

## Patient Satisfaction Survey

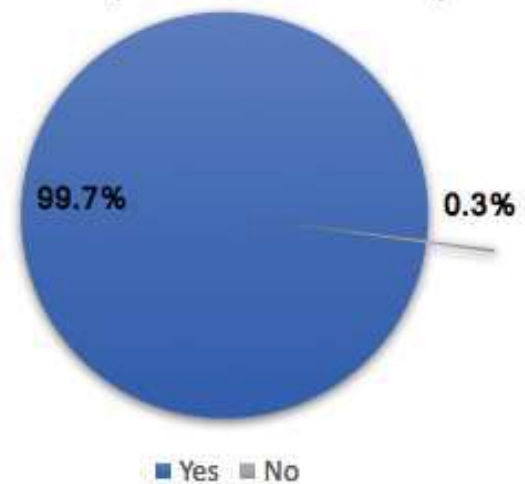
### Methods:

- Dr. Gerber's patients anonymously evaluated the care or services they received.
- Questionnaires were completed in privacy and completed questionnaires were placed by the patients in a locked ballot box and delivered to the law firm for data extraction.
- **1,748** patients completed the general questionnaire (975 from June to August 2020 and 773 from June to August 2021).
- **1,183** patients who underwent a transvaginal ultrasound also completed the ultrasound questionnaire (646 from June to August 2020 and 537 from June to August 2021).

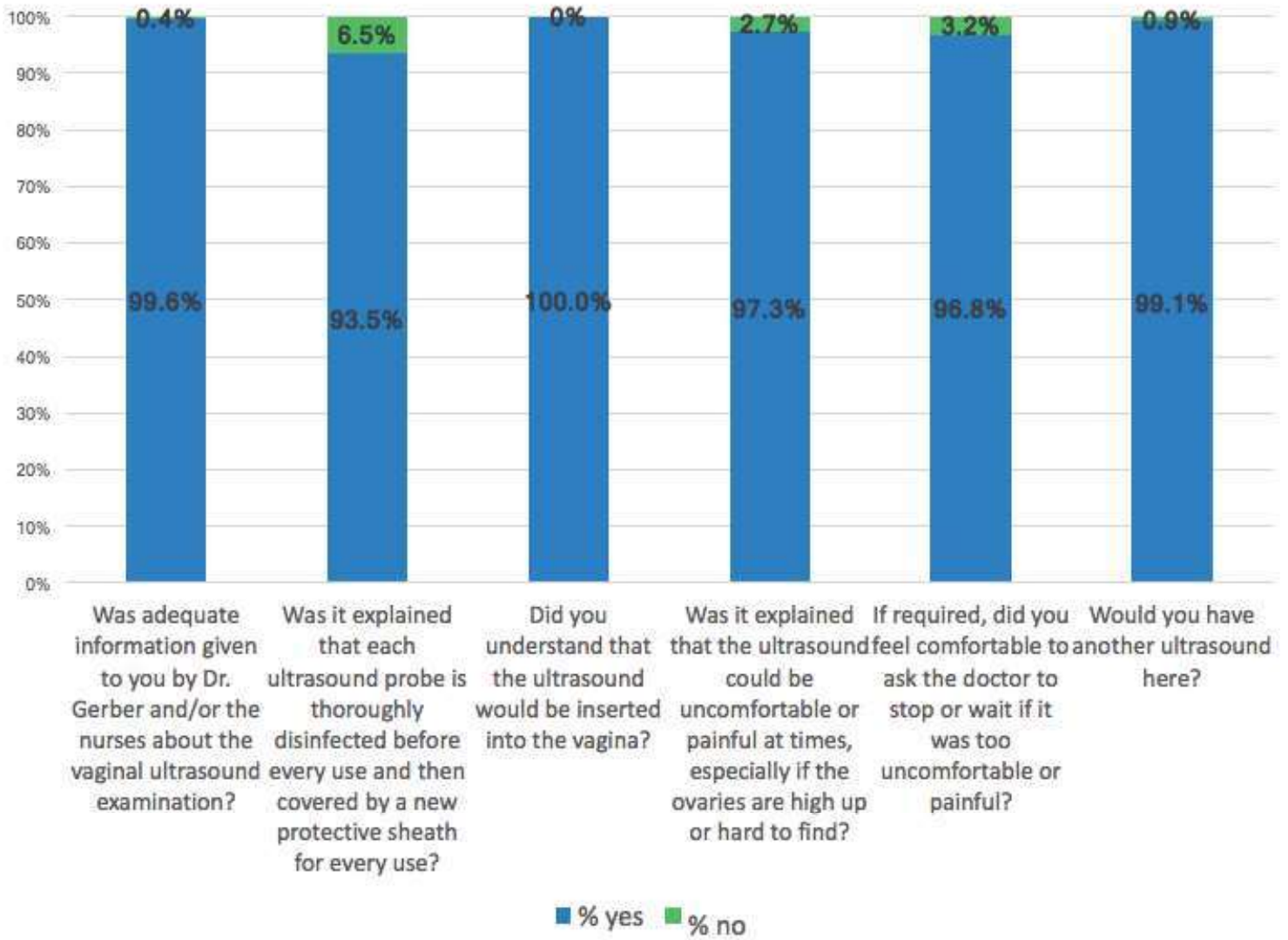
### Conclusions:

