



## Primary Care Patient Satisfaction Survey Results 2021

Surveys were distributed to individuals served in 2021.

Please see attached survey results with patient comments.



Shawnee Mental Health Center, INC.

(DBA Shawnee Family Health Center)

Serving Adams, Lawrence, & Scioto Counties

Shawnee Family Health Center is a private, not for profit corporation



## Provider-Patient Communication

- 98% Responded that courtesy & respect were given to them
- 98% Responded staff listened to them & their questions

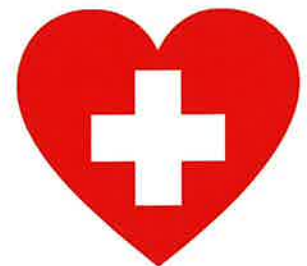
Patients thought that facilities were clean & comfortable

**98%**

**95%**

Patients state that Shawnee's operating hours are convenient for them

95% of patients responded that they have not ever had to skip an appointment because they were unable to pay for the service



# Patient Comments

- First class medical (and mental health) treatment. They have never let me down. My provider is very thorough in her care and concern for my health. I am completely satisfied with the care I receive at Shawnee.
- Excellent always
- I would like lab results sent to my home
- The staff always makes me feel at home
- Love my doctor!
- Everyone was very friendly and professional
- The staff and my doctor have always been courteous, polite, and friendly to me whenever I visit
- I appreciate how they serve the whole person
- Staff are great
- All office staff were very attentive to my needs when I was sick and even called me to follow up. I couldn't have received better care
- The staff are like family to me! Always treated with respect!

**We are continually striving to improve our services and to find the best way to meet the needs of our patients! Thank you for your feedback!**

Shawnee Family Health Center (SFHC) is a private, not-for-profit corporation. SFHC offers a sliding fee scale discount (based on federal poverty guidelines) for eligible patients. The inability to pay is not reason for service denial. SFHC will provide free language interpreter services for patients who are deaf/hard of hearing and free translation services.

**After Hours or Weekend Call:** Answering service staff will manage the call and will reach out to a provider if needed. If there is an emergency and our offices are closed, please call 911 or go to the nearest emergency room.

Shawnee Family Health Center brindará servicios gratuitos de traducción de idiomas para los pacientes cuando sea necesario.