

Results of Health Service Survey
University of Minnesota, Morris
Fall 2008

Number of respondents: 53

Male: 25%

Female: 75%

Unknown: 0%

Was your appointment:

Scheduled: 64% Walk In: 36% No Answer: 0%

How long did you wait to be seen?

0 Minutes: 40% 5 Minutes: 42% 10 Minutes: 8% 15 Minutes: 3% 20 Minutes: 5%
Longer than 20 Minutes: 2%

Were your questions/concerns answered today?

Yes: 98% No: 2%

Comment: Not yet but hopefully soon

Did the staff respect your privacy?

Yes: 100% No: 0%

Were you satisfied with your care today?

Yes: 98% No: 2%

Comment: Very little time with the doctor

**Considering this and other appointments, how satisfied are you with the care you
Have received at Health Service?**

Very Satisfied: 68% Satisfied: 32% Unsure: 0% Dissatisfied: 0% Very dissatisfied 0%

Were you comfortable discussing your medical issue with the nurse?

Yes: 100% No: 0%

Were you comfortable discussing your medical issue with the doctor?

Yes: 100% No: 0%

Written Comments:

Thank you

Very nice staff- Scheduled appt's sometime run late-Great overall satisfaction

I like the candy

Very good service

Awesome job guys

They are very nice

Quick and honest

They are happy and enjoyable to see

I was surprised by how quickly everything was done

No explanation for illness/treatment

If I weren't sick, it would have been a pleasure

They continually worked with me to get better

They are wonderful

Results of Health Service Survey
University of Minnesota, Morris
Spring 2009

Number of respondents: 57

Male: 35%

Female: 65%

Unknown: 0%

Was your appointment:

Scheduled: 70% Walk In: 29% No Answer: 1%

How long did you wait to be seen?

0 Minutes: 35% 5 Minutes: 35% 10 Minutes: 11% 15 Minutes: 5% 20 Minutes: 9%
Longer than 20 Minutes: 5% ***

Were your questions/concerns answered today?

Yes: 98% No: 2%

Did the staff respect your privacy?

Yes: 100% No: 0%

Were you satisfied with your care today?

Yes: 98% No: 2%

**Considering this and other appointments, how satisfied are you with the care your
Have received at Health Service?**

Very Satisfied: 67% Satisfied: 32% Unsure: 0% Dissatisfied: 0% Very dissatisfied 1%

Were you comfortable discussing your medical issue with the nurse?

Yes: 98% No: 0% No response 2%

Were you comfortable discussing your medical issue with the doctor?

Yes: 98% No: 0% No response 2%

Written Comments:

Very friendly staff

Very nice care, would be mother approved

Everything went very well

Thanks

Great service

Very friendly and sympathetic nurse, extremely helpful

Great staff

The people here are very nice and helpful

Found out what I wanted to know

*****one day the doctor did not get to Health Service til 9:30**