

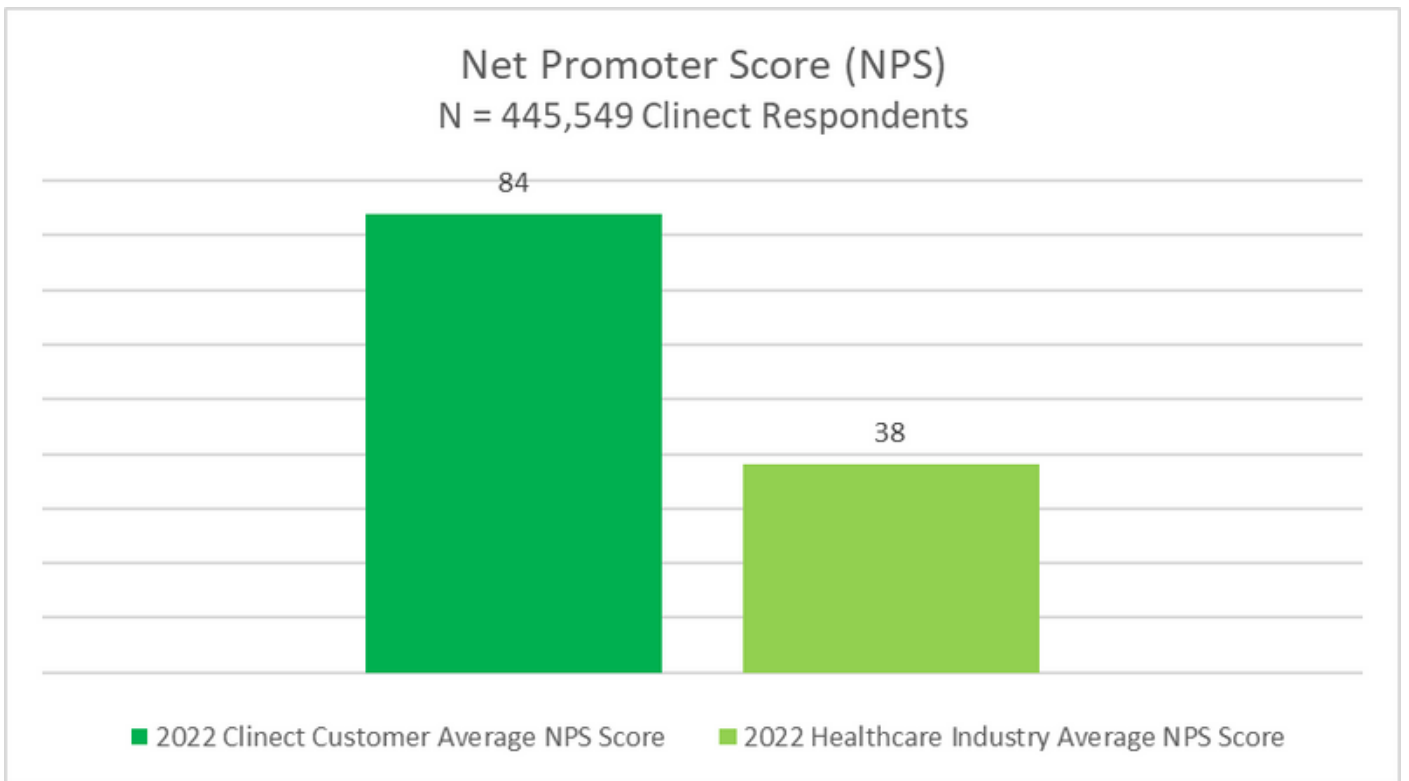
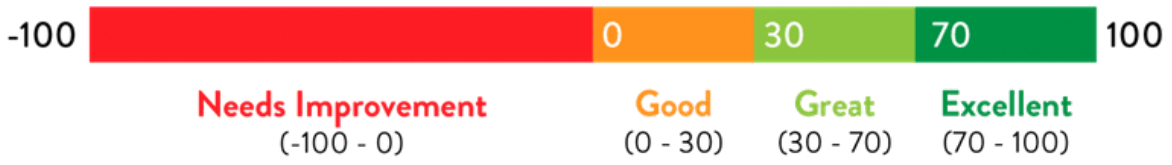


