

Month/Year Administered	7/10	12/09	6/09
*The facility is pleasant, clean and comfortable.	94	98	96
Parkside employees who work in the lobby are friendly and helpful to me.	97	97	96
Business Office employees are courteous when helping me understand my bill.	89	89	92
Business office employees help me to understand my co-pays.	90	85	91
Pharmacy employees provide good customer service whenever I need medication help, or when I telephone them.	87	89	87
Medical records employees respond courteously to requests for my records.	83	87	84
Outpatient Medical Records (Rose Ross) politely assists me with my pharmacy refills.	84	87	80
The shot I receive helps me function better.	77	81	69
**The food and other items I receive through the Food Pantry are helpful to me.	96	90	91
I receive a reminder phone call regarding my appointment.	95	97	96
My appointment usually begins on time or within 15 minutes of the scheduled time.	92	94	92
My therapist is caring and compassionate.	93	95	95
My doctor or physician assistant is caring and compassionate.	90	90	93
During my initial assessment by Intake staff, I was seen within 15 minutes or less of my scheduled appointment time, or from the time I presented for an assessment.	77	75	85
During my initial assessment by Intake staff, I was treated with courtesy and respect.	96	95	92
During my initial assessment, I was treated with courtesy and respect by the Business Office staff.	94	89	89
***I would recommend treatment at Parkside to others.	93	92	91
Overall, I am pleased with my services at Parkside.	94	95	94
Average Percentage	90	90	90

Previous wording

*The facility is pleasant and clean.

**The food and other items I receive through the Food Pantry help improve my life.

*** I would recommend treatment at Parkside to a family member or friend in the future.

DEMOGRAPHIC COMPARISONS

<i>Month/Year</i>	7/10	12/09	6/09
<i>Age</i>			
6-10	4%	2%	2%
11-17	12%	13%	16%
18-29	13%	14%	13%
30-39	14%	15%	14%
40-49	19%	20%	22%
50-59	23%	25%	22%
>60	16%	11%	10%
<i>Gender</i>			
Male	46%	45%	43%
Female	54%	55%	57%
<i>Income Level</i>			
<10K	61%	68%	65%
10K-19,999	16%	13%	15%
20K-29,999	3%	5%	6%
30K-39,999	7%	6%	4%
40K-49,999	4%	3%	4%
50K-Higher	8%	5%	7%
<i>Ethnic Background</i>			
Caucasian	67%	63%	57%
African America	21%	25%	25%
Native American	8%	8%	12%
Hispanic/Spanish	2%	2%	2%
Asian	1%	1%	0%
Other	1%	1%	3%
<i>Parkside Patient</i>			
1 month or less	14%	11%	12%
1 to 3 months	12%	9%	10%
3 to 6 months	9%	9%	10%
6 months to 1 year	8%	12%	11%
More than 1 year	58%	59%	57%