



**NATHAN
LITTAUER**

Primary/Specialty Care Centers

Based on our patients' experiences at our Primary/Specialty Care Centers (as reported on "Patient Satisfaction Forms" during the period May thru July, 2014):

- 89% of patients surveyed rate "the personal manner (courtesy, response, sensitivity, friendliness) of the provider or staff seen as Excellent.
- 87% of patients surveyed rate "the providers ability to explain all tests and/or procedures being ordered" as Excellent.
- 80% of patients surveyed rate "availability of appointments within a reasonable amount of time" as Excellent.

We appreciate your feedback and continually look for ways to improve your experience at our Primary/Specialty Care Centers.