

Patient Satisfaction Survey Results, 2010

Respondents found the providers who performed their exams and procedures to be knowledgeable, friendly and attentive. All ratings are the same as or slightly improved from 2009.



| | Stars |
|---|-------|
| OVERALL SATISFACTION Overall, I was very pleased with my visit and would recommend Via to family and friends. | 4.7 |
| SCHEDULING My appointment was scheduled at a day and time convenient for me. | 4.6 |
| Before my exam/procedure, I received all the necessary information to prepare for my visit. | 4.5 |
| RECEPTION I was greeted at check-in, and the receptionist was friendly, courteous and helpful. | 4.7 |
| I felt my wait time was reasonable and appropriate. | 4.5 |
| CLEANLINESS The facility was clean and comfortable. | 4.8 |
| PROVIDER SERVICES The provider who performed my exam/procedure was knowledgeable, friendly and attentive. | 4.8 |
| The provider offered clear explanations about my exam and answered all my questions. | 4.7 |
| I was treated with sensitivity to help with any pain or discomfort. | 4.7 |

Methodology: Survey responses from 2,615 patients. Responses were on a five-point scale used to determine star ratings.

Patients say ...

"I've already recommended Via Vascular to several friends. My recovery was just as I was told to expect. ... an excellent medical assistant (and) Dr. Joseph was skilled and kind."

— Sclerotherapy patient, Tacoma

"Rania was amazing! I would love it if she could do all my pregnancy ultrasounds, she made my husband and I feel comfortable and was beyond nice."

— OB ultrasound patient, Wedgwood

"I appreciate the time taken by the radiologist who explained the injection procedure in detail, including my many questions."

— MR arthrogram patient, Edmonds

"Chris was extremely conscious of my concerns. He was very honest and caring, Via delivers above-and-beyond service."

— CT patient, Seattle