CLINECT CUSTOMER BENCHMARKS

CLINECT HEALTHCARE CUSTOMER DATA AS OF 01.31.2023



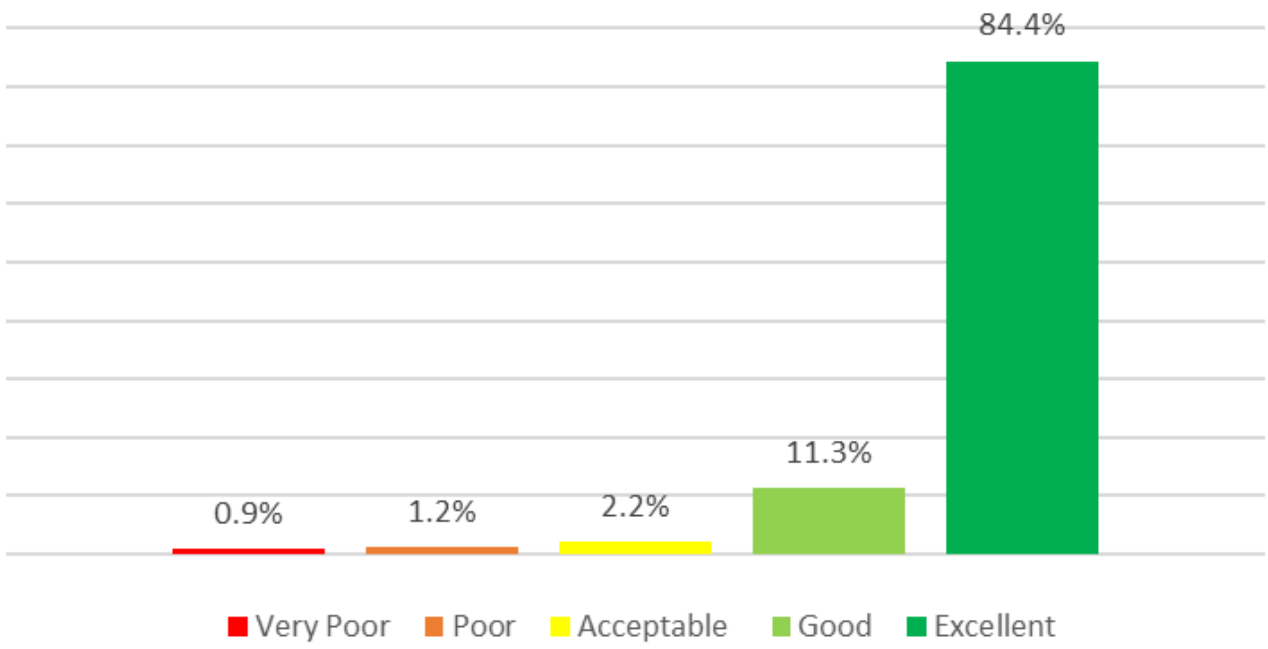
