

# Q4 CAHPS Patient Experience Report

## 10/01/18 - 12/31/18

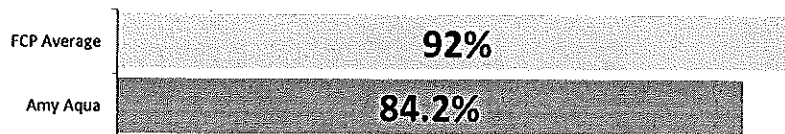
Provider: Amy Aqua  
 Specialty: Pediatrics  
 Number of Survey Responses: 20

### Introduction

The following report contains the results of anonymous Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys from October 01, 2018 to December 31, 2018. By using the industry standards CAHPS survey, we can compare your scores to the national CAHPS benchmarks, as well as Femwell Client Physicians (FCPs) in your specialty. National benchmarks will be incorporated when they become available. Your score is only compared to providers in your specialty that received 10 or more surveys in the given time period. The scoring method used is Top-Box Scoring. This means that, for example, if your score for "How often did this provider listen carefully to you?" is 90%, then 90% of respondents selected the most favorable response ("Always"). The patient has the option of choosing "N/A" if the question does not apply to them.

### Overall Provider Score

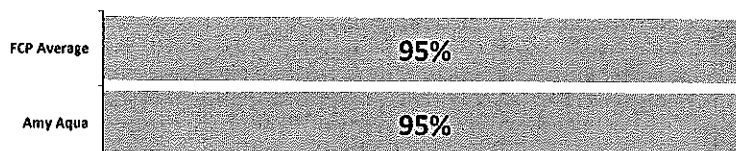
Your Overall Provider Score combines your scores from the sections Patients' Rating of the Provider, How Well Providers Communicate With Patients, Getting Timely Appointments, Care, and Information, Providers' Use of Information to Coordinate Patient Care, and Helpful, Courteous, and Respectful Office Staff.



<i>Tier Thresholds</i>		<i>Your Tier:</i>
Platinum:	92	Bronze
Gold:	87	
Bronze:	< 87	

### Provider Rating

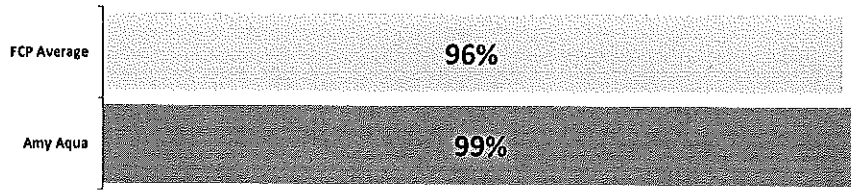
What number would you use to rate this provider?



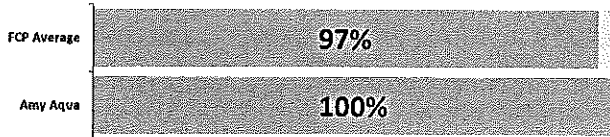
## How Well Providers Communicate With Patients

### Category Score

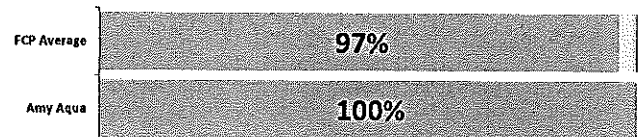
Your Category Score is a composite of the four questions in the *How Well Providers Communicate With Patients* section.



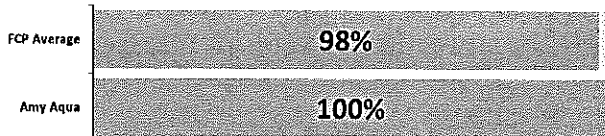
How often did this provider explain things about your child's health in a way that was easy to understand?



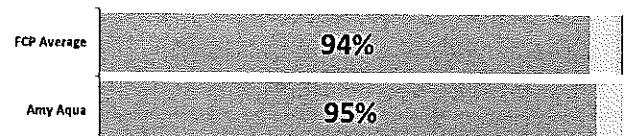
How often did this provider listen carefully to you?



How often did this provider show respect for what you had to say?



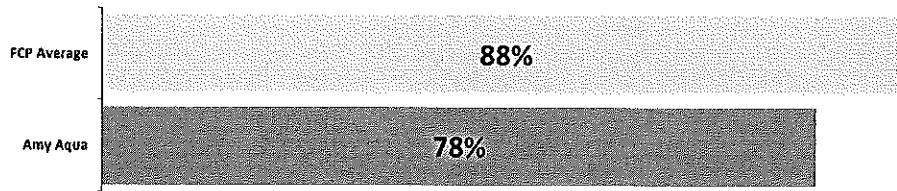
How often did this provider spend enough time with your child?



## Getting Timely Appointments, Care, and Information

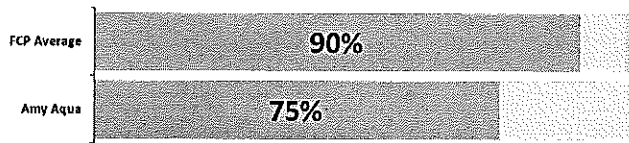
### Category Score

Your Category Score is a composite of the three questions in the *Getting Timely Appointments, Care, and Information* section.



