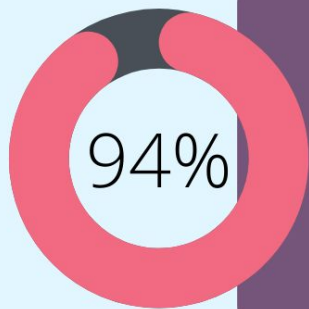


**Clinic by the Bay
2021 Patient
Satisfaction Survey**

How would you rate the Clinic's process for enrolling as a new patient?



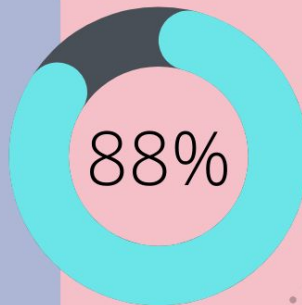


HOW WOULD YOU RATE THE APPOINTMENT SCHEDULE PROCESS

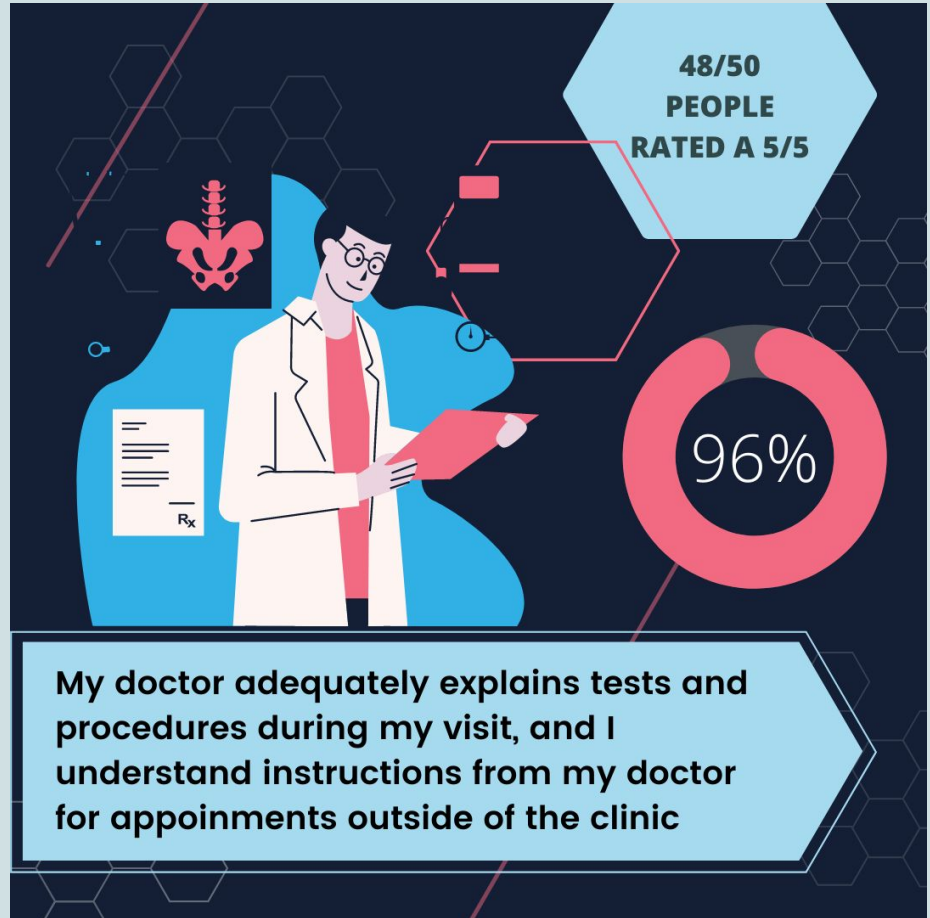
47/50 people rated 5/5

WHEN I MAKE AN APPOINTMENT, I DON'T HAVE TO WAIT MORE THAN TWO WEEKS TO BE SEEN

44/50 people rated 5/5



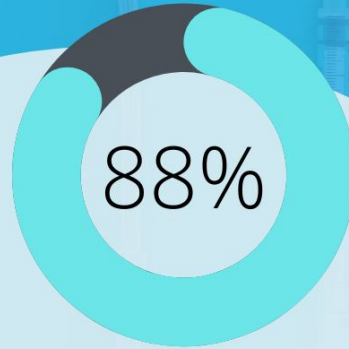
My doctor adequately explains tests and procedures during my visit, and I understand instructions from my doctor for appointments outside of the clinic.



