

CLINECT CUSTOMER BENCHMARKS



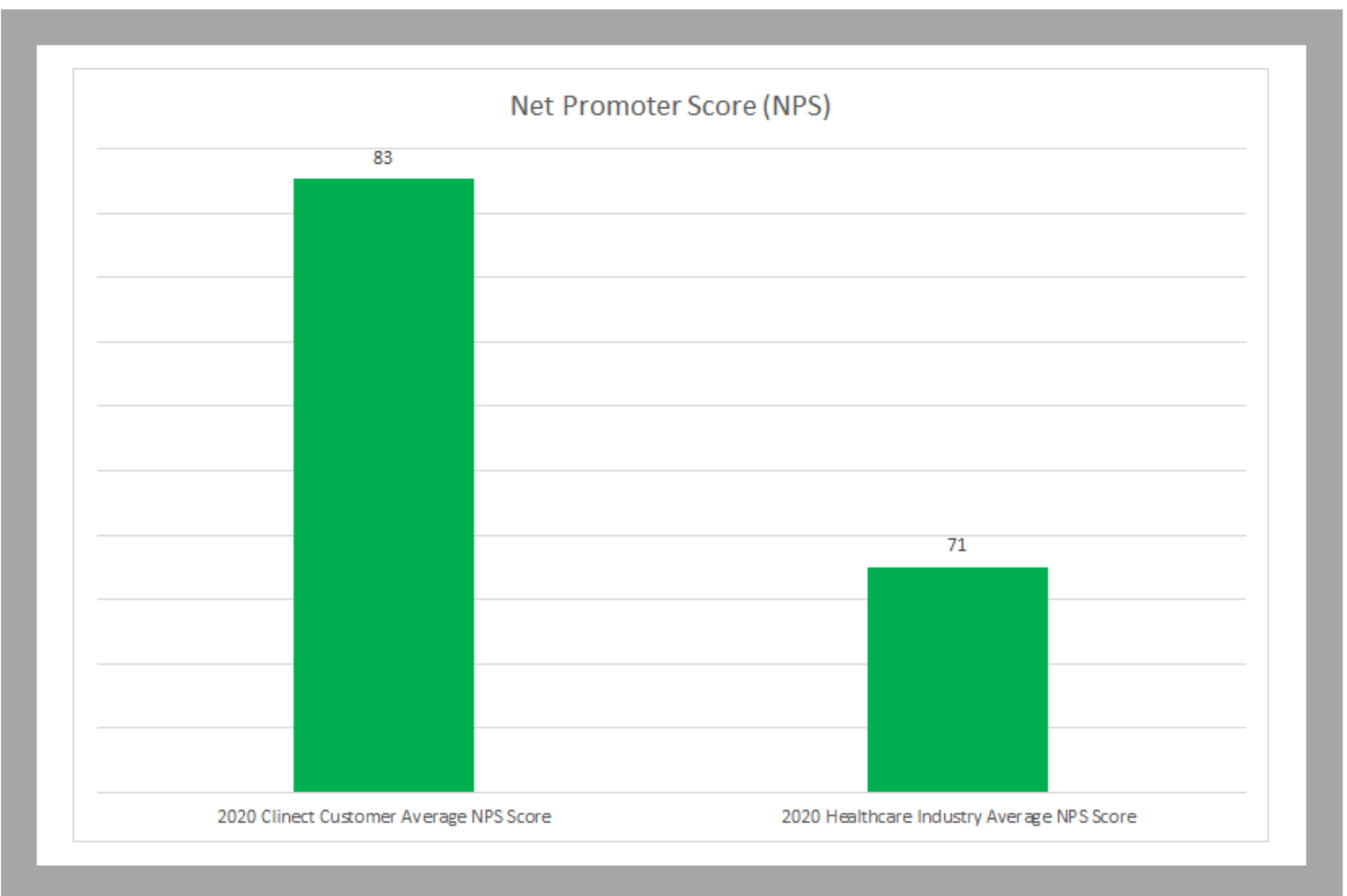
CLINECT HEALTHCARE CUSTOMER DATA AS OF 02.15.2021



