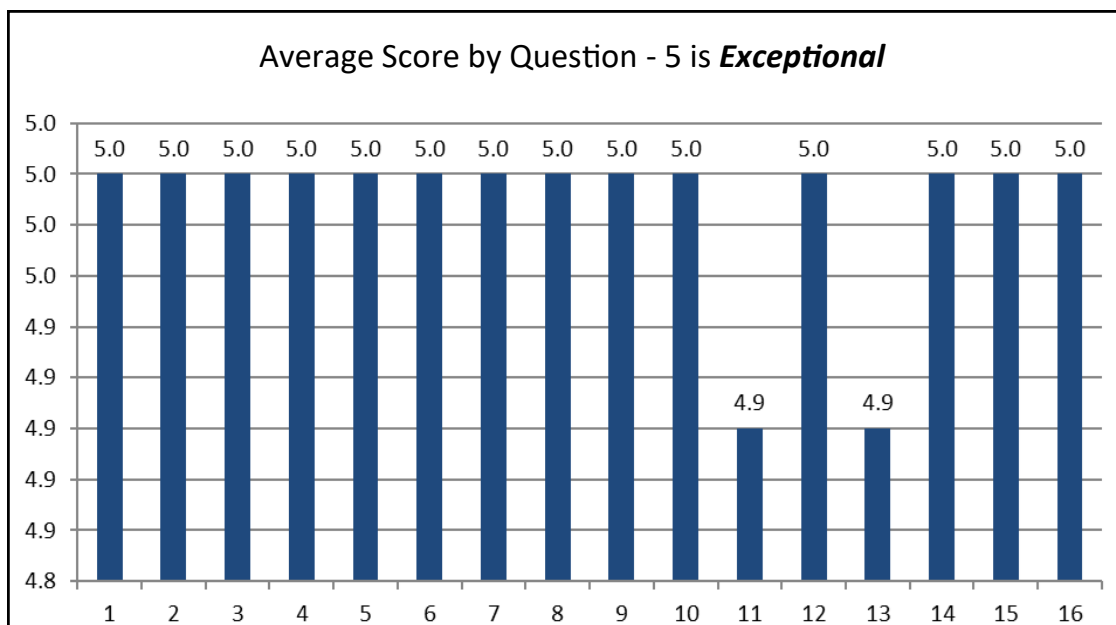


Patient Satisfaction Survey Results - 2019



Patients rate all of the questions on a scale from 1 to 5, 5 being exceptional.

Patient Satisfaction Questions:

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1. I received all of the necessary medications and supplies for my therapy? 2. The staff at AOM was courteous and helpful? 3. I was told who to contact for questions or problems regarding my IV medication? 4. The instructions were adequate to teach me or my caregiver how to give the IV medication? 5. The instructions were adequate for safe use of the equipment? 6. The equipment provided is clean and in good working order? 7. I have the supplies to take my IV medications on time? 8. I have been contacted prior to each nursing visit and delivery? | <ol style="list-style-type: none"> 9. I have been satisfied with the response I received if I have called on weekends or during evening hours? 10. Patient's rights and responsibilities were adequately explained to me? 11. My financial responsibility for my care was explained to me? 12. I received information about possible side effects caused by my IV medication? 13. The services provided met my needs and expectations? 14. I would recommend your service to my family and/or friends? 15. The deliveries from AOM were on time? 16. The delivery staff was courteous and helpful? |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The above Patient Satisfaction Survey Results reflect feedback received from patients admitted to service during 2019.

What are patients saying about American Outcomes Management...

I think AOM is a great company and my doctor told me if one of his patients was at the bottom of the Grand Canyon, AOM would be there to make sure the patient got their infusion.

Everything was set up Friday, and I had my first visit on Saturday. Even with such short notice they got everything to me, and it went really smoothly.

Everyone is always very nice and helpful. Sal is real helpful. I know if there's a problem I can call him.

This is my second experience with them. They have been nothing but superlative. Sal the pharmacist and Linda my nurse have been wonderful. The service is efficient, friendly, and proficient. I can't think of enough adjectives to compliment everyone that I dealt with. They are extraordinary.

The service was good, nurses were good, deliveries were on time. Everyone was very professional. Everyone I spoke to in the pharmacy was very nice. The nurses were excellent and had a lot of patience. Larry was very good. He even drew a picture to help us with the instructions, and he's bilingual.

Since coming on service with AOM I am feeling 100% better - thank you.

This was better than I thought it would be. I didn't know what to expect. Normally I go to the hospital, and they give it to me. This was nice to do in my home.

I would recommend not only your service, but also the nurse that came to my house. She was great.

American Outcomes is great. I'm very pleased with everything: the timeliness, nursing, and medication.

Michael is great at helping me understand my therapy beyond my medication, he is always available to help me with anything I need.

Everything was fine. We were on service before with you and everything is always pleasant.