

Site of Survey NAME OF PRACTICE		Date of Visit				
Name of Doctor		1 - Low Satisfaction	2	3	4	5 - High Satisfaction
When requesting an appointment, my child is always given the opportunity to see their primary physician.		1	2	3	4	5
The office coordinates my child's care so that they can see all the medical personnel they need to see and get all the tests they need during one visit.		1	2	3	4	5
I am able to get an appointment for my child as soon as they need it, including Same-Day.		1	2	3	4	5
When I call the office for advice or help, I get a call back on the same day, if my child's doctor is in the office.		1	2	3	4	5
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		1	2	3	4	5
My child's doctor's office provides me with the ability to send secure emails requesting advice or help, and my emails are responded to within a reasonable amount of time		1	2	3	4	5
My child's doctor's office provides me with an interactive patient web portal that is helpful to us		1	2	3	4	5
My child's doctor's office provides me with language services when I need them.		1	2	3	4	5
The doctor that my child saw today communicates well and cares about my child.		1	2	3	4	5
Staff is skillful, helpful, and respectful, and answers my questions		1	2	3	4	5
My child's Care Team gives us easy to understand instructions about taking medicines and possible side effects		1	2	3	4	5
My child's doctor's office helps me make appointments with labs and specialists.		1	2	3	4	5
My child's doctor's office follows up with me regarding test results		1	2	3	4	5
My child's doctor's office helps me identify health insurance resources when I need them.		1	2	3	4	5
My child's doctor's office has a list of community resources that can help me care for my child		1	2	3	4	5
My child's doctor discusses personal problems, family problems, alcohol or drug use with us.		1	2	3	4	5
My child's doctor discusses mental or emotional illness with us		1	2	3	4	5
My child's doctor discusses my child's specific health goals and barriers with us		1	2	3	4	5
My child's Care Team helps us make choices for better habits and health for my child		1	2	3	4	5
My child's Care Team works with us on my child's care needs, and supports their self-management.		1	2	3	4	5