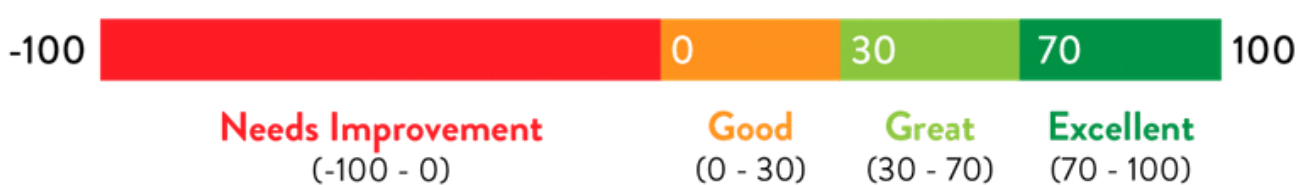
Clinect Healthcare
Diagnosing the patient experience



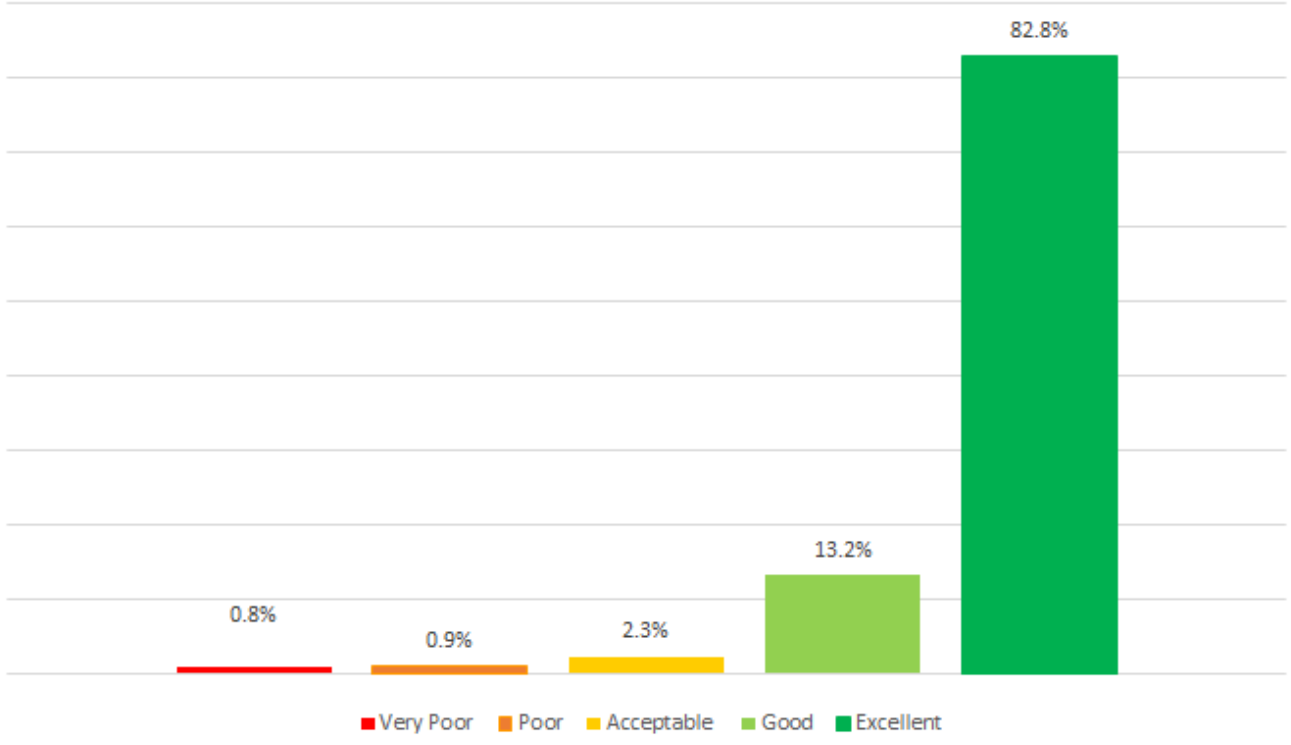