Since I've become a patient at Clinic By the Bay, my health has improved.



Since I've become a patient at Clinic by the Bay, my health has improved



44/50 People rated a 5/5



How satisfied are you, overall, with the care you receive at Clinic By the Bay?

How satisfied are you, **OVERALL**, with the care you receive at Clinic By the Bay



“ **PATIENTS**
★ ★ ★ ★ ★



47/50 People
rated a 5/5

**Would you recommend
Clinic By the Bay to a
friend or family member?**

**Do you find the Clinic
staff friendly and
respectful?**

WOULD YOU RECOMMEND CLINIC BY THE
BAY TO A FRIEND OR FAMILY MEMBER

49/50 PEOPLE RATED A 5/5

98%

98%

I FIND THE CLINIC STAFF
FRIENDLY AND RESPECTFUL.

49/50 PEOPLE RATED A 5/5

WHAT OUR PATIENTS SAY



*If I wasn't receiving care
from Clinic By the Bay,
I would...*



*"Lost and not know where
to find GOOD healthcare
that is very accessible.*



clinicbythebay

*In your opinion, what is the
best thing about Clinic By
the Bay?*

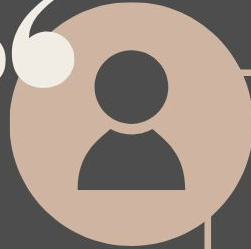


"Giving their time to volunteer. The team was commendable with their dedication to help less fortunate people to be given appropriate medical and health needs. "



clinicbythebay

If you could change one thing at Clinic by the Bay, what would it be?



"It would be better to have a bigger location with even more services to help the community's residents"



clinicbythebay

In your opinion, what is the best thing about Clinic By the Bay?

- **Giving their time to volunteer, the team were commendable with their dedication to help less fortunate people to be given appropriate medical and health needs.**
- **Helps people who can't afford health care**
- **Friendly and helpful staff**
- **Clinic by the Bay are good and friendly people, and have good doctors.**
- **Workers (very professional)**
- **Quality care that's free! I'm truly grateful**
- **It's very organized**
- **They are all good, the service is amazing, great service**
- **They provide very good care and I love it. Thanks to all the friendly staff.**
- **La atencion en general es estupenda gracias**
- **Es lo mejor que tenido mi salud a mejorado mi salud**
- **Que me mandaron con doctores especialistas**
- **La buena atencion y la amabilidad de su personal**
- **Atienden bien y le dan todo a uno estoy muy agradecida, son muy amables todo**