NET PROMOTER SCORE (NPS) ANALYSIS



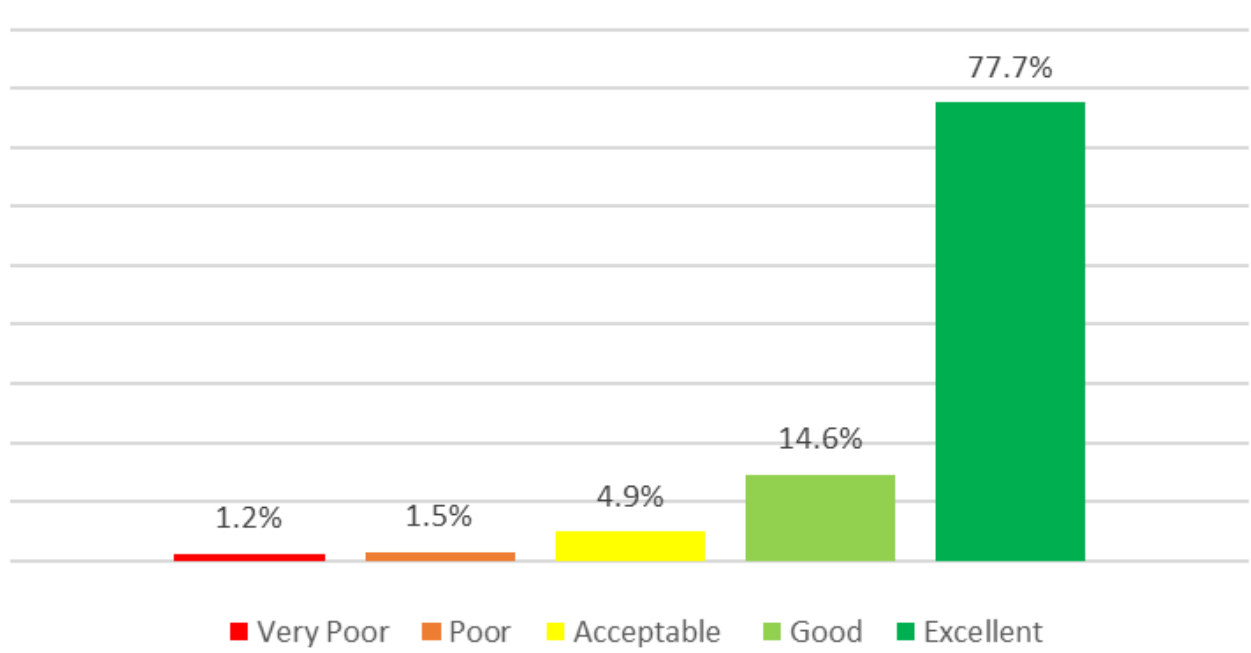
CUSTOMER AVERAGES BY QUESTION

N = 391,379 Respondents

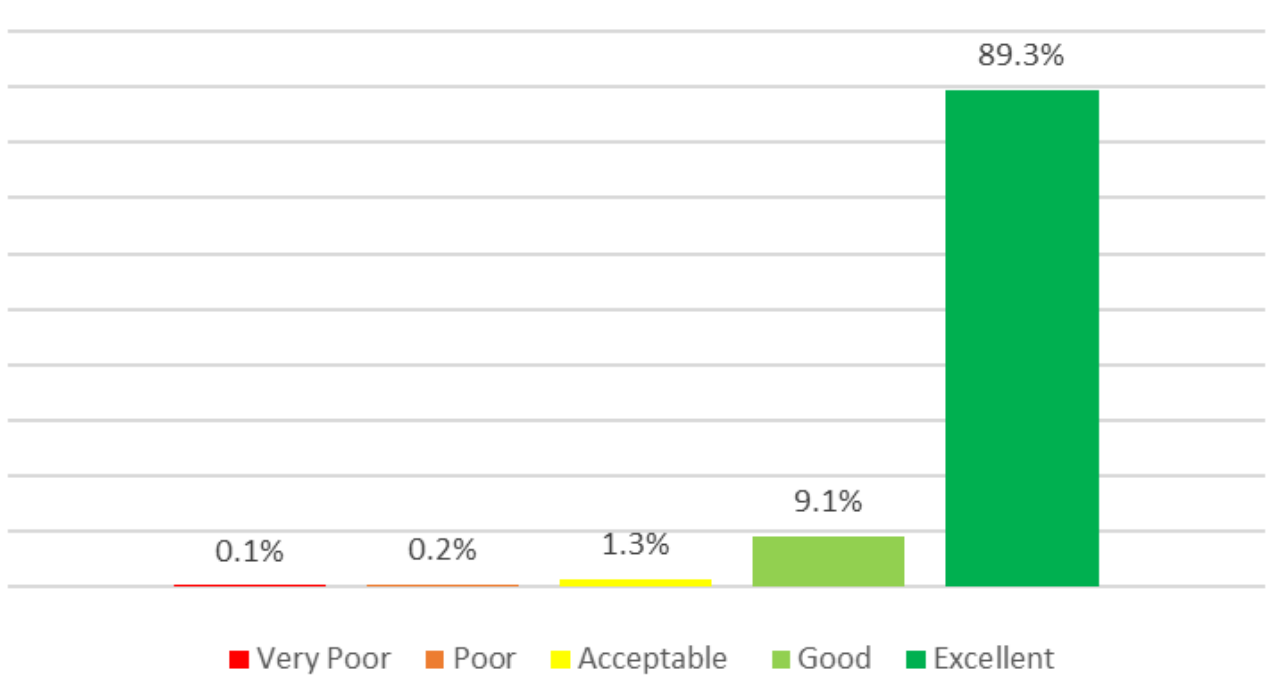