CUSTOMER AVERAGES BY QUESTION



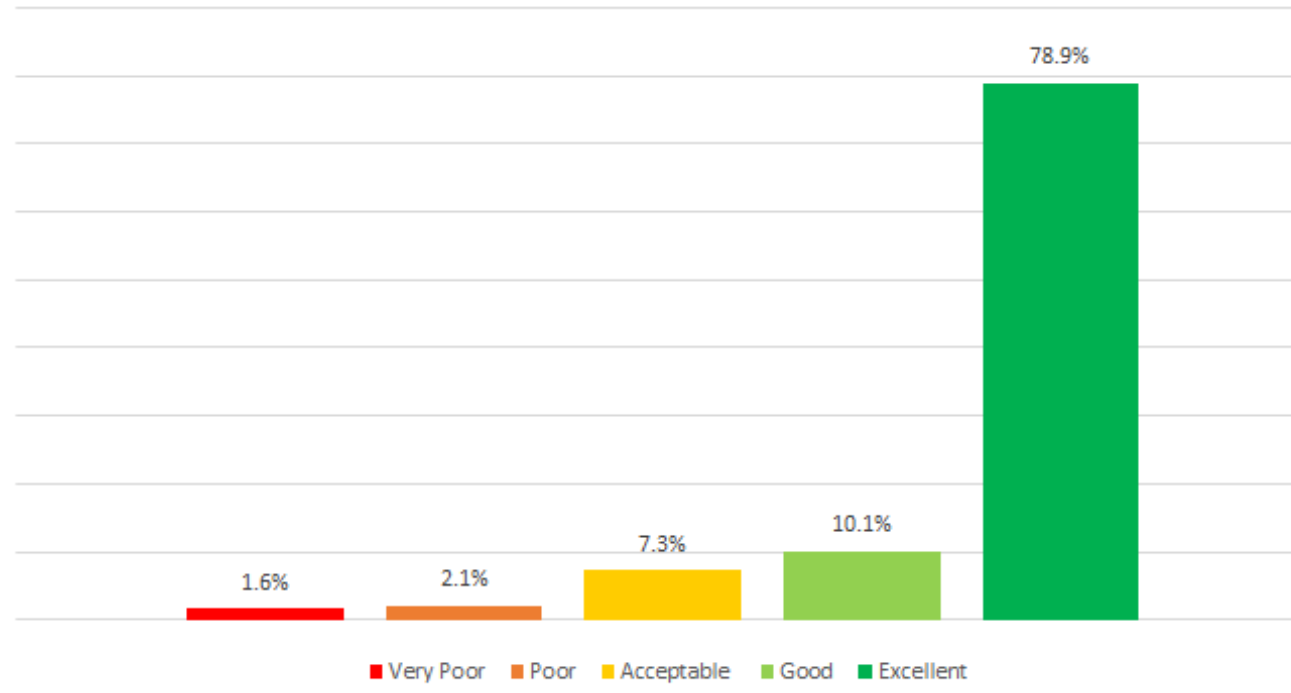
NET PROMOTER SCORE (NPS) ANALYSIS



