



**Northern Light Health
Patient Satisfaction Summary
Worksession on Telehealth Bills**

May 18, 2021

Northern Light Health contracts with a national consumer satisfaction vendor for our telehealth patient satisfaction feedback. We have received 1600 survey responses. The vendor questions are proprietary but ask for feedback in general areas

- Access
- Care Provider
- Telemedicine Technology
- Direct Comment Feedback

Surveys include telehealth services provided by the following Northern Light Health Hospitals: AR Gould, EMMC, Maine Coast, Blue Hill, Mayo, CA Dean, Sebasticook Valley Regional, Inland and Mercy.

Response Summary:

- 936 positive – 59%
- 339 negative – 21%
- 213 neutral – 13%
- 112 mixed – 7%

Positive responses included positive feedback for the provider and staff, relief not to travel, telehealth was a good experience, phone call was very convenient

Negative responses included problems with Zoom log in, couldn't get connected, losing the connection, video freezing, had difficulty with Zoom so spoke on the phone instead, some stated they preferred an in-person visit.

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C.A. Dean Hospital
Eastern Maine Medical Center
Home Care & Hospice
Inland Hospital
Maine Coast Hospital
Mayo Hospital
Mercy Hospital
Northern Light Health Foundation
Northern Light Laboratory
Northern Light Pharmacy
Sebasticook Valley Hospital