

Patient Experience Survey - MIH Program Graduates

Through August 31, 2019

N=259

<u>Question</u>	<u>Rating</u>
Do you feel your overall health has improved with this service	4.7
How helpful were the instructions regarding meds and lifestyle	4.9
How was the advice given to you on how to stay healthy	4.8
How was the thoroughness of the examinations	4.8
How well the medic explained things in a way you could understand	4.9
How would you rate the quality of the medical care/evaluation	4.8
The amount of time taken to answer your questions	4.9
The overall rating of the amount of time spent with you	4.8
The willingness of the medic to listen carefully to you	4.8
What level of care/compassion do you feel you received from the Medics	4.8
Overall satisfaction with the service provided	4.8
Likelihood of recommending this service to others	4.9

Selected Comments:

"The book they put together for her, she reads all the time."

"Absolutely nothing, medic helped so much teaching how to read labels in stores, explaining what to eat/what not to, excellent service."

"They were awesome. Nothing they didn't do"

"This man was wonderful. Give him a raise!"

"Very polite and well mannered. Didn't interrupt. He was a gentleman. Explained and answered all questions"

"Wish I could still get this service it was so helpful to me"

"Showed at home nurse the notebook from the Paramedics and she was extremely impressed"

"Nothing, felt that they did everything they were supposed to be doing. Was really impressed with the medic; he was very kind"

"Nothing. Was very impressed with the service. Everything was explained very clearly, and the medic took his time which made things much easier to understand. Explained things better than her doctor had, and gave her more information that she didn't know before about what she should and shouldn't eat"

"Jimmy is the best medstar medic!"

"Yes, his overall health really improved, amazing service, it was a pilot program and it really helped stay out of the ER!"

