



**Questions:**

- 1 I was greeted pleasantly at the front desk
- 2 I was treated with dignity and respect
- 3 My rights and responsibilities were explained to me
- 4 It was explained to me that I was responsible for my bill
- 5 Information about me and my treatment was kept private
- 6 I'm able to get appts when I need them
- 7 The Health Center was clean and comfortable
- 8 The Medical staff were professional caring and attentive to my needs
- 9 I felt included in planning my health care
- 10 I was seen at my appointment time
- 11 The quality of my health care services was good

**Comments:**

**Dec 2009:**

- Enjoyed communication with doctor. Very informational and concerned about my health.
- Everyone was pleasant and prompt; You all are greatly appreciated.
- The services that were provided exceeded my expectations.

**Jan 2010:**

- Everyone was helpful and went above and beyond to assist my needs.
- Love the timeliness and confidentiality; good staff, very helpful.
- Thanks for your help

**Feb 2010:**

- Doctor was very caring and medical assistant was excellent
- Everyone was so nice, Thankd you for seeing us so quickly without an appointment
- Very good staff