

# Patient Experience

## Family Medicine Institute

Percentage of patients who answered 9 or 10

How likely would you be to **recommend this medical practice** to your family and friends?

76.5%

MaineGeneral Avg:  
81.1%

Percentage of patients who answered "Yes, Definitely" or "Yes, mostly"

Did this provider **listen carefully** to you?

93.6%

MaineGeneral Avg:  
93.6%

Did you **know what to do if you had questions** after your visit?

88.5%

MaineGeneral Avg:  
88.7%

Were you able to **schedule an appointment** with this provider as soon as you needed?

73.5%

MaineGeneral Avg:  
74.3%

Was **office staff courteous and helpful** during your visit?

91.5%

MaineGeneral Avg:  
90.2%

**explain things**

94.4%

MaineGeneral Avg:  
94.1%

Did this provider seem to **know the important information** about your medical history?

85.5%

MaineGeneral Avg:  
87.4%

Did this provider **show respect** for what you had to say?

93.2%

MaineGeneral Avg:  
93.1%

Did this provider **involve you in decisions** about your plan of care, medications, and/or health goals?

91.3%

MaineGeneral Avg:  
91.3%

Did someone in this provider's office **review your medications** with you?

83.8%

MaineGeneral Avg:  
84.4%

Did someone in this provider's office talk about the **cost of your prescription medicine**?

29.7%

MaineGeneral Avg:  
28.5%