

2022-23 Patient-Client Satisfaction Survey

98% said their provider involved them in decisions about their care and treatment.

96% said their overall experience and sense of being welcomed were good to excellent.

90% said their provider was very good to excellent at listening to their concerns and answering their questions.

89% who had a virtual appointment felt safe and comfortable with the experience.

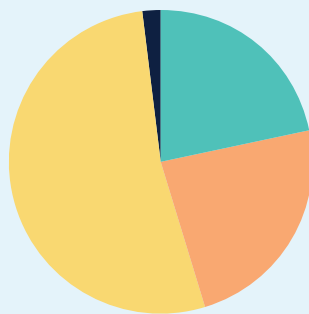
89% said they got an appointment in a timely manner the last time they were sick.

65% said virtual appointments were more convenient and saved them time and money.

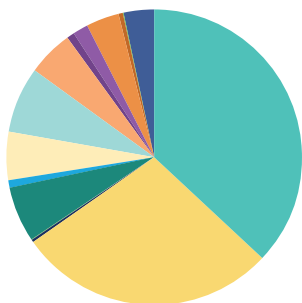
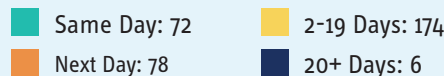
64% reported coming to the GBACHC three or more times a year for care.

47% said their stress level was moderate, while 18% said it was high or very high.

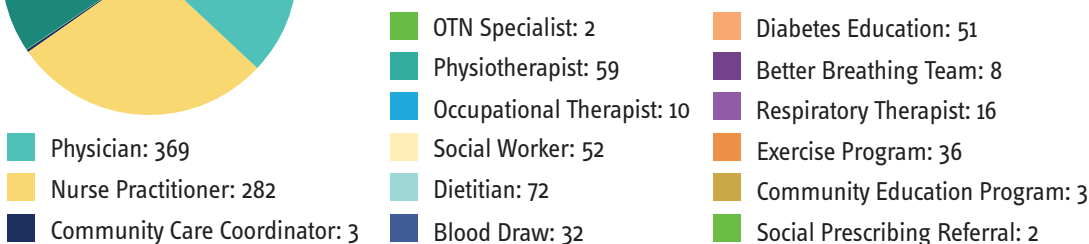
“ Quick scheduling and very caring staff. Super happy with all aspects of the whole place! ”



The last time you needed urgent care, how many days did it take from the appointment request to the appointment day?

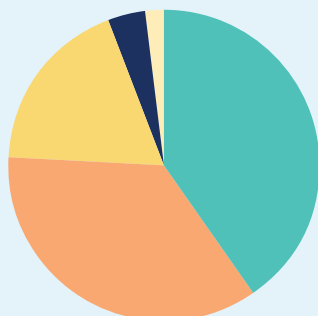


In the past year, with which health care provider(s) or program did you have an appointment(s) or session?



“ Really appreciate having nurse practitioners available when physician appointments are not readily available. ”

“ The GBACHC is good at creating a safe space for marginalized communities...and not making us feel like a burden. ”



Do you feel uncomfortable or out of place in your community?

