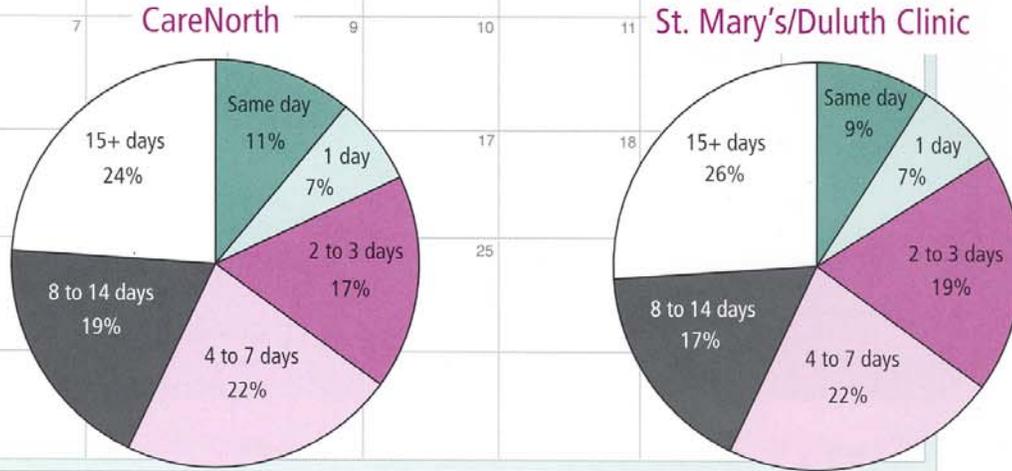


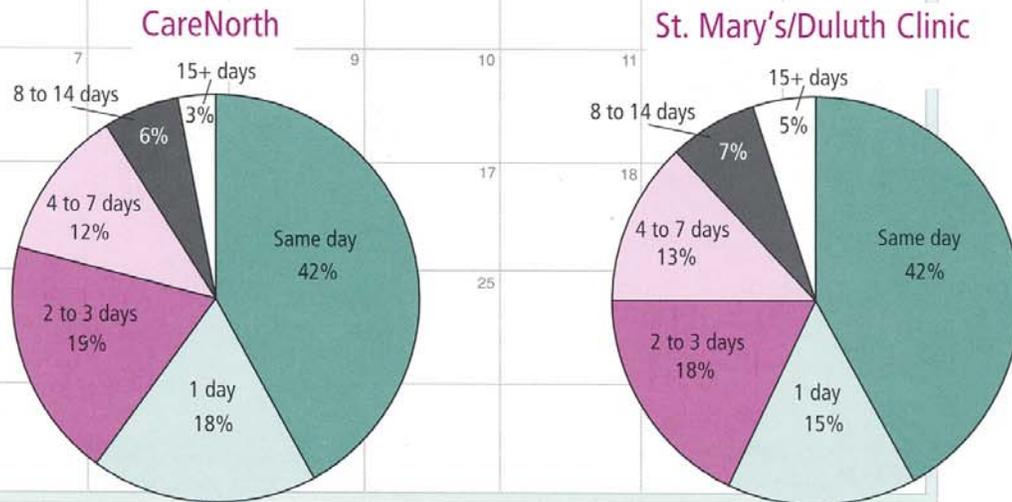
### Appointments for Routine Care

People's answers to a survey question that asked how many days people had to wait between the day they called for an appointment for routine care and the day they saw the doctor.



### Appointments for Illness or Injury

People's answers to a survey question that asked how many days people had to wait between the day they called for an appointment for an illness or injury and the day they saw the doctor.



### Getting Care Without Long Waits

The bar graphs show people's answers to four survey questions that asked **how often** in the last 12 months did they:

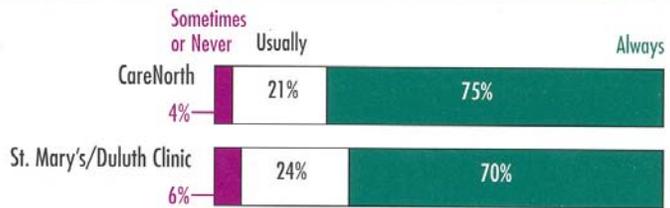
- Get the help or advice they needed when they called the doctor's office during regular office hours
- Get treatment as soon as they wanted when they needed to be seen right away for an illness or injury
- Get an appointment as soon as they wanted for regular or routine health care
- Wait only 15 minutes or less past their appointment time to see the person they went to see



### How Well Doctors Communicate

The bar graphs show people's answers to four survey questions that asked **how often** in the last 12 months their doctors or other health providers:

- Listened carefully to them
- Explained things in a way they could understand
- Showed respect for what they had to say
- Spent enough time with them



### Courtesy, Respect, and Helpfulness of Office Staff

The bar graphs show people's answers to two survey questions that asked **how often** in the last 12 months the office staff at their doctor's office:

- Treated them with courtesy and respect
- Were as helpful as they should be



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