

### Patient Phone Survey Summary Results 5/11/2021 - 5/25/2021

Randomly selected patients who had recent visits in 2021 at any of our Medical, Dental and Behavioral Health clinics.

Attempted to contact 621 patients

Successfully reached 276 patients

Questions	YES	%	NO	%
1. Were you informed about our Sliding Fee Discount for services?*	129	47%	145	53%
2. Do you feel the discount you received is fair for your services?	109	89%	13	11%
3. Did the sliding fee discount amount ever prevent you from coming in for services?	15	12%	110	88%
4. Do you have any other challenges in your life (not including finances) that prevent you from seeking health services when needed?**	28	15%	163	85%

\* Patients that answered "No" indicated they had insurance coverage

\*\* Challenges included:

-No insurance coverage / insurance has ended: 3

-Immigration status: 1

-Time constraints: 3

-Transportation limitations: 6

-Scared (COVID-19): 1

-Disabled / Difficult to get around: 3

-Anxiety & Depression: 4

-Elderly, difficult to get around: 3