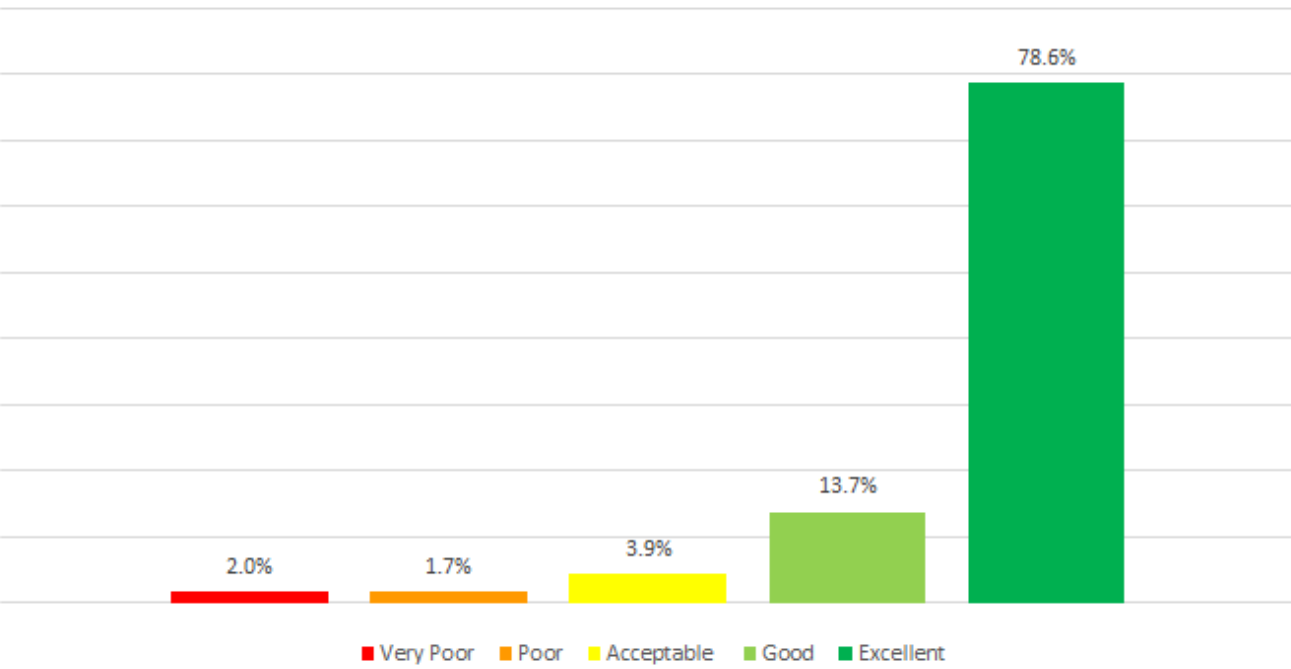
Overall Experience



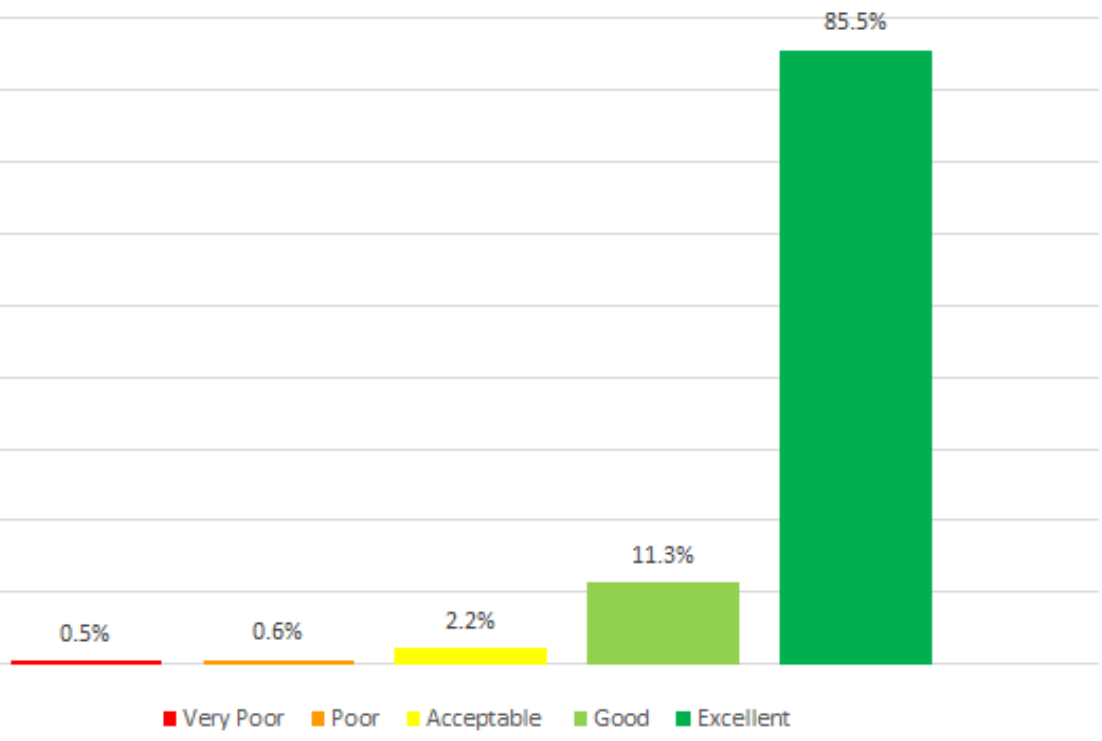
Likelihood to Recommend



