

2021 HealthPoint Patient Satisfaction



All ratings are out of 5.0

Overall Patient Satisfaction Rating	Overall	Asian	Islander	African American	American Indian/ Native Alaskan	White	Hispanic or Latino (All Races)	Other	Mental Health			Dental			Medical				Women's Health			Vision	
									Newport	Covington	Florence	Newport	Covington	Florence Dental	Newport	Covington	Florence	Nicholasville	Covington	Florence	Crittenden	Vision	
Overall Patient Satisfaction Rating	4.9	4.4		4.9		4.9	4.9	4.9	4.8	4.9	5.0	4.9	4.9	4.9	4.8	5.0	4.9	4.7	5.0	4.9	5.0	4.9	4.9
*Fair fee for uninsured using the sliding fee scale	4.8	2.1		4.7		4.8	5.0	4.4	5.0	4.9	0.0	4.9	4.9	4.8	4.7	4.8	4.3	4.7	5.0	5.0	4.7	5.0	5.0
Ease of scheduling an appointment	4.8	4.7		4.8	5.0	4.8	4.9	4.9	4.7	4.8	5.0	4.6	4.8	4.9	4.8	5.0	4.9	4.6	5.0	5.0	5.0	5.0	4.9
Hours center is open	4.9	4.9		4.9	5.0	4.9	4.9	4.9	4.9	4.9	5.0	4.8	4.9	4.9	4.9	5.0	4.9	4.8	5.0	5.0	5.0	5.0	4.7
Convenience of centers location	4.9	4.9		4.8	4.9	4.9	4.9	4.9	4.8	4.9	5.0	4.8	4.9	4.9	4.9	4.9	4.9	4.8	5.0	4.9	5.0	5.0	4.8
Time in waiting to see the provider	4.8	4.7		4.8	5.0	4.8	4.8	4.9	4.7	4.9	5.0	4.7	4.8	4.9	4.7	4.9	4.9	4.6	4.9	4.9	5.0	5.0	4.7
Comfort and safety while waiting	4.9	4.7		4.9	5.0	4.9	4.9	4.9	4.9	4.9	5.0	4.9	4.9	4.9	4.9	5.0	4.9	4.7	5.0	5.0	5.0	5.0	4.7
Provider and staff listen to you	4.9	4.9		4.9	5.0	4.9	4.9	4.9	4.9	4.9	5.0	4.9	4.9	4.9	4.9	5.0	4.9	4.8	5.0	4.9	5.0	5.0	4.9
Takes enough time with you	4.9	4.6		4.9	5.0	4.9	4.9	4.9	4.9	4.9	5.0	4.9	4.9	4.9	4.9	5.0	4.9	4.8	5.0	4.9	5.0	5.0	4.9
Explains what you want to know	4.9	0.3		4.9	5.0	4.9	4.9	4.9	4.9	4.9	5.0	4.9	4.9	4.9	4.9	5.0	4.9	4.8	5.0	4.9	5.0	5.0	4.9
Gives you good advice and treatment	4.9	4.6		4.9	5.0	4.9	4.9	4.9	4.9	4.9	5.0	4.9	4.9	4.9	4.9	5.0	4.9	4.8	5.0	5.0	5.0	5.0	4.9
Assistance you receive in self support to improve reach your health goals	4.9	4.6		4.9	5.0	4.9	4.9	4.9	4.9	4.9	5.0	4.9	4.9	4.9	4.8	5.0	4.9	4.8	5.0	5.0	5.0	5.0	4.9
Timeliness and communciation of your test results	4.9	4.6		4.9	5.0	4.9	4.9	4.9	4.8	4.9	5.0	4.9	4.9	4.9	4.8	5.0	4.9	4.6	5.0	5.0	5.0	5.0	4.9
Assistance in coordinating referrals to specialists	4.9	4.7		4.9	5.0	4.9	4.9	4.9	4.9	5.3	5.0	4.9	4.9	4.9	4.8	5.0	4.9	4.7	5.0	5.0	5.0	5.0	4.9
Friendly and helpful to you	4.9	4.9		4.9	5.0	4.9	4.9	4.9	4.9	4.9	5.0	4.9	4.9	4.9	4.9	5.0	4.9	4.8	5.0	5.0	5.0	5.0	4.9
Fees charged	4.9	4.7		4.9	5.0	4.9	4.9	4.8	4.9	4.9	5.0	4.9	4.9	4.9	4.9	5.0	4.9	4.6	5.0	5.0	5.0	5.0	4.8
Explanation of charges	4.9	4.6		4.9	5.0	4.9	4.9	4.9	4.9	4.9	5.0	4.9	4.9	4.9	4.9	5.0	4.9	4.7	5.0	5.0	5.0	5.0	4.8
Neat and clean building	4.9	4.9		4.9	5.0	4.9	4.9	4.9	4.9	4.9	5.0	4.9	4.9	4.9	4.9	5.0	4.9	4.8	5.0	5.0	5.0	5.0	4.8
Privacy	4.9	4.9		4.9	5.0	4.9	4.9	4.9	4.8	4.9	5.0	4.8	4.9	4.9	4.8	5.0	4.9	4.8	5.0	5.0	5.0	5.0	4.9
Likelihood of referring your friends/relatives to us	4.9	4.9		4.9	5.0	4.9	4.9	4.9	4.8	4.9	5.0	4.9	4.9	4.9	4.8	5.0	4.9	4.8	5.0	5.0	5.0	5.0	4.9