



Doctors On Call’s services and Patient Satisfaction

Our providers are dedicated to improve your health through patient-specific treatment, self-management and follow-up visits. To ensure that the quality of our services meets your expectations, Doctors On Call gathers information on the level of care provided to you. At the same time, Doctors On Call also reaches out to you for feedback on your experience with us. That information once received is shared with our staff as a means to re-evaluate our systems, further enhance where we are succeeding as well as design a plan for improvement where we must.

As noted throughout the website, Doctors On Call provides multiple services that are geared towards patients’ medical needs, namely: **Preventive/primary care** to help prevent diseases and maintain patient stability, **transitional care** to avoid hospital re-admissions and unnecessary emergency room visits for patients who have recently been discharged from the hospital, **urgent care** to address mild to moderate symptoms. There are other available services. The overall goal, in each setting, is to nurture wellness and patient satisfaction.

During the summer of 2016, to monitor our effectiveness, we mailed surveys out, asking how you feel about our services. In the table below, you will find opinions based on 113 returned surveys:

Patient Feedback	Satisfaction Rate
Question 1	
In the last 6 months, when you contacted Doctors on Call to get an appointment for care you need in a timely fashion, how often did you get an appointment as soon as you needed?	91%
Question 2	
In the last 6 months, when you contacted Doctors on Call during regular hours, how often did the provider explain things in a way that was easy for you to understand?	94%
Question 3	
In the last 6 months, how often did the provider listen carefully to you?	95%
Question 4	
In the last 6 months, how often did the provider seem to know the important information about your medical history?	90%
Question 5	
In the last 6 months, how often did the provider spend enough time with you?	92%

Question 6	
In the last 6 months, how often did the provider show respect for what you had to say?	98%
Question 7	
In the last 6 months, how often did you get any reminders from Doctors on Call about home visit appointments, tests and treatment?	94%
Question 8	
How often did clerks and receptionists at Doctors on Call treat you with courtesy and respect?	95%

We are thankful that some of you took the time to complete the survey. Your feedback above suggests that we are moving in the right direction and meeting your needs. We will continue our efforts to reach out to you. In the near future, information pertaining to Doctors On Call's trends in treating patients' medical conditions will be available as well. We will gladly share those observations with you. In the meantime, Doctors on Call will continue its quest to improve your health one day at a time.

Any questions or additional comments, please call us at (718)238-2100.

Medical team