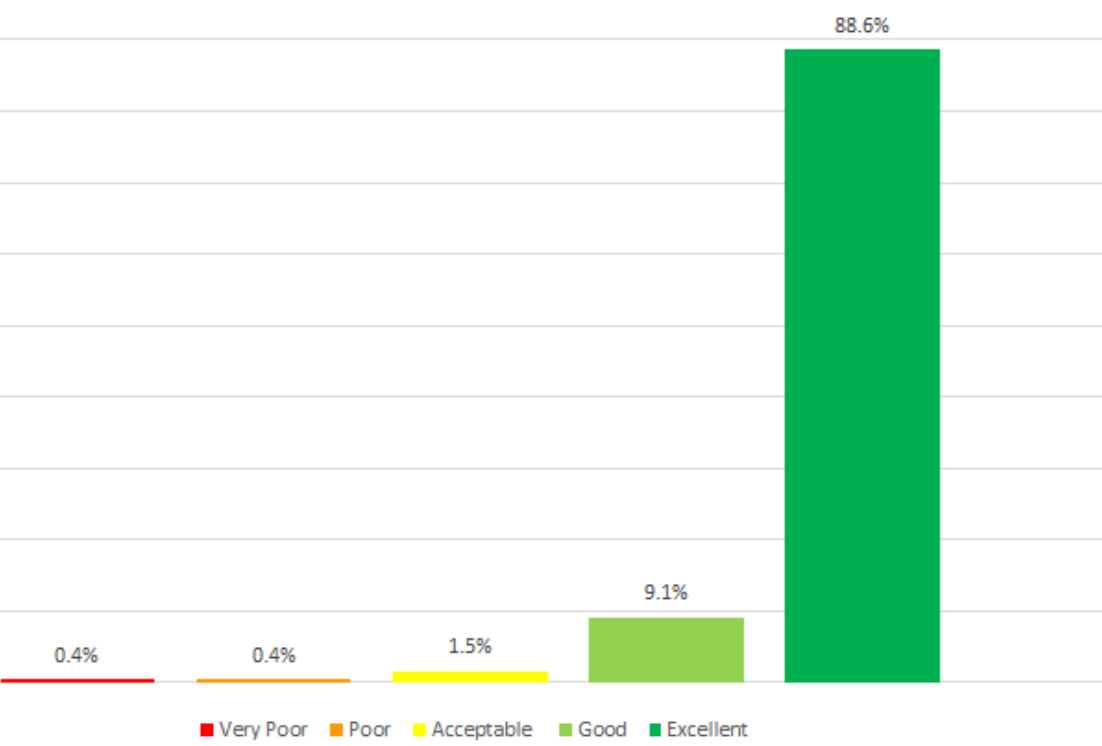
Ease of Scheduling



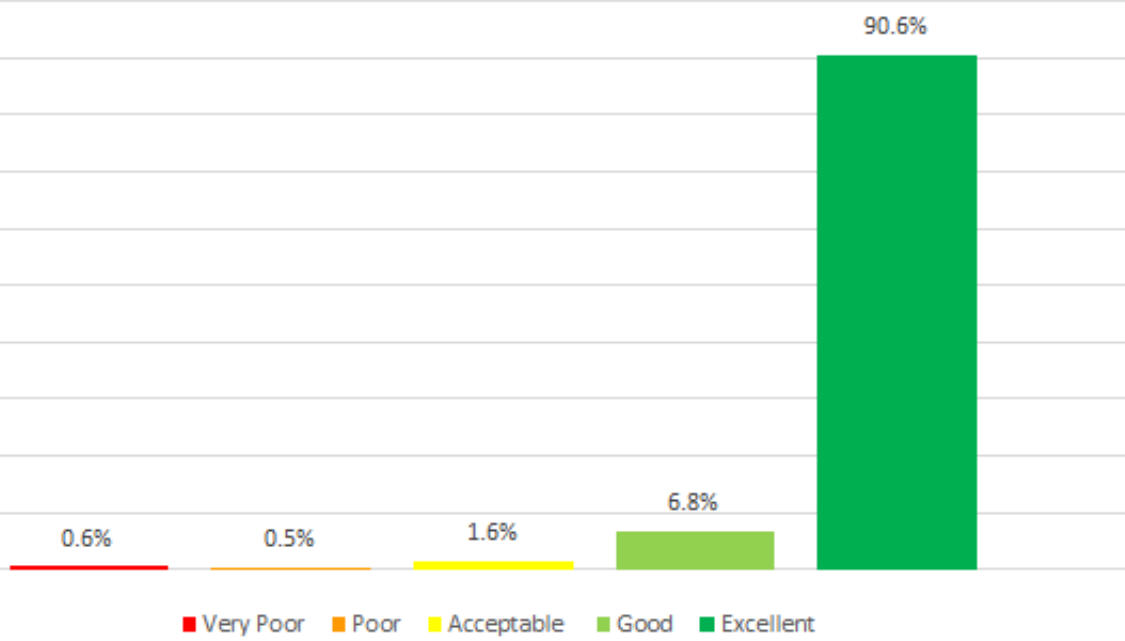
Administrative Staff Rating



