



## **Member Satisfaction Survey 2015**

At Clear Health Alliance (CHA) we want to know what you think of your doctors and our services. Your answers tell us what you think we are doing right. They also tell us what you think we need to do better. We ask our members how happy they are with our services.

Clear Health Alliance sent out a satisfaction survey to a group of members. Maybe you were one of them! We use CAHPS. That stands for Consumer Assessment of Healthcare Providers and Systems survey.

Below is what our members told us.

### **What we are doing right ...**

- Their doctor listens to them and respects what they say.
- Our members are happy with their doctor and their care.
- Our members said they got care quickly.
- Our members said that their doctor talked to them about their health and smoking and how to quit.

### **What we need to do better...**

- Doctors should tell members about how to avoid illness.
- Doctors need to talk to members about reasons not to take a medicine.
- Help members get appointments and care from mental health specialists.

We will work together with your doctors to better serve you but we need your help!

### **How you can help ...**

- Fill out a survey if you get one.
- Write down your questions before you go to the doctor.
- Tell your doctor if you saw another doctor.
- Ask your doctor about tests that would be right for you.
- Ask questions so you understand what your doctor is telling you.
- Tell your doctor about all the medicines you take.