

Plateau Pediatrics Patient Satisfaction Survey Website Summary 2025

Plateau Pediatrics conducted our annual patient satisfaction survey for a period of three weeks in April and May 2025. Families were given the option of completing surveys on the office tablets, by QR code, or by a link sent by text message. We had a total of 219 surveys completed during the time span and a total of 2311 established sick, well, and counseling appointments for a completion rate of 9.5%. In 2024, we had 116 completed surveys and in 2023 we had a total of 113 completed surveys. New to the survey this year, were questions surrounding our in-house counseling appointments. We were very pleased with the feedback and appreciate all of those who participated. We would like to share our 2025 Plateau Pediatrics Patient Satisfaction Survey results with you.

Survey Results

Q1: I am able to get an appointment when I need one.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	92.69%	203
Good/Agree	5.94%	13
OK/Neither Agree nor Disagree	1.37%	3
Fair/Disagree	0.00%	0
Poor/Strongly Disagree	0.00%	0
TOTAL		219

Q2: My calls are answered in a courteous manner.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	89.04%	195
Good/Agree	10.05%	22
OK/Neither Agree nor Disagree	0.91%	2
Fair/Disagree	0.00%	0
Poor/Strongly Disagree	0.00%	0
TOTAL		219

Q3. My calls/messages are returned promptly.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	81.28%	178
Good/Agree	13.70%	30
OK/Neither Agree nor Disagree	3.20%	7
Fair/Disagree	0.91%	2
Poor/Strongly Disagree	0.00%	0
Have never had to leave a message	0.91%	2
TOTAL		219

Q4: When calling during office hours, I can speak with a real person quickly when I need one.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	85.39%	187
Good/Agree	10.96%	24
OK/Neither Agree nor Disagree	2.74%	6
Fair/Disagree	0.91%	2
Poor/Strongly Disagree	0.00%	0
TOTAL		219

Q5. If I call after hours, my call is returned by the on-call provider or registered nurse in a timely manner.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	61.64%	135
Good/Agree	10.05%	22
OK/Neither Agree nor Disagree	0.46%	1
Fair/Disagree	0.00%	0
Poor/Strongly Disagree	0.00%	0
Have never used after hours answering service	27.85%	61
TOTAL		219

Q6.: I wait a reasonable length of time in the waiting room.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	72.15%	158
Good/Agree	19.63%	43
OK/Neither Agree nor Disagree	5.94%	13
Fair/Disagree	1.37%	3
Poor/Strongly Disagree	0.91%	2
TOTAL		219

Q7. The facilities (waiting area, exam rooms, bathrooms, etc.,) are neat, clean, and comfortable.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	89.04%	195
Good/Agree	10.05%	22
OK/Neither Agree nor Disagree	0.91%	2
Fair/Disagree	0.00%	0
Poor/Strongly Disagree	0.00%	0
TOTAL		219

Q8: We are currently open Monday, Tuesday and Thursday from 7:00 am to 6:30 pm, on Wednesday, and Friday, from 7:00 am to 5:00 pm and on Saturday from 8:00 am to 10:30 am. Do our hours meet your current needs?

ANSWER CHOICES	RESPONSES	
Yes	99.09%	217
No	0.91%	2
TOTAL		219

Comments made regarding hours of access:

- Usually if I needed a Saturday appointment you are closed by the time I get my child up and ready and notice that he is poorly... Til noon would be preferable
- I request well exams on the weekend as I work and i have to take off work to attend appointments. Plus I drive an hour to make it
- Keep up the excellent work providing the accommodations for our children. Thank you.

Q9: I would recommend Plateau Pediatrics to a friend or relative.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	89.04%	195
Good/Agree	8.22%	18
OK/Neither Agree nor Disagree	0.91%	2
Fair/Disagree	0.91%	2
Poor/Strongly Disagree	0.91%	2
TOTAL		219

Q10. The receptionist who greets me as I walk in is helpful and friendly.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	88.32%	189
Good/Agree	10.28%	22
OK/Neither Agree nor Disagree	0.47%	1
Fair/Disagree	0.47%	1
Poor/Strongly Disagree	0.47%	1
TOTAL		214

Q11: The nursing staff treats me/my child in a caring, respectful manner.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	91.12%	195
Good/Agree	8.41%	18
OK/Neither Agree nor Disagree	0.47%	1
Fair/Disagree	0.00%	0
Poor/Strongly Disagree	0.00%	0
TOTAL		214

Q12: The bills I receive are accurate.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	47.87%	101
Good/Agree	9.95%	21
OK/Neither Agree nor Disagree	3.79%	8
Fair/Disagree	0.95%	2
Poor/Strongly Disagree	0.00%	0
I do not receive bills	37.44%	79
TOTAL		211

Q13: The billing staff handles my questions in a courteous, helpful manner.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	51.66%	109
Good/Agree	7.11%	15
OK/Neither Agree Nor Disagree	0.95%	2
Fair/Disagree	1.42%	3
Poor/Strongly Disagree	0.00%	0
I have never had to speak with the billing staff	38.86%	82
TOTAL		211

Q14: Using the online payment portal is fast and easy.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	31.28%	66
Good/Agree	6.64%	14
OK/Neither Agree nor Disagree	3.32%	7
Fair/Disagree	0.47%	1
Poor/Strongly Disagree	0.95%	2
I have never used the online payment portal	57.35%	121
TOTAL		211

Q15. I know about all of the practice's forms of electronic communication. Website (www.plateaupediatrics.com) Facebook (<https://www.facebook.com/PlateauPeds>) and X(<https://x.com/PlateauPeds>), and our Patient Portal (<https://patientportal.intelichart.com>).