Overall Experience Rating



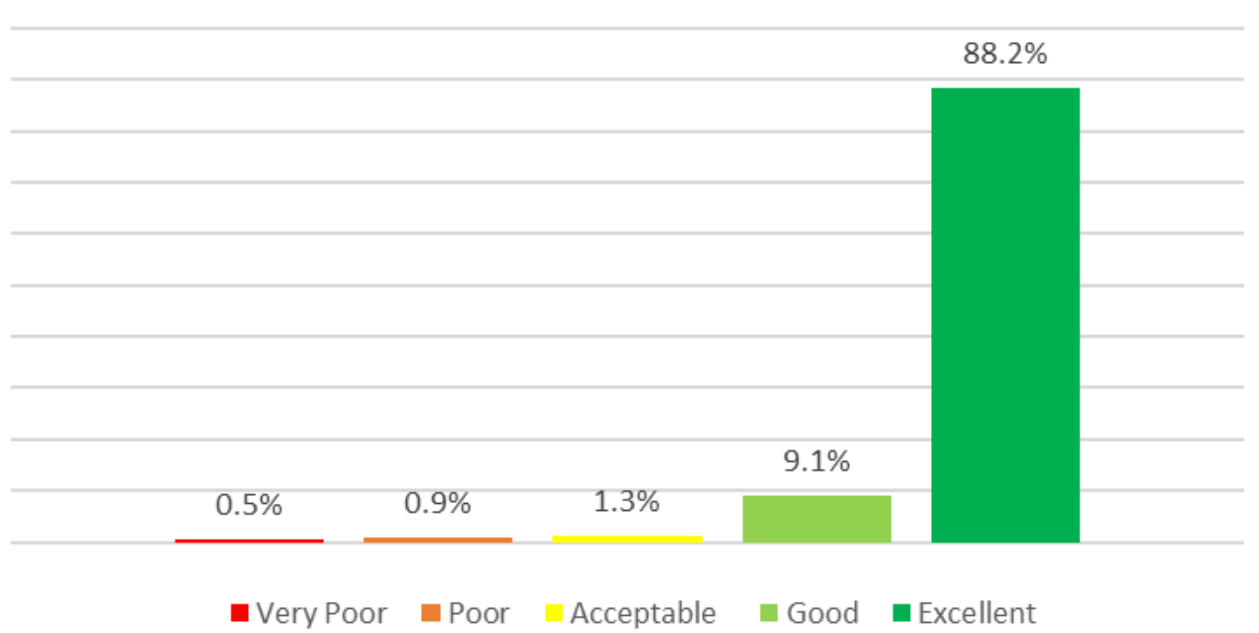
Ease of Scheduling Rating



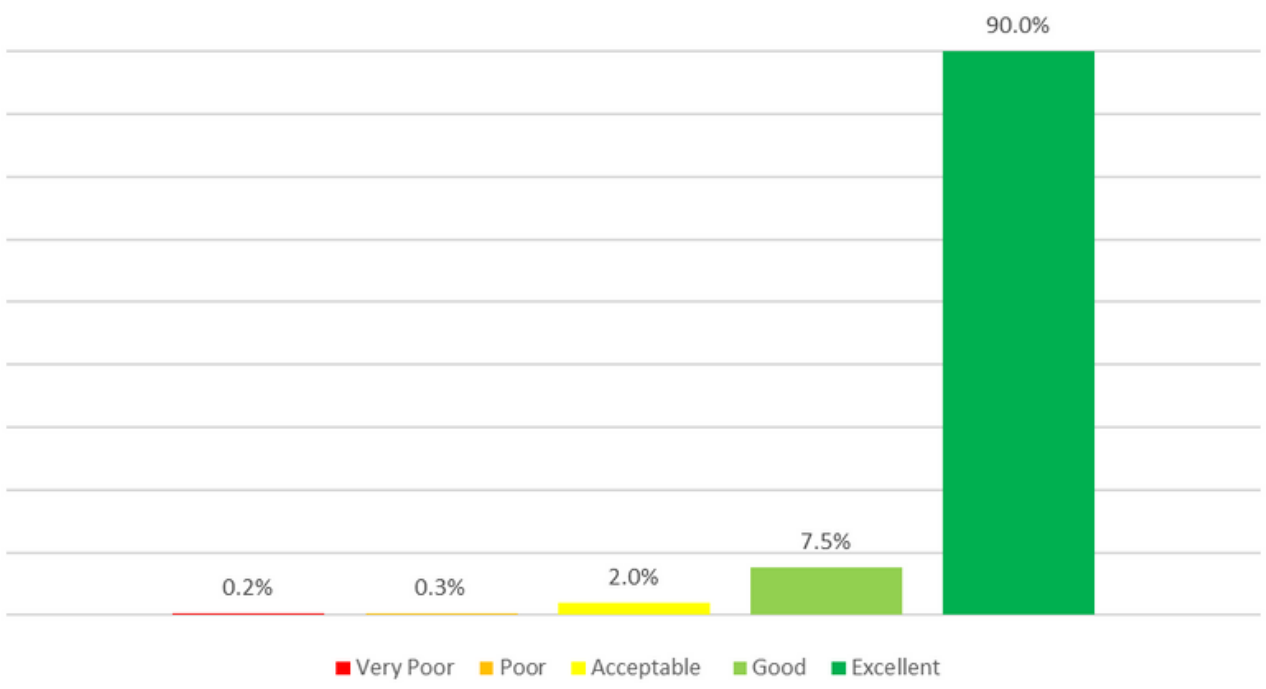