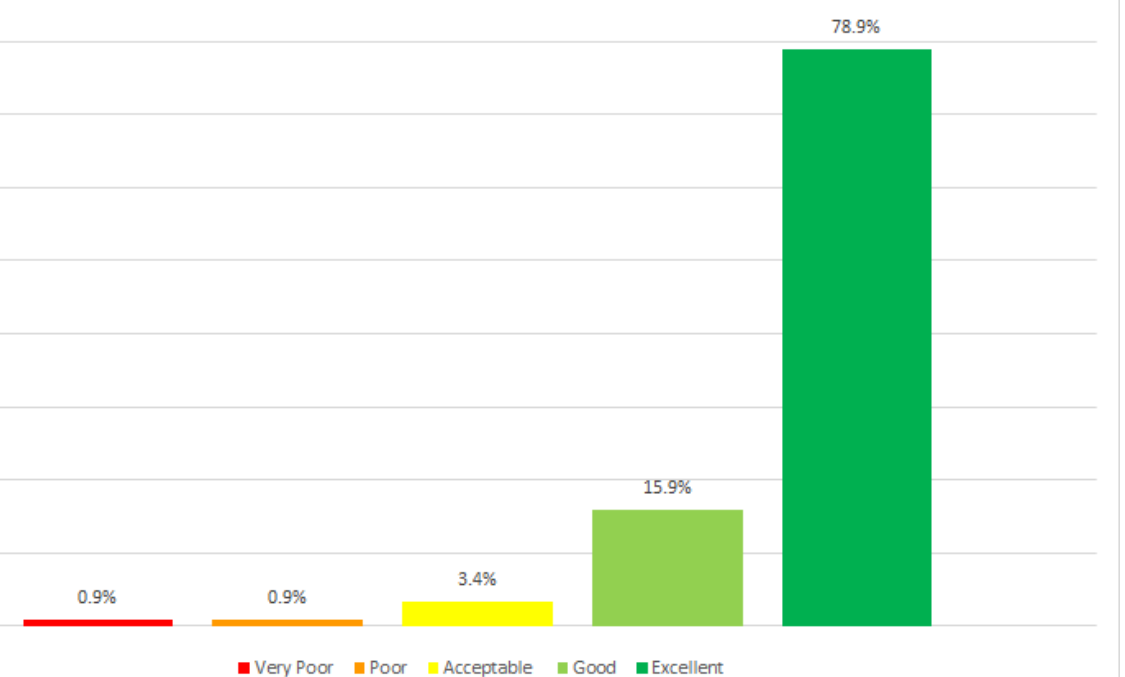
Clinical Staff Rating



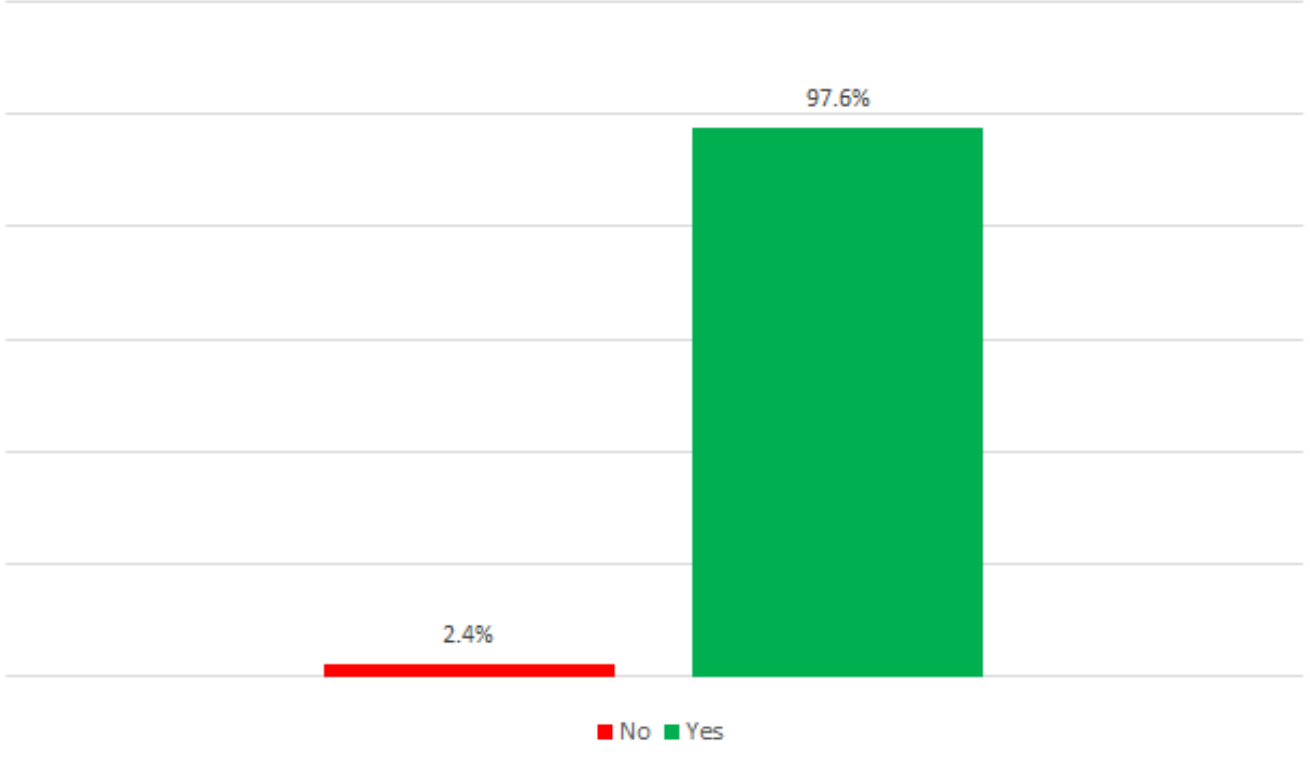
Provider's Bedside Manner