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	64.56%	133
Good/Agree	16.99%	35
OK/Neither Agree nor Disagree	10.68%	22
Fair/Disagree	1.46%	3
Poor/Strongly Disagree	0.97%	2
Do not use internet/social media	5.34%	11
TOTAL		206

Q16: The practice website (www.plateaupediatrics.com) and social networking sites are good informational resources.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	57.77%	119
Good/Agree	19.90%	41
OK/Neither Agree nor Disagree	9.71%	20
Fair/Disagree	0.00%	0
Poor/Strongly Disagree	0.49%	1
Do not use internet/social media	12.14%	25
TOTAL		206

Q17: When I use the e-messaging system on the Patient Portal (<https://patientportal.intelichart.com>) my messages are answered promptly and accurately.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	43.69%	90
Good/Agree	8.74%	18
OK/Neither Agree nor Disagree	9.22%	19
Fair/Disagree	0.97%	2
Poor/Strongly Disagree	0.00%	0
Do not use Patient Portal	37.38%	77
TOTAL		206

Q18. The Patient Portal (<https://patientportal.intelichart.com>) is easy to use and provides me with information I need.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	47.09%	97
Good/Agree	8.74%	18
OK/Neither agree nor disagree	4.37%	9
Fair/Disagree	0.97%	2
Poor/Strongly Disagree	0.97%	2
Do not use Patient Portal	37.86%	78
TOTAL		206

Q19. Are you aware that Plateau Pediatrics now offers Counseling Services?

ANSWER CHOICES	RESPONSES	
Yes	53.88%	111
No	46.12%	95
TOTAL		206

Q20. Have you utilized the counseling services provided by Plateau Pediatrics?

ANSWER CHOICES	RESPONSES	
Yes	24.55%	27
No	75.45%	83
TOTAL		110

Q21. I trust the counselor's judgement and explanation of my child's mental health care.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	78.57%	22
Good/Agree	14.29%	4
OK/Neither Agree nor Disagree	3.57%	1
Fair/Disagree	0.00%	0
Poor/Strongly Disagree	3.57%	1
TOTAL		28

Q22. My child is able to see the counselor within a reasonable amount of time between the recommendation by the provider and the initial appointment date with the counselor.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly agree	66.67%	18
Good/Agree	18.52%	5
OK/Neither Agree nor Disagree	7.41%	2
Fair/Disagree	0.00%	0
Poor/Strongly Disagree	7.41%	2
TOTAL		27

Q23. I am able to schedule my child's follow-up appointments with the counselor within a reasonable amount of time.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly agree	62.96%	17
Good/Agree	18.52%	5
OK/Neither Agree nor Disagree	7.41%	2
Fair/Disagree	3.70%	1
Poor/Strongly Disagree	7.41%	2
TOTAL		27

Q24. I am able to schedule an appointment with the counselor during a time frame that meets my child's needs.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly agree	62.96%	17
Good/Agree	22.22%	6
OK/Neither Agree nor Disagree	0.00%	0
Fair/Disagree	7.41%	2
Poor/Strongly Disagree	7.41%	2
TOTAL		27

Q25. Once I arrive in the office for my child's counseling appointment, we wait for a reasonable amount of time to see the counselor.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly agree	74.07%	20
Good/Agree	18.52%	5
OK/Neither Agree nor Disagree	3.70%	1
Fair/Disagree	3.70%	1
Poor/Strongly Disagree	0.00%	0
TOTAL		27

Provider Results:

All Providers - Answered: 204

I feel like the physician/nurse practitioner listens to my concerns.	88.24%	7.84%	2.45%	0.49%	0.49%
I feel like the physician/nurse practitioner spends enough time with me.	88.73%	6.86%	3.43%	0.00%	0.49%
At my visits I get the answers or information I need.	88.24%	7.84%	2.45%	0.98%	0.00%
I trust the physician/nurse practitioner's judgement and explanation of my child's medical care.	86.27%	7.35%	4.41%	1.47%	0.00%
The physician/nurse practitioner treats me/my child in a caring respectful manner.	90.20%	6.86%	0.98%	0.49%	0.49%

The end of the survey consisted of open-ended questions to highlight areas of improvement.

1. What do you like best about Plateau Pediatrics?



- That I can call and speak to a nurse about concerns and get advice before making an appointment.
- The staff are nice. The nurses and doctors seem to actually care about my child's health and well-being. I am able to ask questions and get them answered when need be.
- The extended hours are very helpful so children can be seen after school. I love that it seems Christian oriented.
- An appointment is always open if we need to walk in, staff is always helpful and polite.
- I'm a new mom to two under two. I love that the practice doesn't make me feel overwhelmed when I'm taking them to the dr by myself. Everyone is very accommodating and willing to help me wrangle my one year old while doing the month checkups for my little girl.
- I love that they are all about great healthcare for my children. Any time I have come in with concerns, they have all been dealt with with the best care options provided by your practice. I have taken all of my children (2 from birth) to Plateau Pediatrics and we love it. Dr. Berman is the best and we also love Tiffany Yeargan. She went above and beyond to help my 13 yr old daughter. If we had to see other Physicians at the practice I confident the results and care would be excellent as well. Thank you for your services.
- Anytime my child needs to be seen they are seen in an adequate amount of time. I have never been told that I cannot bring my child in for a last minute appointment. The wait time is not long at all in the waiting room and we are greeted with smiles from everyone. They truly show concern and are very professional and thorough.

2. What do you like least about Plateau Pediatrics?



- Sometimes the wait times are horrendous for scheduled appointments but it only happens once in awhile.
- The medication and diagnosis tend to be referred out to a different provider and this practice then washes their hands of the issue (ie: asthma, adhd meds). I'd like a one stop place instead of seeing 10 different providers
- Letting children make decisions about birth control instead of parents
- I don't dislike anything.
- That we can't see our provider every visit.
- Having to get my child completely undressed not in a room where other people can possibly see.
- I haven't found anything that I do not like or am concerned about with the help of my child
- I don't currently receive notifications if I owe money. Maybe, that's a me thing, but I would appreciate getting an email letting me know there's a balance. I don't think to check.
- There is no sick side only and well side not just a place for just preemies in the waiting area which is ok because we wait in car
- I don't really like the waiting room having the light up boards when sick and well children wait in the same area it seems like it would collect a lot of germs.
- In the past I would have said wait times but we are no longer waiting extended periods. That they aren't open 24/7

3. What changes would you like for us to make?



- Maybe shorten the quizzes and have a play area for the kids
- We need no changes.
- Sat here and thought and nothing comes to mind.
- It would be nice for the office to be open 24/7
- Clone Dr Lauren.
- I believe y'all are doing a great job
- Online counseling services
- Longer Saturday hours
- None. You guys are doing an amazing job serving the community.
- I honestly do not know what could be done to improve from your standpoint at this time.
- Be more inclusive/understanding to the sensitivity of bottle feeding
- Shorter wait times. More education

[illegible]

- Kristen Davis. So knowledgeable, kind, supportive, and level headed.
- Dr. Lauren and all the nurses are the best! (don't remember names) They're all awesome with my children
- we love our dr brooke she always makes our kids feel like she is family and they are so comfortable with her because she remembers them every time!
- I wouldn't like to point out 1 cause they are all great.
- Ms. Kristel! She was my doctor and now she is my son's doctor, and she is just phenomenal!
- Dr. Reed is phenomenal. She has been my (3) kids doctor for going on 14 years now and we don't have a single complaint about her. She's always on top of any health concerns and is always courteous. My 3 kids all like her and are comfortable with her. We really couldn't ask for a better pediatrician! We're very grateful for her.
- Whoever helped get that tick out of Waverley's head yesterday was AMAZING!!!!
- The front desk ladies are so friendly. Of course Kristel is our favorite!
- I love Bri Williamson. My daughter has to have blood taken every month and she is always so quick and gentle!
- I honestly believe that they all have. I have not encountered any problems with any staff member. They are all very caring, professional and go out of their way to make us feel very welcome.

We seriously consider all recommendations and feedback received from our patients.

We have a multitude of information available on our website including new patient forms, well exam and vaccination schedules, handouts, and dosing charts for many over the counter medications such as Tylenol. You can visit our website www.plateaupediatrics.com.

The office was not designed to accommodate separate sick and well waiting areas. Dr. Suzanne explains this decision in [this article](#). However, we strive to bring patients back as fast as possible to the exam rooms to limit exposure to sick children. Each exam room is cleaned and sanitized between patients. We also provide adult and children's masks for anyone who is identified as potentially spreading an airborne infection. Please understand if we ask you or your child to wear a mask during your visit.

Cleanliness is a top priority at Plateau Pediatrics; therefore, we do not offer toys in the waiting or exam rooms because it would be too difficult to keep them clean between patients. Our lite boards in the waiting rooms are anti-microbial to reduce the spread of germs. Additionally, the pegs are changed out and sanitized throughout the day.

You can minimize wait time in the office by completing well exam surveys prior to arriving in the office by accessing the patient portal. If you don't have a portal account, we can assist you with setting one up or send you a direct link to your surveys. If you do not have an Intelichart portal account, or are having issues with your account, contact our office and we will be happy to assist you. Please note that each patient requires their own individual PIN number to be added to the parent or legal custodian's Intelichart account. Once a patient reaches 18 years of age, they will generally no longer be viewable on the parent's portal and should set up their own account.

We truly appreciate all the positive comments from our patients as it helps build confidence and morale among our staff. If you have feedback for us at any time, please feel free to contact our Practice Administrator, Villa Edwards, at (931) 707-8700.