Facilities Rating



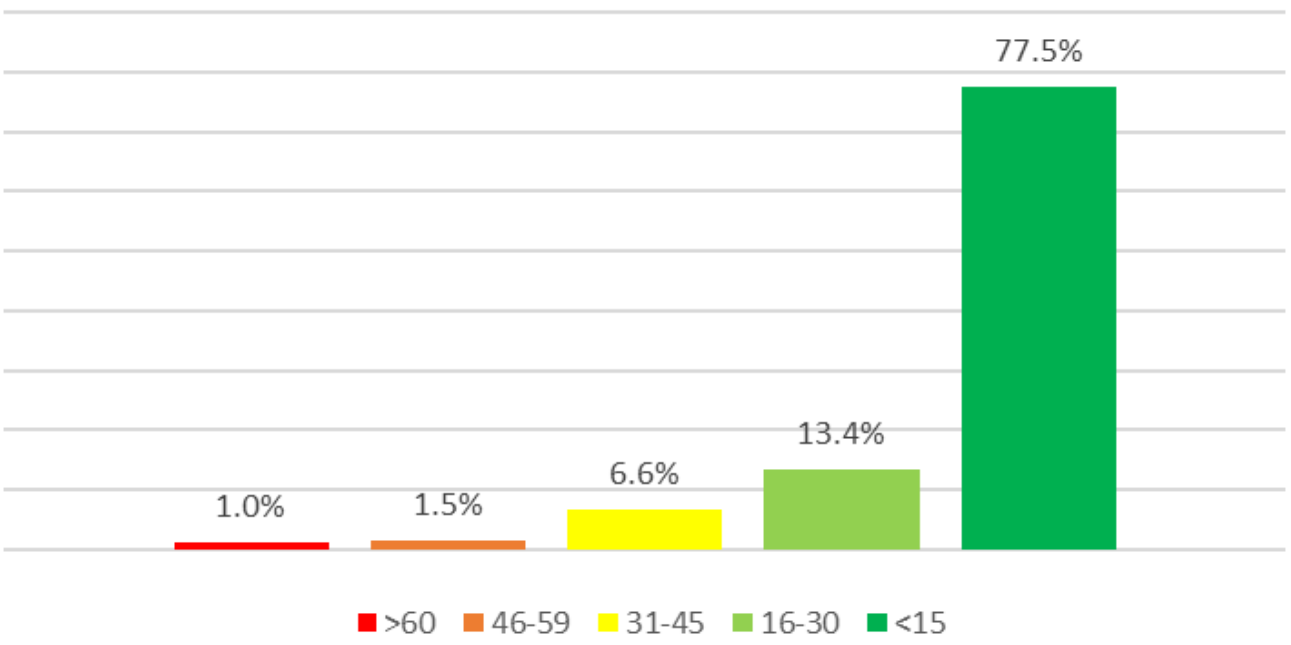
Administrative Staff Rating



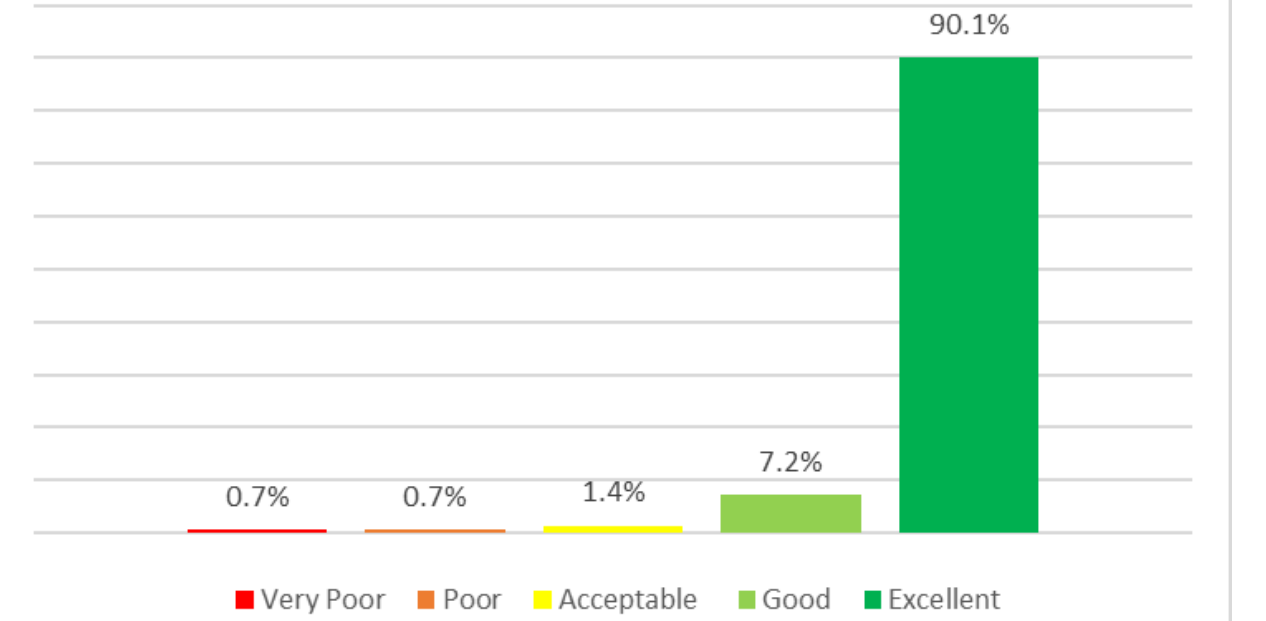