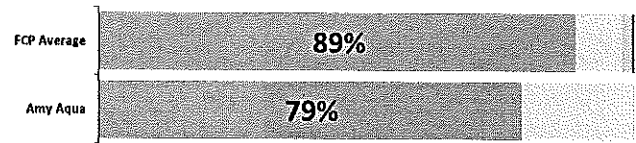
When you contacted this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as you needed?

Always Usually Sometimes Never



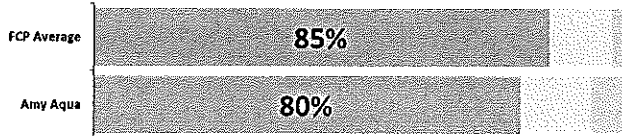
When you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as you

Always Usually Sometimes Never



When you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

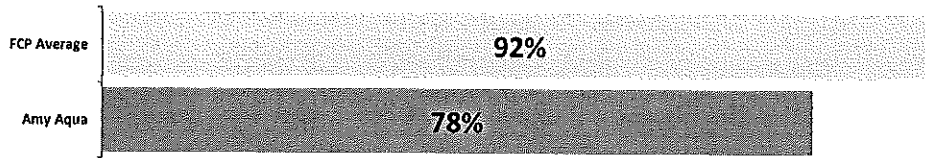
Always Usually Sometimes Never



## Providers' Use of Information to Coordinate Patient Care

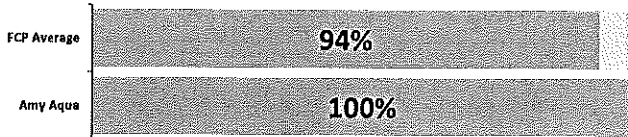
### Category Score

Your Category Score is a composite of the three questions in the *Providers' Use of Information to Coordinate Patient Care* section.



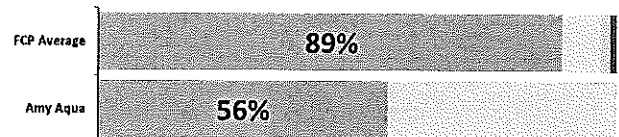
How often did this provider seem to know important information about your child's medical history?

Always Usually Sometimes Never



When this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?

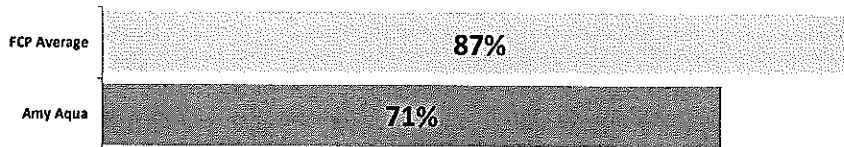
Always Usually Sometimes Never



## Helpful, Courteous, and Respectful Office Staff

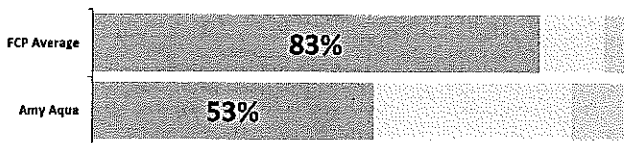
### Category Score

Your Category Score is a composite of the two questions in the *Helpful, Courteous, and Respectful Office Staff* section.



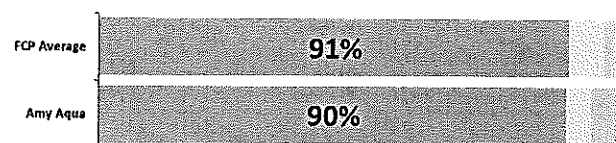
How often were clerks and receptionists at this provider's office as helpful as you thought they should be?

Always Usually Sometimes Never



How often did clerks and receptionists at this provider's office treat you with courtesy and respect?

Always Usually Sometimes Never



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### Additional Feedback

N/a

NA

All great except that the billing was incorrect and I am now having to deal with it through my health provider to get a refund as I was charged nearly double of what I should have paid.

Dr. Aqua is amazing. She has been our pediatrician since birth and I have been very very happy with her care for the last 18 years with my children

Everyone is really child focused for a truly positive experience!

We love dr. Aqua

Dr. Aqua is great. She always gives us time and gives the feeling of true concern. We drive all the way from Delray and it is worth it for such a great experience.

The LEAST would be the wait to get an appointment and the waiting room experience. BEST is Dr. Aqua's warm professionalism.

Dr Aqua is the best and we are lucky to have her as our provider !!

I was to move out of Wellington and I won't just because I love Dr. Aqua and Dr. Bruck. After going to different pediatricians we finally found them and they are best and make us feel secure and comfortable on each visit. They definitely care about kids health and they take enough time to explain everything. Best doctors ever

Dr. Aqua is a great and helpful doctor.

Dr Aqua is excellent

Doctor Aqua and Leslie are Fantasic! I couldn't ask for a more thorough pair of healthcare providers. They are caring, thoughtful and my children love to go see them.

Dr Aqua is very thorough and personal. We feel like part of the family there.

The provider and her staff are always courteous and helpful. They take the time to listen to any issues we may have concerning my child's health and care and they really know each and everyone of their patients and the patients' families. Nothing in regards to LEAST..

Our daughter is type 1 - Dr Aqua is always up on what is going on... open communication with her Endocrinologist. She has seen all 3 of our kids since they were born. We can't imagine another pediatric experience that could be better.