- Overall, the quality of care provided by Dr. Gerber and his staff was reported to be outstanding and associated with a positive patient experience; 99.7% of patients indicated that they would recommend the clinic to friends and family.
- Among patients who had a transvaginal ultrasound, all aspects of communication were rated highly (figure 2): 99.6% of patients felt they were given adequate information, 97.3% understood that the ultrasound could be uncomfortable or painful at times, especially if the ovaries are high up and 99.1% indicated they would have an ultrasound at the clinic again, if necessary.
- The incidence of significant pain (0.2%) (figure 3) was significantly lower than the expected incidence based on the medical literature.
- Among those who completed the general questionnaire, between 99.3% and 99.8% of patients affirmed that communication indices (time taken, exchange of information and answers to questions) were addressed well (figure 5).
- 96.5% of patients were satisfied or very satisfied that their questions were addressed (figure 6).
- Staff were also highly rated:
  - 99.9% felt the receptionist was welcoming and helpful
  - 99.2% said the nurses adequately answered their questions

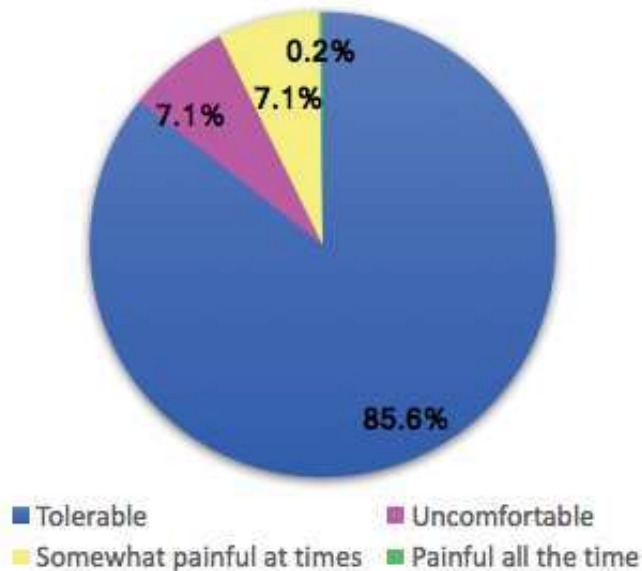
Figure 1. Would you recommend this clinic to your friends and family?



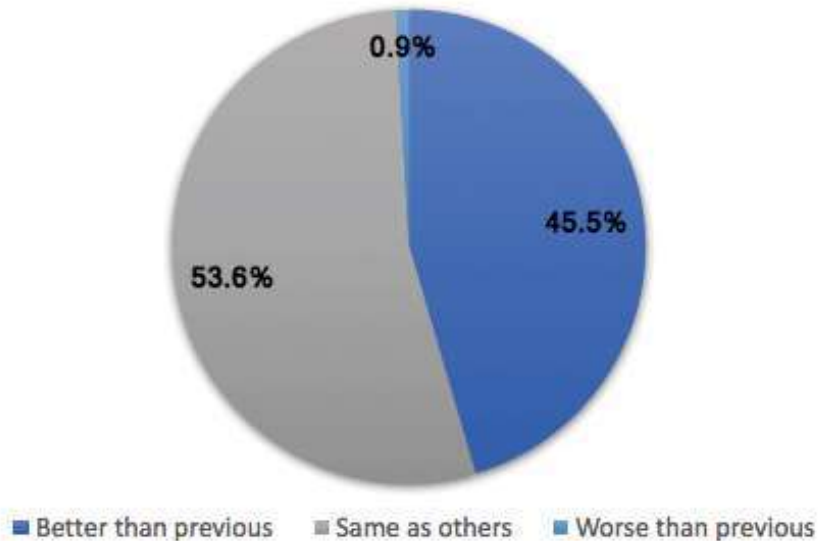
**Figure 2. Transvaginal Ultrasound - Communication (n=1183)**