Clinical Staff Rating



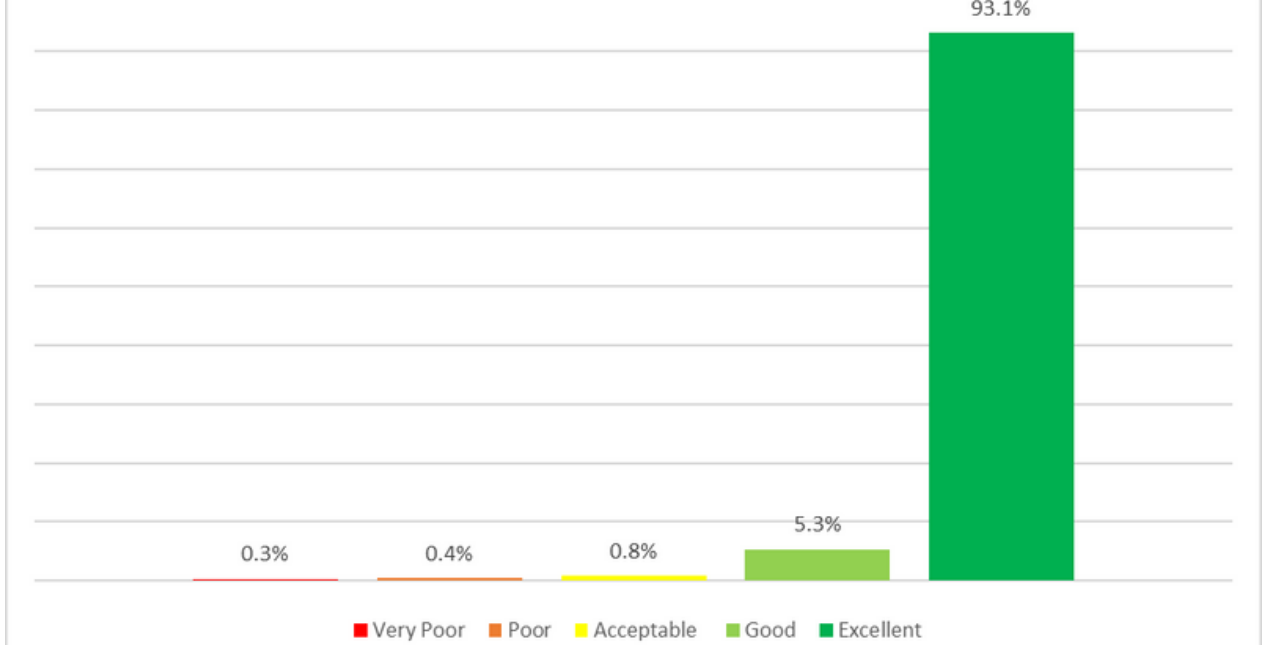
Exam Room Wait Time



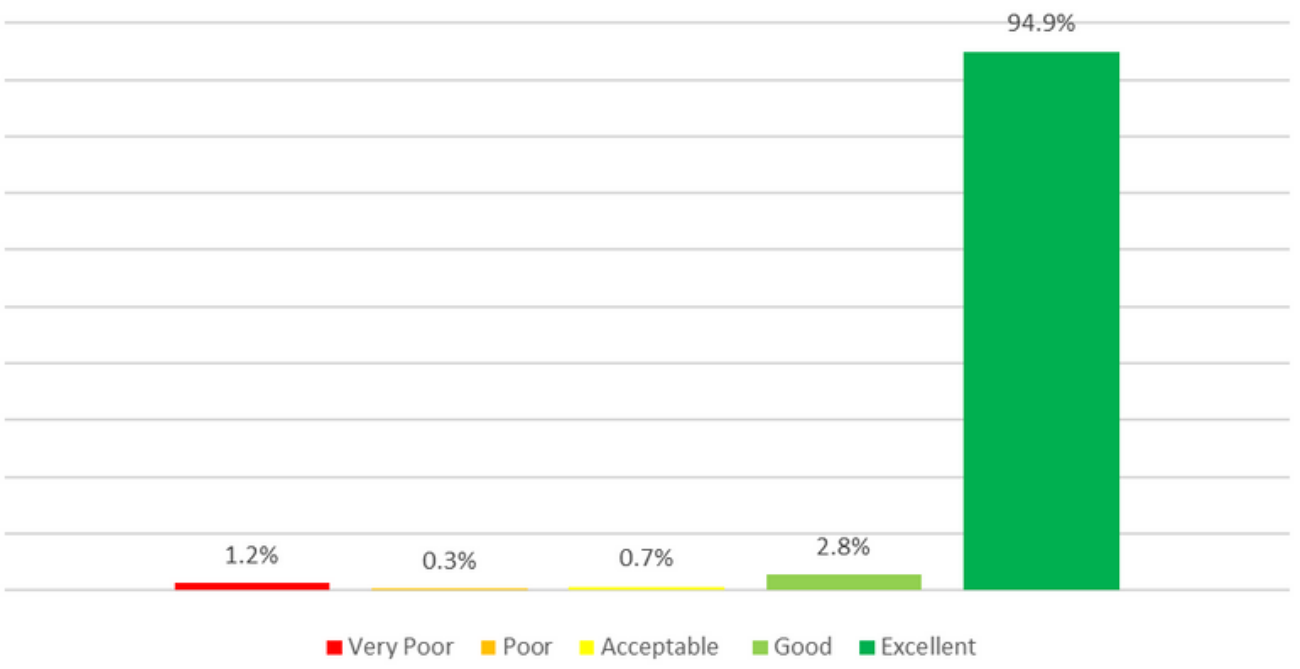
