



Each week we survey the DOC callers from the previous week to determine their satisfaction levels with our service. The callers are asked 6 to 7 short questions. These are the results of the surveys through 5-16-06. This information is kept on file and can be reviewed during normal business hours.

### Was your call answered quickly?

Yes 97.0%  
No 3.0%

### Did the doctor answer all your questions?

Yes 96.2%  
No 3.8%

### Have you used the service before?

Yes 31.1%  
No 68.9%

### Will you use the service again?

Yes 89.3%  
No .8%  
Undecided 9.9%

### By making the call to our doctor, were you able to avoid either a doctor or ER visit?

Yes	64.4%	43.9% Doctor	56.1% ER
No	28.8%		
Maybe / Don't know	6.8%		

### For your house hold, would you consider Doctor On Call to be:

Not Important	3.8%
Important	38.6%
Very Important	40.9%
Extremely important	16.7%