



# Client Experience Survey Results

Clients who rated staff as friendly, courteous, and professional.

**98.4%**

Clients who stated they were treated with respect and dignity.

**97.5%**

Clients who stated that their privacy was respected.

**98.4%**

Clients who stated that they were seen within 15 minutes of their appointment time.

**87.7%**

Clients who stated they were kept informed of delays in service.

**81.4%**

Clients who stated they would want to see their provider again.

**97.0%**

Clients who observed UIHS healthcare staff clean their hands during the visit.

**84.9%**