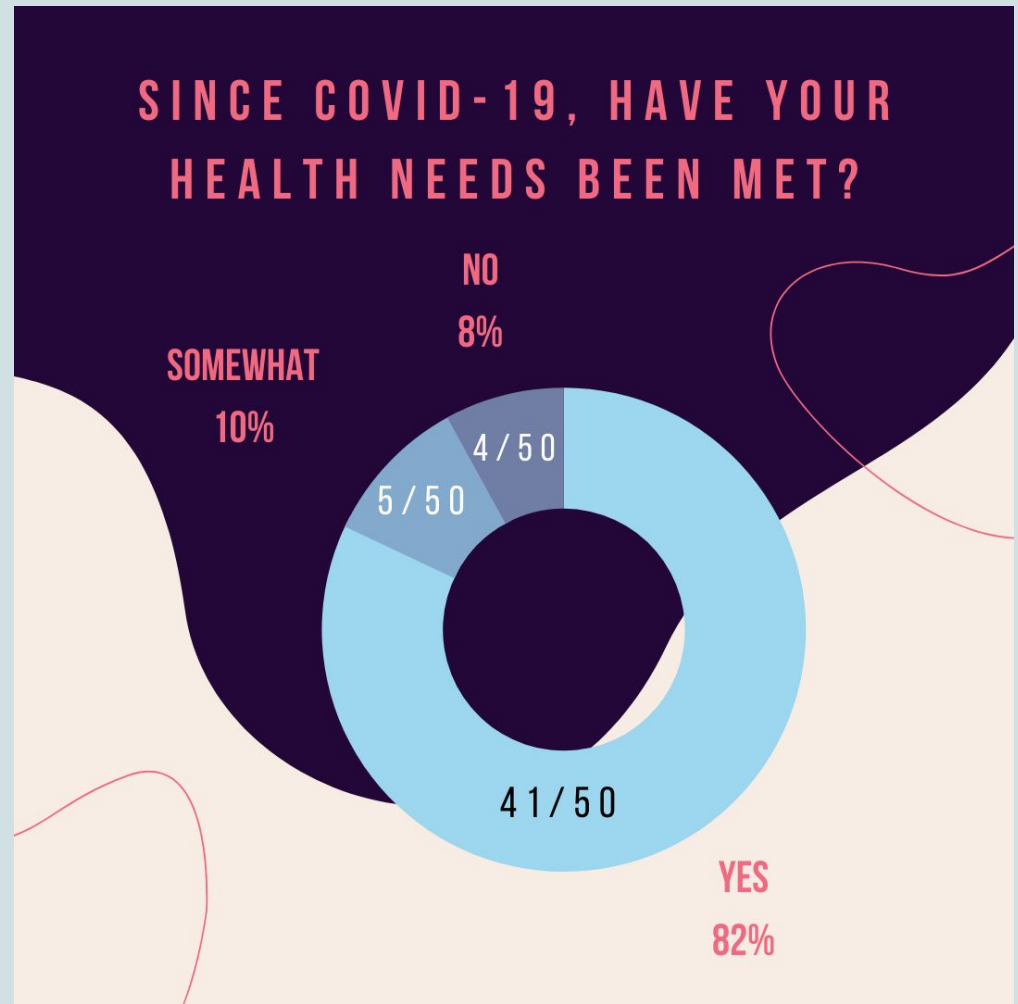
If you could change one thing at Clinic by the Bay what would it be?

- **Not have to have so many appointments to deal with any need**
- **It would be a bigger location with even more services to help the community's residents**
- **Parking**
- **Location**
- **Appointments Mon-Sat! More flexibility!**
- **Nothing i love clinic by the bay**
- **I'm one satisfied patient here...nothing actually**
- **More smiles**
- **Finally move to the big building**
- **Be even more extensive of their services**
- **More appointments and later hours. Later appointments for health coaching.**
- **Que dieran atención sin cita**
- **Ampliar mas la clínica en infraestructura**
- **Nada excelente atención muy amable**
- **tal vez tener acceso al dentista**
- **Atención por los médicos todos los dias**
- **No cambiaría nada estoy agradecido**

