

Patient Experience Survey



Thank you for participating in this year's Patient Experience Survey.

Your feedback provides us clear indication on our

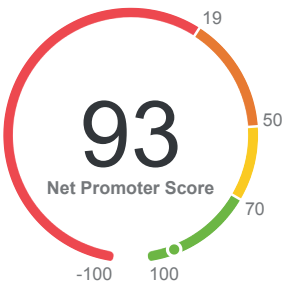
of responses 94

94

Response Rate Clinic

82%

NPS Clinic



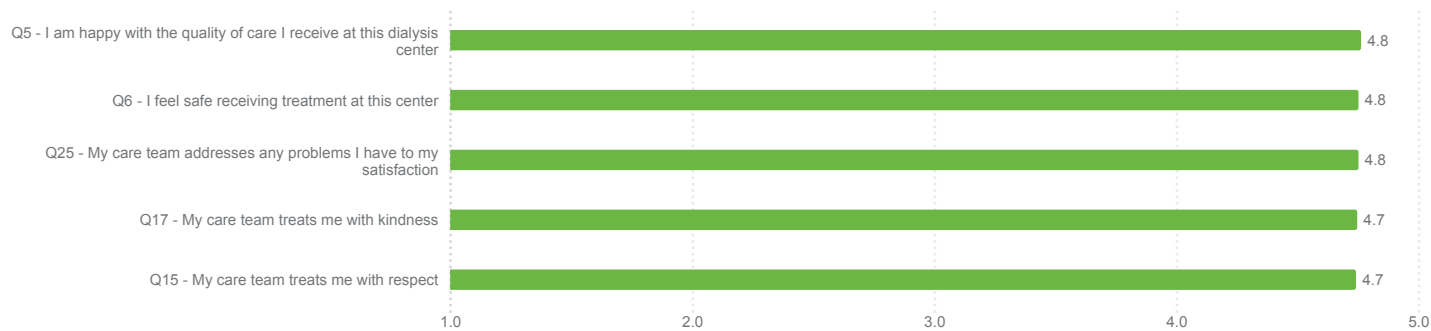
Net Promoter Score calculates the ratio of patient who would or would not recommend our clinic to people in need of dialysis.

Here you see our results on a scale from -100 to 100 points.

Below we want to share more details of the survey results.

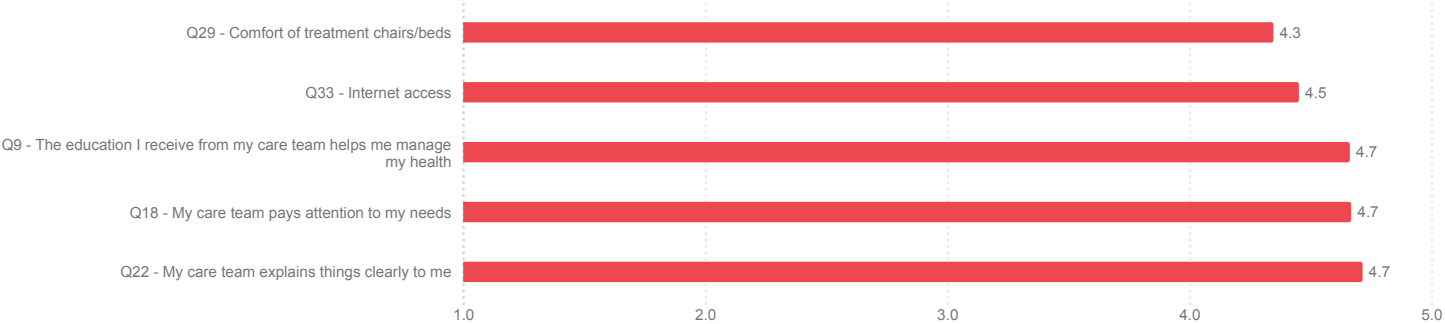
What you told us is working well:

Areas of Strength



Where we have opportunity to improve:

Areas of Opportunity



We will be focusing on improving the areas you told us need attention. In the next days, we will share our planned improvements with you.

Clinic Management Team