**Amazing Medical Services PCMH Survey**

1. **When requesting an appointment, I’m always given the opportunity to see my primary physician.**

( )Strongly Agree   ( )Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable

1. **I am able to get an appointment as soon as I need it.**

 ( )Strongly Agree   ( )Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable

1. **I am able to get a same-day appointment when I request one.**

  ( )Strongly Agree   ( )Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable

1. **When I call the office for advice or help, I get a call back on the same day, if my doctor is in the office.**

 ( )Strongly Agree   ( )Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable

1. **When I talk with my Doctor’s office on the phone, I usually receive adequate information and I feel satisfied with the quality of the call.**

 ( )Strongly Agree   ( )Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable

1. **When I call the Doctor’s office with a medical emergency, I get a response from the doctor within a reasonable amount of time, 24 hours a day, 7 days a week.**

( )Strongly Agree   ( )Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable

1. **My family and I are satisfied with the level of care, treatment options and timely responses of our Doctor’s office.**

 ( )Strongly Agree   ( )Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable

1. **I know that my Doctor’s office has a website that I can go to about my health care or disease management.**

 ( )Strongly Agree   ( )Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable

1. **If I request information using my doctor’s office website , I receive an adequate response in a timely manner.**

( )Strongly Agree   ( )Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable

1. **My doctor’s office gives me information in my language or helps to provide someone who will understand.**

( )Strongly Agree   ( )Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable

1. **When I arrive to my doctor's office for an appointment, I do not usually have to wait for an unreasonable amount of time to see a doctor.**

( ) Strongly Agree   ( ) Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable

1. **My doctor communicates effectively about my health, including information about diagnoses, medications prescribed, treatment plans, and follow up care.**

( ) Strongly Agree   ( ) Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable

1. **I feel that I  am able to follow my doctor's instructions regarding self care, including taking medications as instructed, following exercise programs provided, and reporting changes in symptoms I am experiencing.**

( )Strongly Agree   ( )Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable

**14.) Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best  provider possible, what number would you rate your doctor?**

 ⏬ 0   ⏮ 1   ⏯ 2   ⏯ 3   ⏯ 4   ⏯ 5   ⏯ 6   ⏯ 7   ⏯ 8   ⏯ 9   ⏯ 10

**15.)  The clerks/receptionists at my doctor's office treat me with respect and courtesy.**

 ( )Strongly Agree   ( )Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable

**16.) When my doctor orders a blood test, x-ray, or other test for me, someone from my  doctor's office follows up to give me my results.**

( )Strongly Agree   ( )Agree  ( )Disagree  ( )Strongly Disagree  ( )Not Applicable