

CATEGORY	TOTAL # CARDS	OFFICE	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	BLANK		INSURANCE	
	22	HAYDEN									
FRONT DESK			91.00%	9.00%						MEDICAID	55%
RECEPTION			95.00%	5.00%						PRIVATE	27%
WAITING TIME			77.00%	4.50%		4.50%	14.00%			PRIVATE PLUS MEDICAID	0%
NURSES			86.00%	9.00%				5.00%		NO INSURANCE	0%
THOROUGHNESS			82.00%	4.50%	4.50%		4.50%	4.50%		BLANK	18%
PROVIDER COMMUNICATION			95.00%		5.00%						
OVERALL			81.80%	4.60%	13.60%						