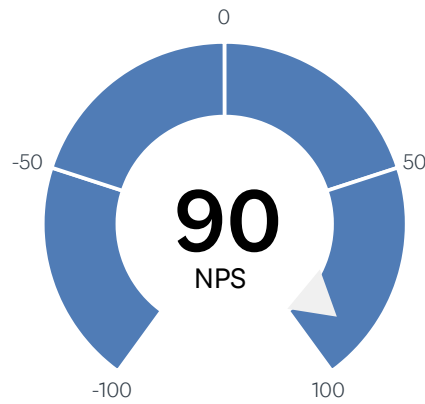


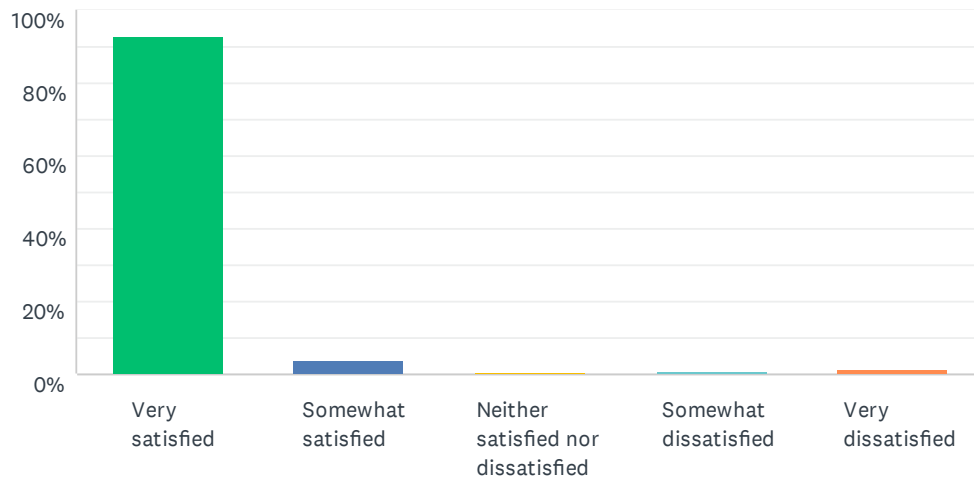
How likely is it that you would recommend Montclair Radiology to a friend or colleague?



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
2% 526	6% 1,757	92% 25,715	90

## Patient Satisfaction Survey

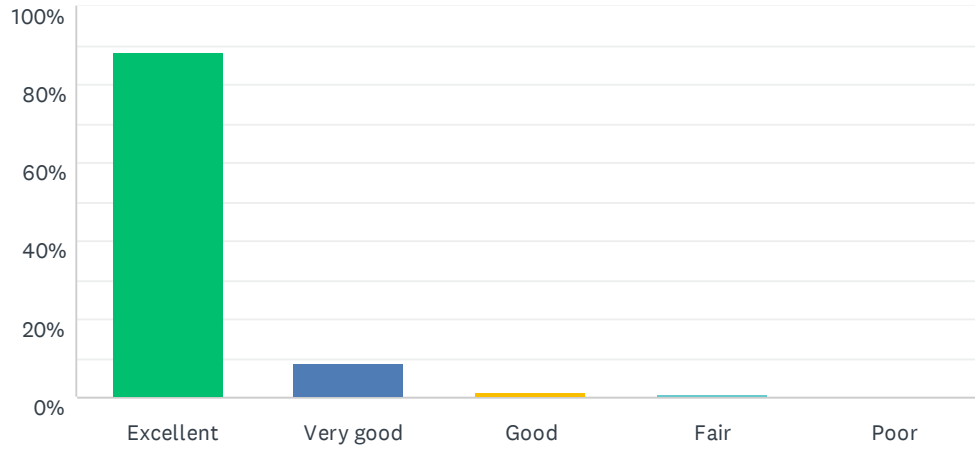
Overall, how satisfied were you with your last visit to our office?



ANSWER CHOICES	RESPONSES	
Very satisfied	93.01%	25,944
Somewhat satisfied	3.81%	1,063
Neither satisfied nor dissatisfied	0.51%	143
Somewhat dissatisfied	1.14%	318
Very dissatisfied	1.53%	426
<b>TOTAL</b>		<b>27,894</b>

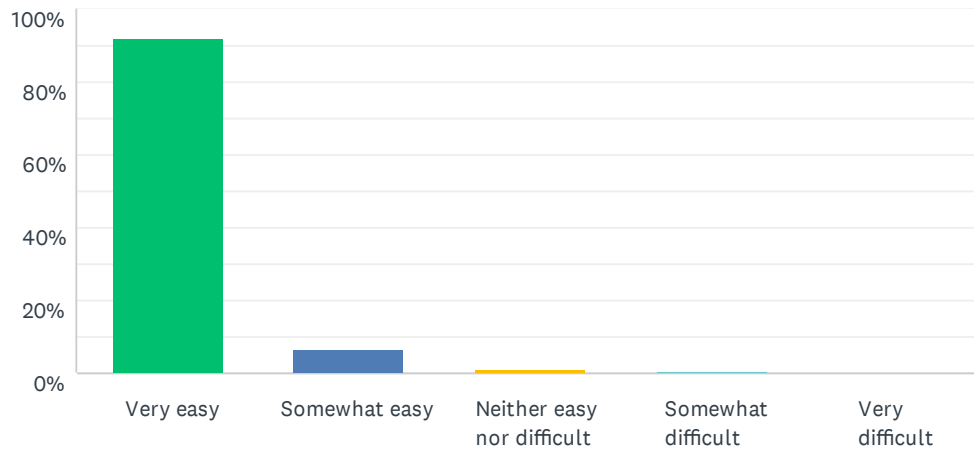
# Patient Satisfaction Survey

Overall, how would you rate the service you received from the staff at our office?