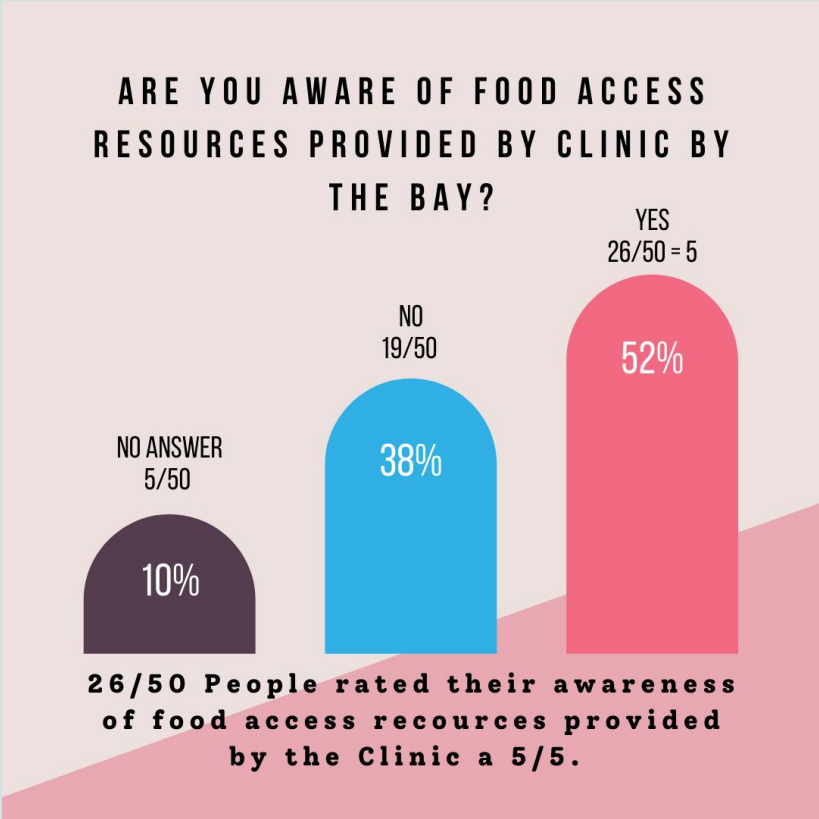
If I wasn't receiving care from Clinic By the Bay, I would:

- **I wouldn't be able to afford health care**
- **Keep looking for a place/facility like yours**
- **Be hopeless without it**
- **Probably wait until my insurance kicks in and suffer until then**
- **Lost and not know where to find Good health care that is very accessible**
- **It would be difficult to maintain my health**
- **not have any care anywhere else**
- **Be very sad**
- **Recommend it to others**
- **I will be in trouble waiting for someone to see me**
- **Not be seeing a doctor**
- **Be dead now!**
- **Not be receiving any care**
- **La clinica by the bay.es unica me sentiria un poco mal si estuviera esta clinica ayuda mucho**
- **Estaría muy preocupado por mi salud**
- **Podria saber sobre mi salud**

Since COVID-19, have your health needs been met?

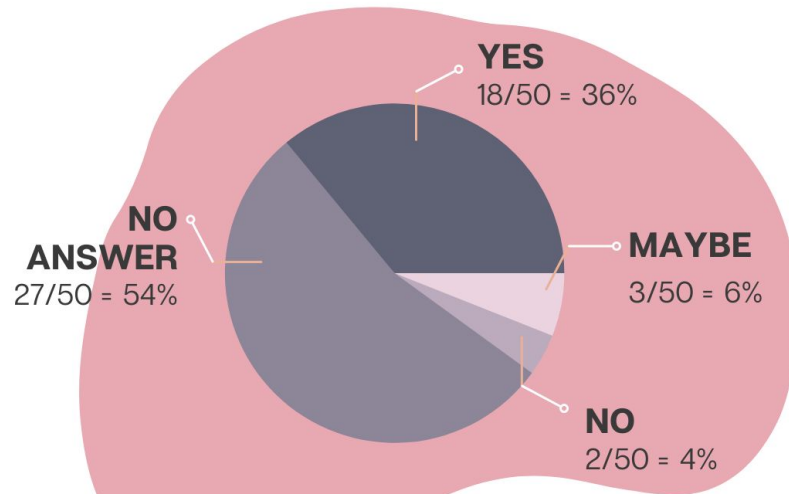


Are you aware of food access resources provided by Clinic by the Bay?



Would you be interested in a "Patient Portal" where you could access your medical records, see your upcoming appointments, etc?

WOULD YOU BE INTERESTED IN A "PATIENT PORTAL"
WHERE YOU COULD ACCESS YOUR MEDICAL RECORDS,
SEE YOUR UPCOMING APPOINTMENTS, ETC



**Thank You
Clinic by the Bay
Patients!**