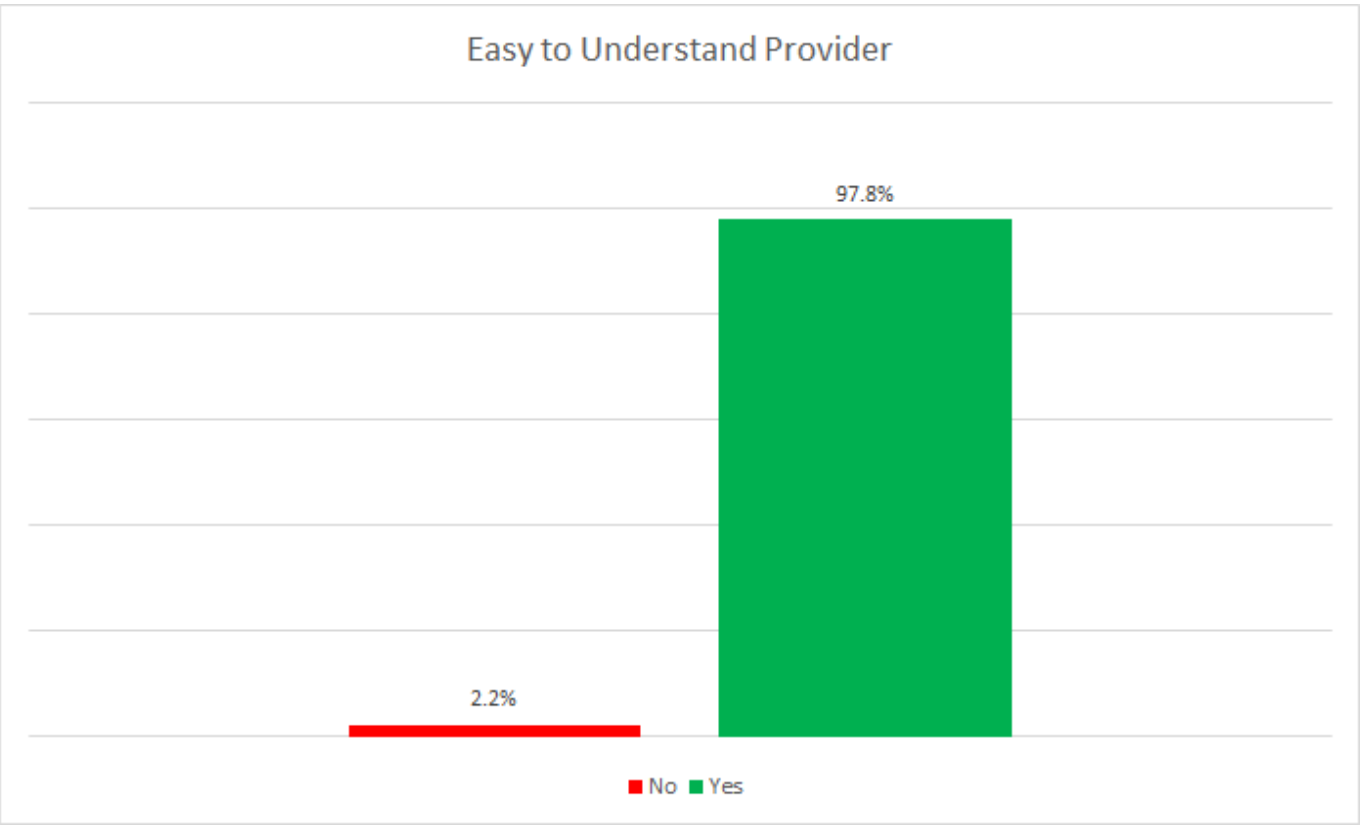
Satisfaction with Billing Services



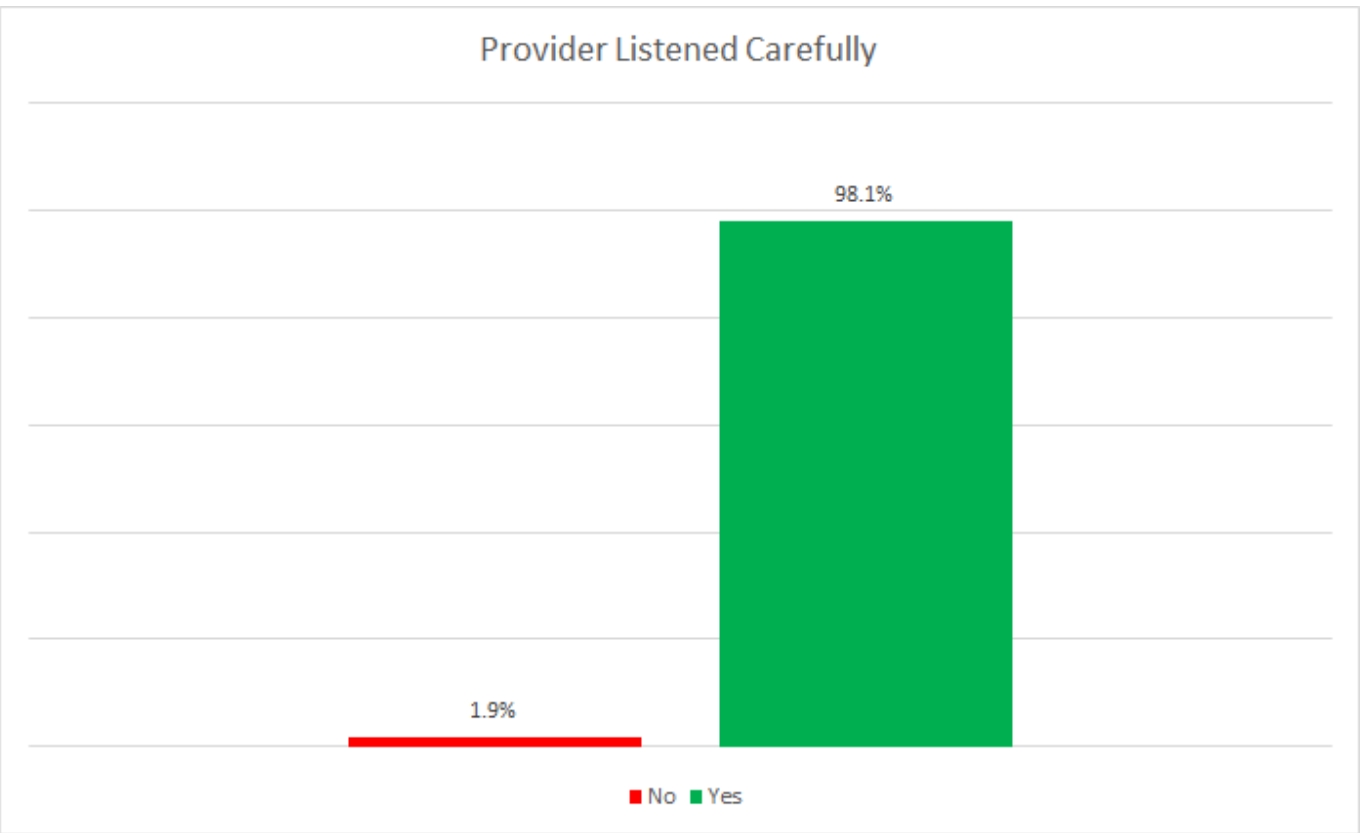
Adequate Time Spent with Provider



Easy to Understand Provider



Provider Listened Carefully



Received Timely Answer(s) (Regular Office Hours)