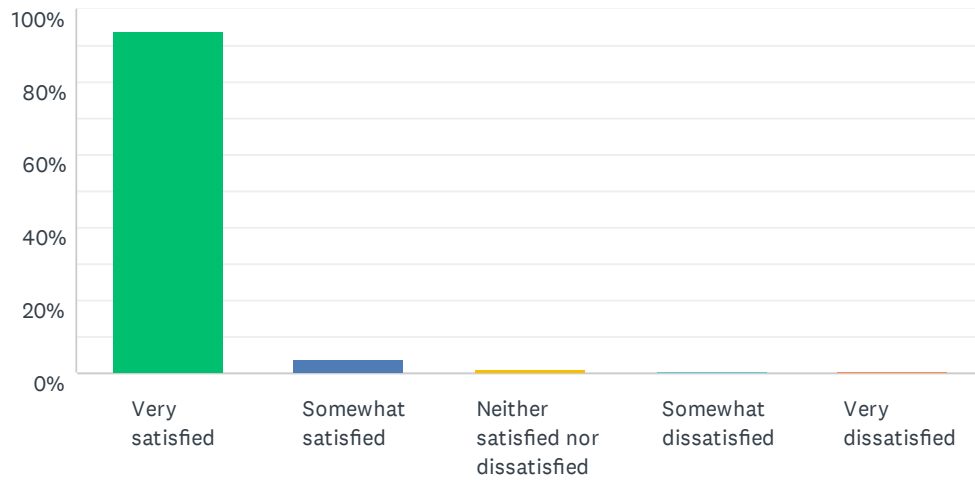
ANSWER CHOICES	RESPONSES	
Excellent	88.21%	24,624
Very good	9.01%	2,514
Good	1.48%	413
Fair	0.85%	236
Poor	0.45%	127
TOTAL		27,914

## How easy was it to schedule your appointment at a time that was convenient for you?



ANSWER CHOICES	RESPONSES	
Very easy	91.96%	25,633
Somewhat easy	6.32%	1,761
Neither easy nor difficult	0.93%	260
Somewhat difficult	0.62%	173
Very difficult	0.17%	48
<b>TOTAL</b>		<b>27,875</b>

## How satisfied were you with the amount of time your technologist spent addressing your needs?

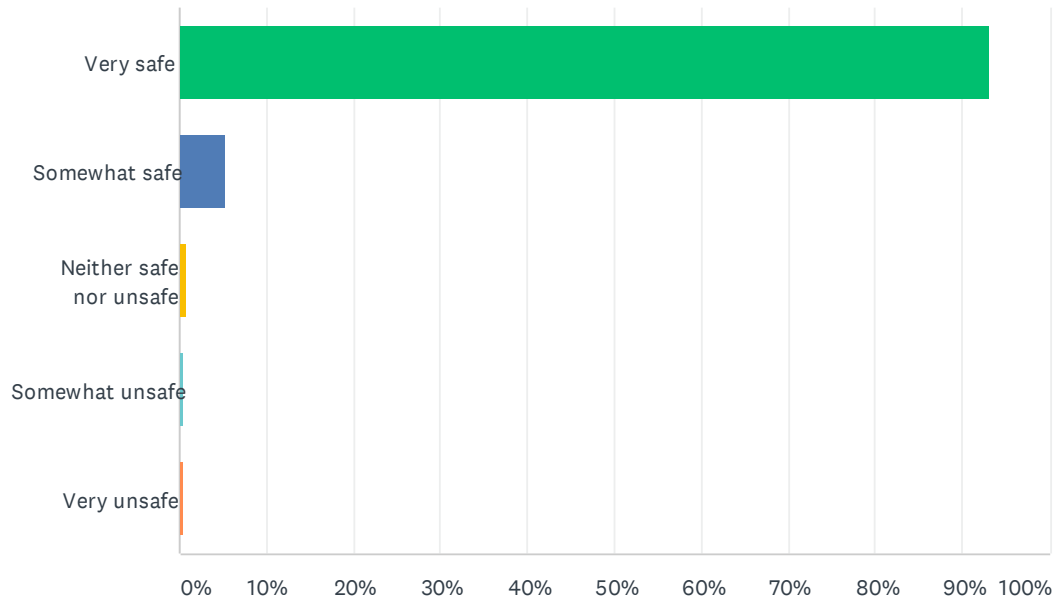


ANSWER CHOICES	RESPONSES	
Very satisfied	94.15%	26,247
Somewhat satisfied	3.77%	1,050
Neither satisfied nor dissatisfied	1.21%	337
Somewhat dissatisfied	0.46%	129
Very dissatisfied	0.41%	114
<b>TOTAL</b>		<b>27,877</b>

# Patient Satisfaction Survey

Question added May 2020

## How safe did you feel during your last visit?



ANSWER CHOICES	RESPONSES
Very safe	93.04% 2,111
Somewhat safe	5.33% 121
Neither safe nor unsafe	0.79% 18
Somewhat unsafe	0.44% 10
Very unsafe	0.40% 9
TOTAL	2,269