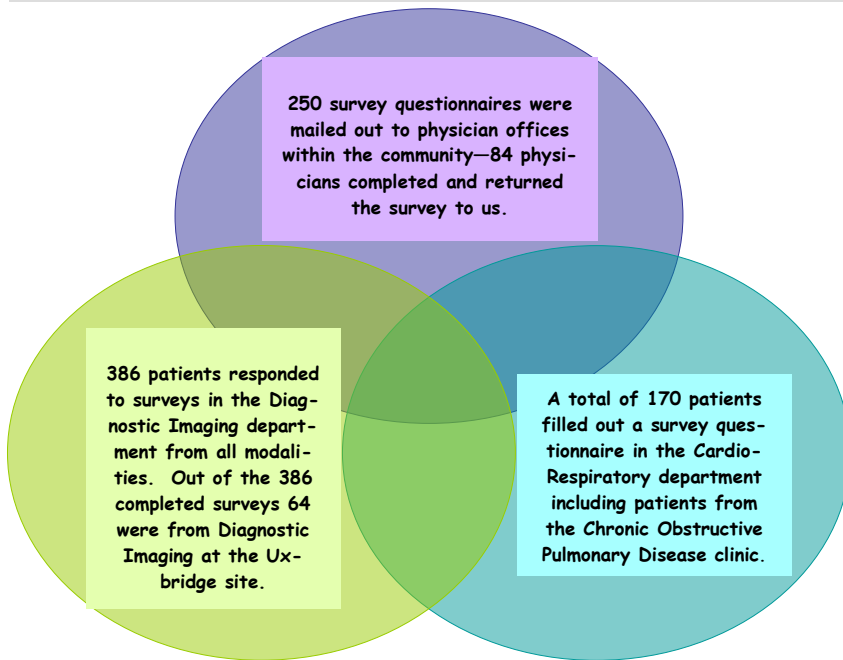


The Results are in Physician/Patient Satisfaction Surveys



Physician Survey Results

250 surveys were mailed out to physician offices within the community and, out of the 250 surveys, 84 were completed and returned to us. 23 per cent of those that responded did not use Cardio-Respiratory Services and did not comment on its services.

Physician Survey Questions	DI			CRS		
	YES	NO	N/A	YES	NO	N/A
Are staff and physicians in Diagnostics courteous and helpful?	83		1	61		2
Are appts scheduled within suitable timeframe?	76	7		48	8	1
Are patients' tests performed within 10 minutes of scheduled time?	18	9		15	2	52
Can you and your patients access our services within our current hours of operation?	75	5	1	60		1
Is the diagnostic/consultative report comprehensive and beneficial?	80			58	1	
Do you receive reports in a timely fashion?	75	5		52	9	
Are your patients properly instructed on how to prep prior to exam and post exam?	73		3	53		2
Overall Rating	Poor DI / CRS		Adequate DI / CRS	Well Done DI / CRS		Excellent DI / CRS
	4 / 4		30 / 35	43 / 29		

Two separate surveys were conducted—one was for the physician group and the other survey was given to patients in the Diagnostic Imaging and CardioRespiratory departments. These surveys were done between December 2008 and March 2009.

Physicians and patients were asked a variety of questions including convenience and timeliness of appointments, access to services, waiting times, report turn around times, and knowledge and helpfulness of technical and clerical staff, to name a few.

Overall, the response from both physicians and patients was very positive and we received some valuable feedback.

Here are some of the responses we received from some of the patients: "a pleasant experience", "answered all my questions", "eased my mind", "I moved to Vaughan from Markham but continue to come here because of the people".

Some patients expressed concern about the long wait times in Ultrasound, while others felt the instructions on how to prepare for certain tests were inadequate. Hospital parking is also an issue for some patients and one patient suggested a reading lamp for the sleep lab.

Here are samples of what you told us:

- Ultrasound, Echo, Holter, EEG and PFT appointments take too long to book
- Would welcome weekend and evening access
- Booking line difficult to get through
- Very detailed reports — excellent turn around time (TAT) since voice recognition
- Report TAT for Echo and Nuclear Medicine reports could be better
- Some doctors would prefer to receive all reports by fax

We have implemented some changes based on your feedback, i.e. extended hours in X-Ray until 7:30 p.m. and on Saturday/Sunday until 4:00 p.m. and 3:00 p.m. respectively. We will continue to strive for excellence in meeting yours and your patients' needs!

Thank you for your participation in this survey