

Medical Care Access Coalition Monthly Patient Satisfaction Survey Results

April-2007

		Poor <-----> Excellent				
		1	2	3	4	5
2. Did you find your understanding of MCAC enabled you to use all the donated services that you may have needed over the course of the past year?						
Primary Care		1	2	2	18	28
MCAC Clinic		-	-	2	6	18
% of the Total		1%	3%	5%	31%	59%

		Poor <-----> Excellent				
		1	2	3	4	5
3. How would you describe your experience getting brand name and/or generic medications over the past year?						
Primary Care		1	1	1	14	32
MCAC Clinic		-	-	2	2	15
% of the Total		1%	1%	4%	21%	62%

		Poor <-----> Excellent				
		1	2	3	4	5
4. How would you describe your experience in seeing your primary care doctor and/or MCAC Clinic doctor over the past year?						
Primary Care		1	1	2	8	38
MCAC Clinic		-	-	2	3	19
% of the Total		1%	1%	5%	14%	74%

		Poor <-----> Excellent				
		1	2	3	4	5
5. How would you rate your overall experience in MCAC?						
Primary Care		-	1	2	10	40
MCAC Clinic		-	-	-	5	20
% of the Total		0%	1%	3%	19%	77%

		Worsened <-----> Improved Greatly				
		1	2	3	4	5
6. How would you rate your overall health since enrolling into MCAC?						
Primary Care		1	1	6	21	19
MCAC Clinic		-	-	4	11	9
% of the Total		1%	1%	14%	43%	38%

MCAC 6 Month and 1 Year Surveys*: April 2007

* C- Denotes a MCAC Volunteer Clinic patient's comments

Question 2: Did you find your understanding of MCAC enabled you to use all the donat services that you may have needed over the course of the past year?

	The health care is great, but I am a little confused about the dental.
	Linda has been so helpful.
	I thought certain things were covered that werent
C	For eye care (glasses) excellent - 5
	I found all the services which apply to me was needed.
C	I was able to see a doctor for the concern for my bruises at the clinic.

Question 3: How would you describe your experience getting brand name and/or gener medications over the past year?

	I have no trouble with either.
	MCAC does not provide coverage for my meds but I get them straight from the Drug companies.
	challenging at times, embarassing asking for samples at Dr. Hilary Gagnon's office
	goes well at pharmacy.
	no problems
	Never a problem!
	I haven't needed a medications., But I do like how we received a booket about MCAC

Question 4: How would you describe your experience in seeing your primary care doct MCAC Clinic doctor over the past year?

	She is always helpful.
	Doesn't tell me when thing won't be covered. Hasn't addressed an important issue to me.
	no problem at all
C	The doctor for the physical was excellent but When I was called to come in I was not informed exactly w appointment was for. I assumed wrongly it was to do paperwork or some other enrollment appointment a doctor.

Question 5: How would you rate your overall experience in MCAC?

	everything is fine.
	remained the same - thank you for your continued program!
	I feel very fortunate to have this MCAC help & care of Dr I've seen - Thank you!
C	Great Staff!
	MCAC-helped out a lot for me.
	Linda is excellent in helping me.
C	When calling about questions, etc., I have been helped quickly, professionally & with great courtesy. So far so good

Question 6: How would you rate your overall health since enrolling into MCAC?

	It is nice to no I can see a doctor when I need one.
	Without MCAC I would not be alive and healthy. Thank you.
	same
C	General health has not changed
C	I'm so grateful for the healthcare I have received at MCAC, I could never afforded to treat my lupus.
	Have had many surgeries in 2006 due to bone infection & ankle fustions.
C	I would like to thank you all for your help & kindness
C	I think it stayed about the same.
C	I struggle w/depression. MCAC has allowed me to change meds. New meds are not perfect but have he
	Some days I feel good and some days I don't.
C	I have become much more aware of my lifestyle affects on my health thanks to the information given to check up
C	I'm getting older things are starting to go down hill; eyes, ears, etc.

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N/A	TTL
1	52
-	26
1%	

N/A	TTL
2	51
6	25
11%	

N/A	TTL
2	52
1	25
4%	

N/A	TTL
-	53
-	25
0%	

N/A	TTL
1	49
1	25
3%	

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