Provider Rating



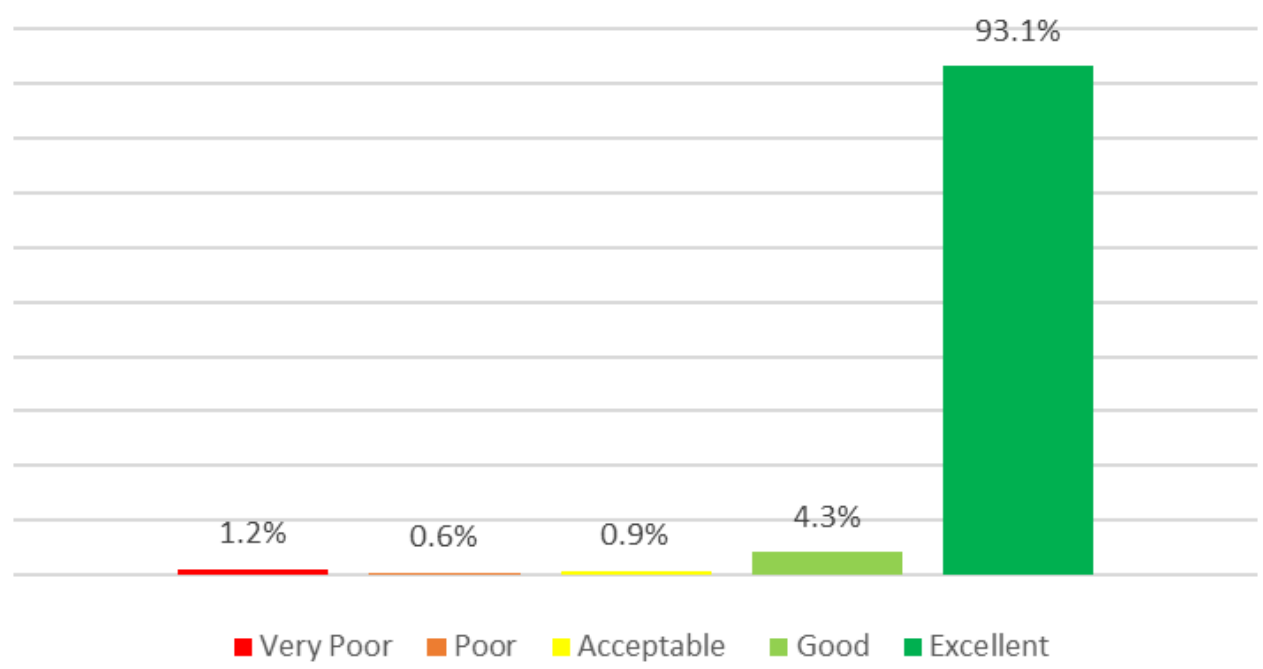
Provider Personal Manner Rating



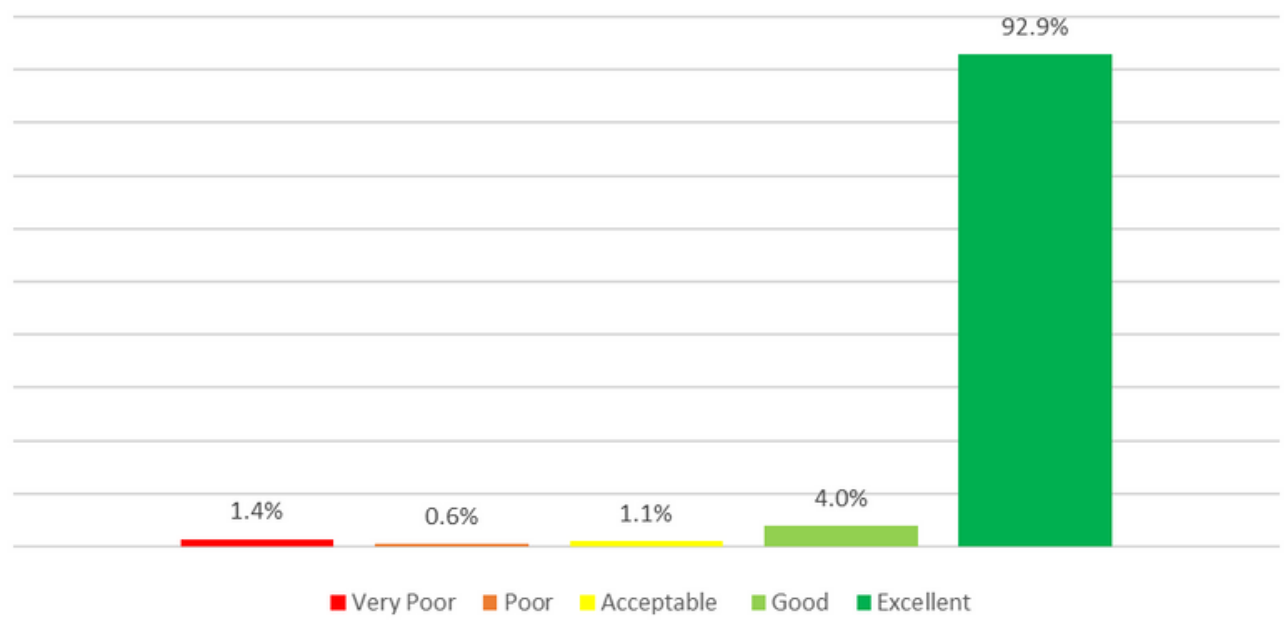
Easy to Understand



Provider Listened Carefully



Provider Spent Adequate Time with Patient



Received Timely Answer(s) (Regular Office Hours)

