ChiroCare of Minnesota, Inc.

Patient Satisfaction Survey Results

2009

	Excellent	Very Good	Good	Fair	Poor
NETWORK ACCESS					
How do you rate the choice of chiropractic providers available through your health plan?	35.98%	39.25%	18.69%	1.87%	2.80%
Once in the office, how do you rate the amount of time you spent waiting to see your provider?	59.35%	27.57%	9.81%	1.87%	0.00%
CLINIC EXPERIENCE					
How do you rate the courtesy and respect shown to you by the office staff (other than the provider)?	73.36%	19.63%	6.07%	0.47%	0.00%
How do you rate the amount of concern shown for your privacy?	64.02%	23.83%	10.75%	0.93%	0.00%
How do you rate the clinic's billing and collections procedure?	54.67%	27.10%	10.28%	3.74%	0.93%
PROVIDER					
How do you rate the courtesy and respect shown to you by your provider?	80.00%	15.35%	4.19%	0.00%	0.47%
How do you rate the amount of time the provider spent with you?	66.98%	23.72%	7.91%	0.93%	0.00%
How do you rate your provider's communication related to the description of your condition, treatment explanation and self care activities?	72.56%	19.07%	6.98%	0.93%	0.47%
TREATMENT OUTCOME					
How do you rate the immediate results of your treatment?	47.91%	38.60%	9.30%	3.26%	0.93%
How do you rate the long-term results of your treatment?	41.40%	36.74%	16.28%	3.72%	0.93%
Overall, how do you rate the general outcome of your treatment?	44.19%	39.53%	12.09%	2.33%	0.93%
BENEFIT COVERAGE					
How do you rate your out of pocket expenses for the services you received?	34.76%	31.43%	17.14%	12.38%	4.29%
PATIENT					
How well did you follow the self-care instructions your provider supplied to you?	26.98%	50.23%	16.74%	2.33%	0.47%
In general, how would you rate your overall health now?	10.23%	50.23%	28.84%	10.23%	0.00%