

## 2024 Patient Satisfaction Organization

November YTD

Overall	Mental Health				Dental				Medical					Women's Health		Vision		
	Covington	Florence	Newport	Wilmore	Covington	Florence	Newport	Nicholasville	Covington	Florence	Newport	Nicholasville	Wilmore	Covington	Florence	Covington	Florence	Newport
<b>4.8</b>	<b>4.7</b>	<b>5.0</b>	<b>4.8</b>	<b>5.0</b>	<b>4.9</b>	<b>4.4</b>	<b>4.8</b>	<b>4.8</b>	<b>4.7</b>	<b>4.7</b>	<b>4.7</b>	<b>4.7</b>	<b>4.9</b>	<b>4.8</b>	<b>4.6</b>	<b>4.9</b>	<b>5.0</b>	<b>5.0</b>
Hours center is open	4.8	5.0	4.8	5.0	4.8	4.5	4.8	4.8	4.9	4.6	4.9	4.9	5.0	4.8	4.5	4.8	5.0	5.0
Convenience of centers location	4.7	5.0	4.8	5.0	4.8	4.3	4.9	4.7	4.9	4.7	4.8	4.9	5.0	4.9	4.6	4.9	5.0	5.0
Provider and Staff Explain what you want to know	4.8	4.5	5.0	4.7	5.0	4.9	4.3	4.9	4.8	4.7	4.9	4.5	4.6	5.0	4.8	4.6	4.8	5.0
Provider gives you good advice and treatment	4.8	4.8	5.0	4.8	5.0	4.9	4.4	4.8	4.8	4.7	4.7	4.7	4.6	4.8	4.7	4.6	4.9	5.0
Provider and Staff are Friendly and helpful to you	4.8	4.6	5.0	4.9	5.0	4.9	4.4	4.8	4.8	4.7	4.6	4.9	4.6	5.0	4.7	4.7	5.0	5.0
Assistance you receive from your HealthPoint Care Team in self support to improve reach your health goals	4.8	4.6	5.0	4.8	5.0	4.9	4.4	4.8	4.7	4.6	4.6	4.6	4.6	5.0	4.7	4.6	4.9	5.0
Informed about changes to your medications and referrals to specialists	4.7	4.6	5.0	4.7	5.0	4.9	4.3	4.7	4.7	4.6	4.7	4.8	4.6	4.5	4.7	4.5	4.8	5.0

### Reasonableness of Nominal Fee

Affordable	74%
Somewhat Affordable	21%
Not Affordable	5%