

APPENDIX B

	S. Disagree	Disagree	Neutral	Agree	S. Agree
I utilize PLHC because it is local.	1	2	15	79	173
I utilize PLHC because it of the medical competency of the staff.		4	35	116	105
I utilize PLHC due to the staff attitude and friendliness.	1	4	31	103	124
I utilize PLHC because of the services offered.		2	30	113	114
I utilize PLHC because it is recommended by my provider.	9	14	51	90	71
I utilize PLHC because it is recommended by my family and friends.	3	14	72	91	55
I utilize PLHC due to the ambiance of the facility (inviting rooms, room service, etc.)	1	6	77	75	85
Totals:	15	46	311	667	727
<p>Comments: Excellent UCC & ER. Need more surgeons. Appreciate medical care. Fortunate to have facilities. Appreciate specialist from LAX. Comprehensive & excellent care so close to home. Feel at home and in capable hands. We are so fortunate to have such a fine local hospital. When 'out of network' from insurance company, it cost more money. If your appointment is at 9 a.m., usually wait 45 min to an hour to see doctor. Exceptional nursing staff. We love our hospital and clinic. But, our insurance doesn't cover - very frustrating! Some care is over-charged. I have Health Partner insurance. Wish I could use local hospital. Can go to GL tho. I use PLHC for my elderly mother and am extremely happy. Great facility, management and staff. Always get good care and appreciate the doctor (here and those that come in for servcies). Saves us from traveling. Doing great job! Only to PLHC if not doctor involved as have United Healthcare and GL doctors don't accept. Would go if connected to Mayo. Many bad services at LAX. ER each time was 3 1/2 hours before I knew anything or was admitted!</p>					

PLHC is Utilized for:						
Myself	271					
Spouse	164					
Children	72					
Parents/Grandparents	39					
No One In Family	12					
I receive healthcare information by:						
Newspaper	147					
Direct mail	141					
Website	50					
Word of Mouth	155					
Television	60					
Radio	30					
Advice of Medical Professional	3					
I am:						
Female	240					
Male	82					
Age Range						
<30	1					
31-45	24					
46-65	117					
>65	180					