

Patient Experience

MaineGeneral Ear, Nose & Throat

Percentage of patients who answered 9 or 10

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

77.0%

MaineGeneral Avg:
81.1%

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

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

90.0%

MaineGeneral Avg:
93.6%

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

81.9%

MaineGeneral Avg:
88.7%

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

59.7%

MaineGeneral Avg:
74.3%

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

88.2%

MaineGeneral Avg:
90.2%

explain things

91.2%

MaineGeneral Avg:
94.1%

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

77.7%

MaineGeneral Avg:
87.4%

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

89.4%

MaineGeneral Avg:
93.1%

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

85.8%

MaineGeneral Avg:
91.3%

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

71.8%

MaineGeneral Avg:
84.4%

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

23.1%

MaineGeneral Avg:
28.5%