Patient Experience Survey

This survey is anonymous. Please do not write your name on this survey!

TO COMPLETE THIS SURVEY ONLINE VISIT CALLEN-LORDE.ORG/SURVEY

LOCATIONS

Callen-Lorde Community Health Center: Main Site
356 West 18th Street
New York, NY 10011

Callen-Lorde Seventeen: Thea Spyer Center for Integrated Health
230 West 17th Street
New York, NY 10011
How old are you?

- HOTT patient (13-23)
- 21-29 (Adult program)
- 30-49
- 50-64
- 65 or older

Which of these best describes your gender? (Please choose one)

- Woman
- Man
- Transgender Woman (MTF)
- Transgender Man (FTM)
- Gender non-conforming (GNC)
- Other: __________

Do you identify as transgender/gender non-conforming?

- Yes
- No

Which of these best describes your sexual orientation? (Please choose one.)

- Lesbian
- Gay
- Bisexual
- Queer
- Straight
- Other: __________

What is your race/ethnicity? (Please choose all that apply).

- Black/African-American
- Latino/a or Hispanic
- Native Hawaiian/Pacific Islander
- White/Caucasian
- Asian
- American Indian/Alaskan Native
- Other: __________

How would you rate your overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

What is your HIV status?

- Positive
- Negative
- I don’t know/I haven’t been tested in the past 3 years

Do you consider us to be your primary care provider for medical services?

- Yes
- No

How long have you been a patient at Callen-Lorde?

- Today is my first visit
- Less than a year
- 1-2 years
- 3-5 years
- More than 5 years
**EXPERIENCE WITH MEDICAL CARE**

In the last 12 months, how would you rate your overall experience with your medical provider?
- Excellent
- Very good
- Good
- Fair
- Poor

In the last 12 months, how often did your medical provider spend enough time with you?
- Never
- Sometimes
- Usually
- Always
- Not Applicable

In the last 12 months, how often did your medical provider seem informed and up-to-date about care you got from specialists?
- Never
- Sometimes
- Usually
- Always
- Not Applicable

In the last 12 months, did anyone at Callen-Lorde talk with you about specific goals for your health?
- Yes
- No

In the last 12 months, did anyone at Callen-Lorde ask if there are things that make it hard for you to take care of your health?
- Yes
- No

In the last 12 months, how often did your medical provider explain things in a way that was easy to understand?
- Never
- Sometimes
- Usually
- Always
- Not Applicable

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**EXPERIENCE ACCESSING CARE**

In the last 12 months, when you tried to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?
- Never
- Sometimes
- Usually
- Always
- Not Applicable

Wait time includes time spent in the waiting room AND exam room. In the last 12 months, when you arrived on time, how often did you see your provider within 15 minutes of your appointment time?
- Never
- Sometimes
- Usually
- Always
- Not Applicable

In the last 12 months, how often were the following staff as helpful as you thought they should be?

<table>
<thead>
<tr>
<th>Staff</th>
<th>Never</th>
<th>Sometimes</th>
<th>Usually</th>
<th>Always</th>
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<tbody>
<tr>
<td>Call Center staff</td>
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<td>Front desk staff</td>
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<tr>
<td>Patient Accounts/Billing</td>
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<td>Referrals staff</td>
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<td>Nursing staff</td>
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<td>Prescription Renewals staff</td>
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<td>Phlebotomy/Laboratory staff</td>
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<td>Pharmacy staff</td>
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<tr>
<td>Dental staff</td>
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</tbody>
</table>

In the last 12 months, how would you rate your overall experience with your medical provider?
- Excellent
- Very good
- Good
- Fair
- Poor

In the last 12 months, how would you rate your medical provider’s ability to listen to you and understand your concerns?
- Excellent
- Very good
- Good
- Fair
- Poor

In the last 12 months, how often did your medical provider seem informed and up-to-date about care you got from specialists?
- Never
- Sometimes
- Usually
- Always
- Not Applicable

In the last 12 months, did anyone at Callen-Lorde talk with you about specific goals for your health?
- Yes
- No

In the last 12 months, did anyone at Callen-Lorde ask if there are things that make it hard for you to take care of your health?
- Yes
- No