spanish only  English only
Most were satisfied with our fees.

372 responses from all departments in English and Spanish, 2016

Did our fees cause you to avoid or delay care you needed?

- Yes: 22
- No: 230
- N/A or no response: 120

Your opinion of our fees

- Too high: 8
- Just right: 257
- Too low: 16
- No response: 91

Adult
- Too high: Adult
- Just right: Pediatric
- Too low: Adolescent
- No response: CWH

MISD
Some comments addressed fees.

Make my bills easy to understand with my actual balance.

(English, Adult department)

Have the front desk employees know the prices on all of the services and Labs. When I ask they aren't sure of the cost I have to pay.

(English, Adult department)

Lower the lab costs a bit.

(Spanish, CWH)