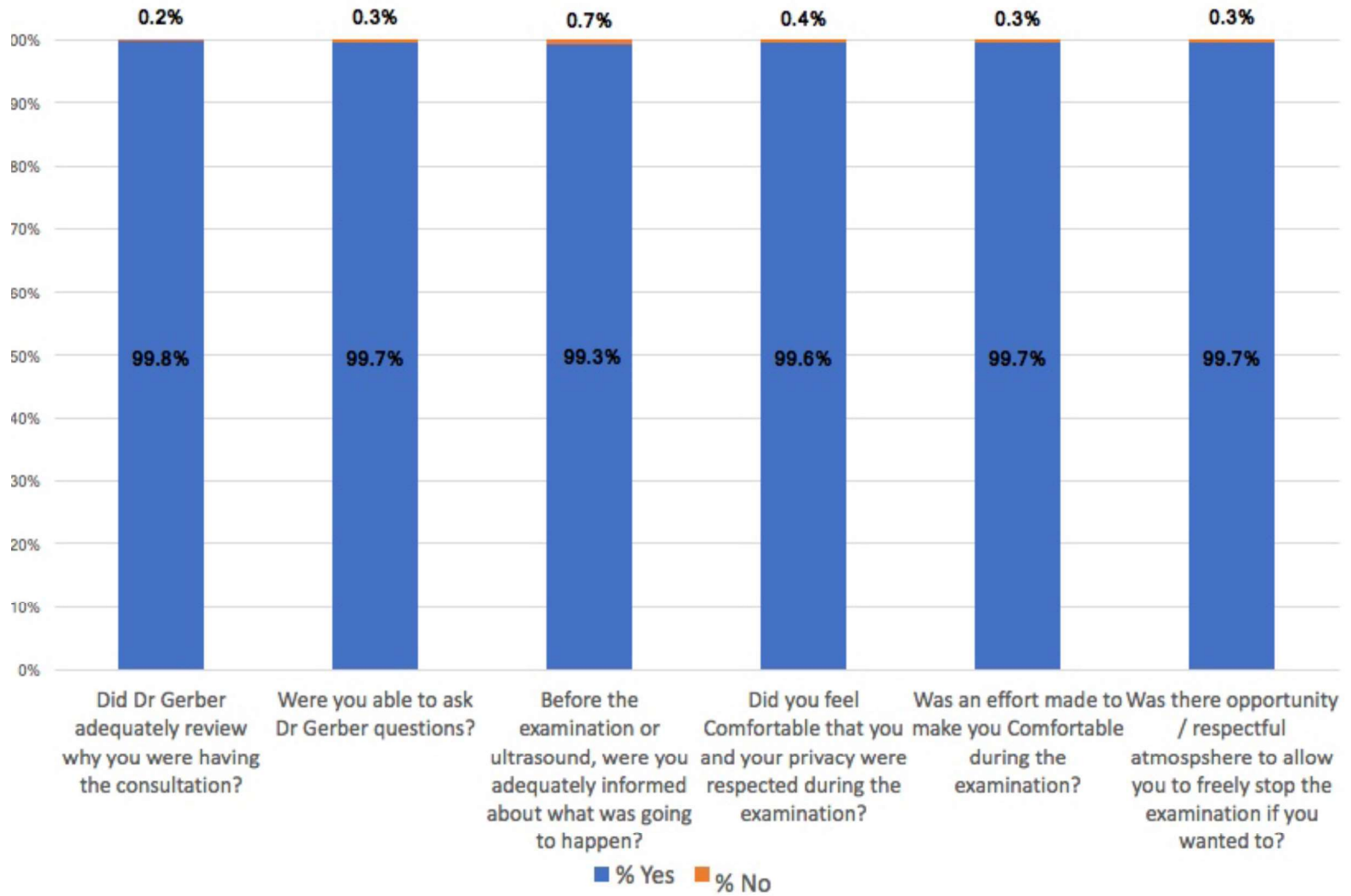
**Figure 3. What was the ultrasound examination level of discomfort? (n=1183)**



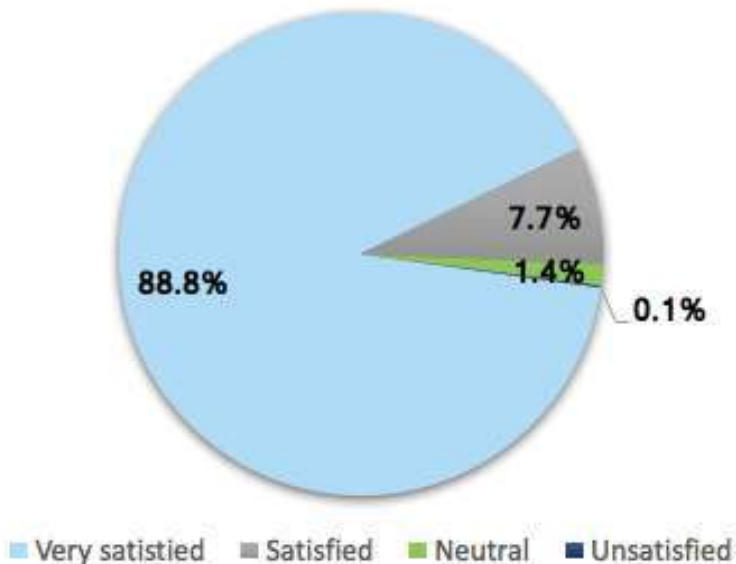
**Figure 4. Compared to the previous vaginal ultrasounds you may have had, how was the ultrasound today? (n=1183)**



**Figure 5. General Patient Care - Communication and Comfort (n= 1748)**



**Figure 6. Were you satisfied that your questions were addressed? (n=1748)**



**Figure 7. Compared to previous pelvic/vaginal examinations you have had, was this examination (n=1748):**

