

**FIDELITY HEALTH AN WELLNESS CENTER, LLC  
PRACTICE SURVEY FOR QUALITY MEDICAL CARE**

*In order to continuously improve our practice, please take a few minutes to answer some questions. This will help us to make changes in our practice to better serve you.*

*Please answer the questions to reflect your overall impression of Fidelity Health and Wellness Center, LLC and not just today's visit.*

*This survey is anonymous. Just place it in the designated box at the Front Desk.*

*We appreciate your time to help us to improve and to serve you with quality medical care.*

I am completing the survey for the following practice: (Please check the location)

\_\_\_\_\_ 2 North 2nd Street, Laurel MD 20707

\_\_\_\_\_ Other \_\_\_\_\_

1. How long have you been a patient with Fidelity Health and Wellness Center?

1	2	3	4	5	6
LESS THAN 1 YEAR	1 YEAR	2 YEARS	3 YEARS	4 YEARS	5 YEARS

2. In the past 12 months, how many times have you seen the physician/medical provider?

1	2	3	4	5	6
NONE	ONCE	TWICE	3 TO 4 TIMES	5 TO 6 TIMES	7 OR MORE TIMES

3. How do you rate the convenience of the clinic location?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

4. How do you rate the way you are treated by the receptionist(s) at FHWC?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

5. How do you rate the way you are treated by the triage personnel (medical assistant) at FHWC?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

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6. How do you rate the way you are treated by the specimen processor for the urine screen lab company?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

7. How do you rate you are treated by the Management staff at FHWC?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

8. a) How do you rate the hours that the FHWC practice is open for appointments? Are the appointment times convenient?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

b) What additional hours would you like the practice to be open

1	2	3	4	5	6
EARLY MORNING	MORNING	LUNCH TIMES	EVENINGS	WEEKENDS	NONE, I AM SATISFIED

9. How quickly do you usually get to see the doctor?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

10. If you need to see FHWC doctor urgently, can you normally get seen on the same day?

1	2	3	4	5	6
NEVER	25% OF THE TIME	50% OF THE TIME	75% OF THE TIME	ALWAYS	DON'T KNOW/ NEVER NEEDED TO

11. a) How long do you usually have to wait for the doctor until your visit begins? (Please circle one)

1	2	3	4	5	6
NOT AT ALL. THEY BEGIN ON TIME	LESS THAN 5 MINUTES	6-15 MINUTES	16 TO 30 MINUTES	31 TO 45 MINUTES	MORE THAN 45 MINUTES

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b) How do you rate this?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

12. Thinking about times you have called FHWC, how do you rate your ability to get through to the practice on the phone?

1	2	3	4	5	6	7
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	DON'T KNOW/ NEVER TRIED

13. Thinking about talking with the doctor, how do you rate the following:

a) How thoroughly does the doctor ask about your symptoms and how you are feeling?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

b) How well does the doctor listen to what you say?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

c) How well does the doctor explain your health problem/condition to you?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

d) How well does the doctor explain any treatment that you may need to you?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

14. How often do you leave the clinic with unanswered questions?

1	2	3	4	5	6
NEVER LEAVE WITH QUESTIONS UNANSWERED	ALMOST NEVER	SOME OF THE TIME	ALOT OF THE TIME	ALMOST ALWAYS	ALWAYS LEAVE WITH QUESTIONS UNANSWERED

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- 15.. Thinking about the personal aspects of care that you receive from FHWC, how do you rate:  
a) The amount of time the doctor spends with you?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

- b) The doctor's patient with your questions and concerns?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

- c) The doctor's overall concern for you?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

16. Thinking about how well the doctor knows you, how do you rate the following:

- a) Doctor's knowledge of your medical history?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

- b) The doctor's knowledge of what worries you most about your health?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

17. In the past 12 months, has there been a time when you thought you needed to see a specialist?  
(Please circle your response)

YES NO

- 18 If YES, did the doctor send you to see the specialist?

YES NO

- 19 After a visit to FHWC, would you say that you generally feel:

- a) overall

1	2	3	4	5	6
MUCH WORSE THAN BEFORE	WORSE THAN THE LAST VISIT	SAME AS THE LAST VISIT/NO CHANGE	BETTER THAN THE LAST VISIT	MUCH BETTER THAN BEFORE	DOES NOT APPLY TO ME

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b) that you are able to understand your problem(s) or illness?

1	2	3	4	5	6
MUCH WORSE THAN BEFORE	WORSE THAN THE LAST VISIT	SAME AS THE LAST VISIT/ NO CHANGE	BETTER THAN THE LAST VISIT	MUCH BETTER THAN BEFORE	DOES NOT APPLY TO ME

c) that you are able to cope with your problem(s) or illness?

1	2	3	4	5	6
MUCH WORSE THAN BEFORE	WORSE THAN THE LAST VISIT	SAME AS THE LAST VISIT/ NO CHANGE	BETTER THAN THE LAST VISIT	MUCH BETTER THAN BEFORE	DOES NOT APPLY TO ME

d) that you are able to keep yourself healthy?

1	2	3	4	5	6
MUCH WORSE THAN BEFORE	WORSE THAN THE LAST VISIT	SAME AS THE LAST VISIT/ NO CHANGE	BETTER THAN THE LAST VISIT	MUCH BETTER THAN BEFORE	DOES NOT APPLY TO ME

20. Thinking about the staff that you have seen at FHWC, how do you rate the following:

a) How well they listen to what you say?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

b) The quality of care they provide?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

c) How well they explain your health problems or any treatment that you need?

1	2	3	4	5	6
VERY POOR	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT

