

CATEGORY	TOTAL # CARDS	OFFICE	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	BLANK		INSURANCE	
	18	HAYDEN									
FRONT DESK			87.00%	6.50%	6.50%					MEDICAID	60%
RECEPTION			87.00%	13.00%						PRIVATE	13%
WAITING TIME			67.00%	27.00%		6.00%				PRIVATE PLUS MEDICAID	0%
NURSES			73.00%	20.00%				7.00%		NO INSURANCE	0%
THOROUGHNESS			80.00%	7.00%				13.00%		BLANK	27%
PROVIDER COMMUNICATION			87.00%					13.00%			
OVERALL			80.00%	13.00%				7.00%			