

| CATEGORY               | TOTAL #<br>CARDS | OFFICE     | EXCELLENT | VERY<br>GOOD | GOOD   | FAIR   | POOR   | BLANK |  | INSURANCE             |        |
|------------------------|------------------|------------|-----------|--------------|--------|--------|--------|-------|--|-----------------------|--------|
|                        | 30               | POST FALLS |           |              |        |        |        |       |  |                       |        |
| FRONT DESK             |                  |            | 86.67%    | 3.33%        | 3.33%  | 3.33%  | 0.00%  | 3.33% |  | MEDICAID              | 46.66% |
| RECEPTION              |                  |            | 86.67%    | 6.67%        | 0.00%  | 0.00%  | 3.33%  | 3.33% |  | PRIVATE               | 26.67% |
| WAITING TIME           |                  |            | 63.33%    | 16.67%       | 6.67%  | 0.00%  | 13.33% | 0.00% |  | PRIVATE PLUS MEDICAID | 0.00%  |
| NURSES                 |                  |            | 83.33%    | 6.67%        | 0.00%  | 3.33%  | 3.33%  | 3.33% |  | NO INSURANCE          | 0.00%  |
| THOROUGHNESS           |                  |            | 80.00%    | 3.33%        | 13.34% | 0.00%  | 0.00%  | 3.33% |  | BLANK                 | 26.67% |
| PROVIDER COMMUNICATION |                  |            | 86.67%    | 6.67%        | 0.00%  | 0.00%  | 3.33%  | 3.33% |  |                       |        |
| OVERALL                |                  |            | 70.00%    | 10.00%       | 0.00%  | 13.34% | 3.33%  | 3.33% |  |                       |        |