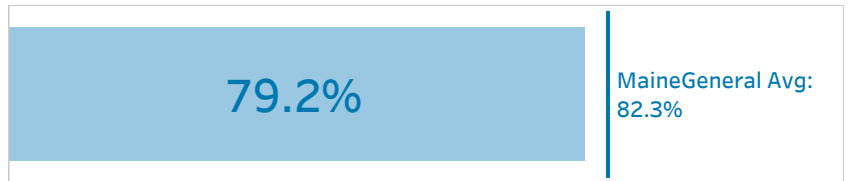


# Patient Experience

## Winthrop Family Medicine

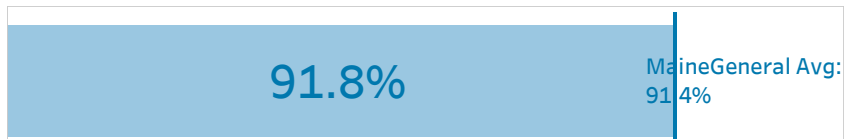
Percentage of patients who answered 8, 9 or 10

Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to **rate this provider**?

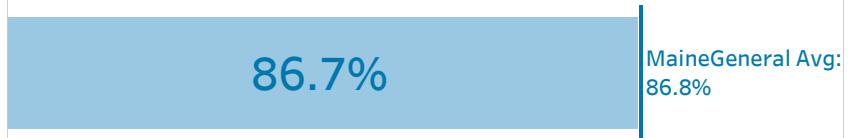


Percentage of patients who answered "Yes, Definitely" or "Yes, mostly"

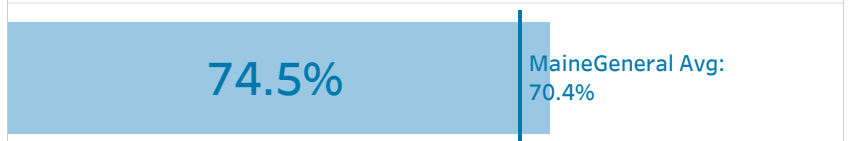
Did this provider **listen carefully** to you?



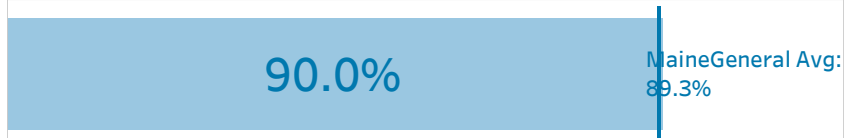
Did you **know what to do if you had questions** after your visit?



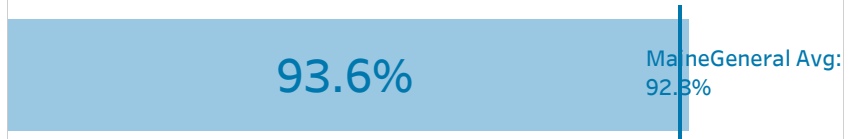
Were you able to **schedule an appointment** with this provider as soon as you needed?



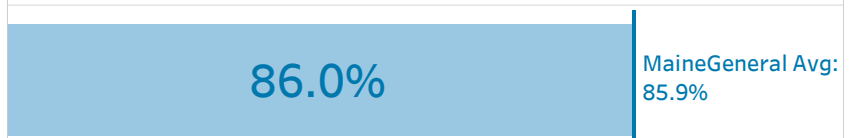
Was **office staff courteous and helpful** during your visit?



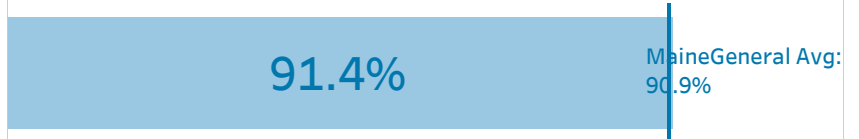
Did this provider **explain things** in a way that was easy to understand?



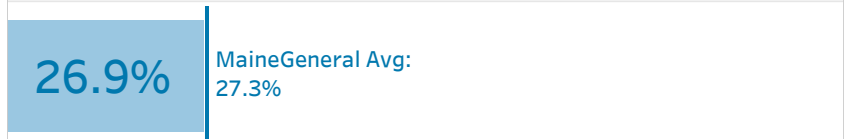
Did this provider seem to **know the important information** about your medical history?



Did this provider **show respect** for what you had to say?



Did someone in this provider's office **talk about your prescription medicines costs**?



Did this provider **involve you in decisions** about your plan of care, medications, and/or health goals?

