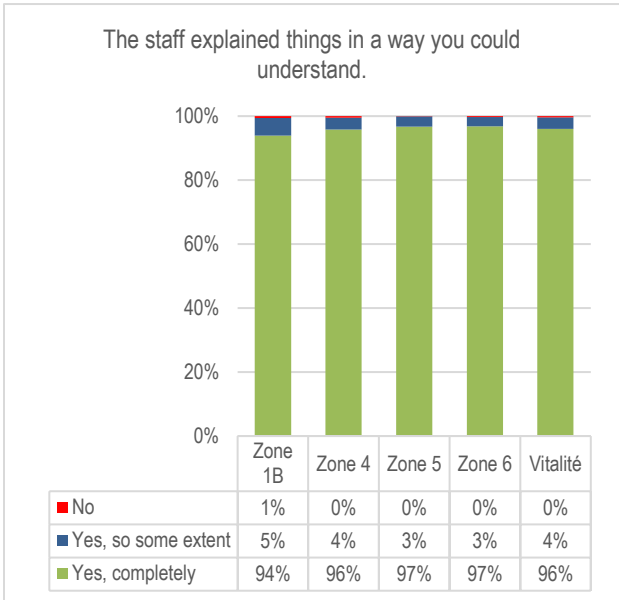
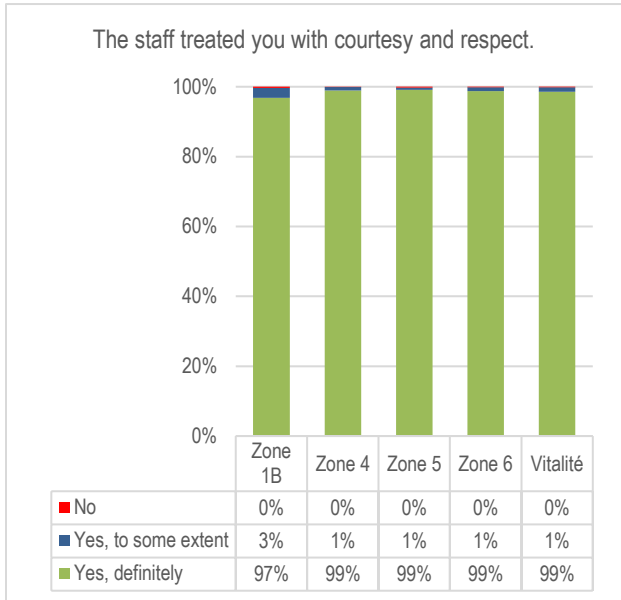
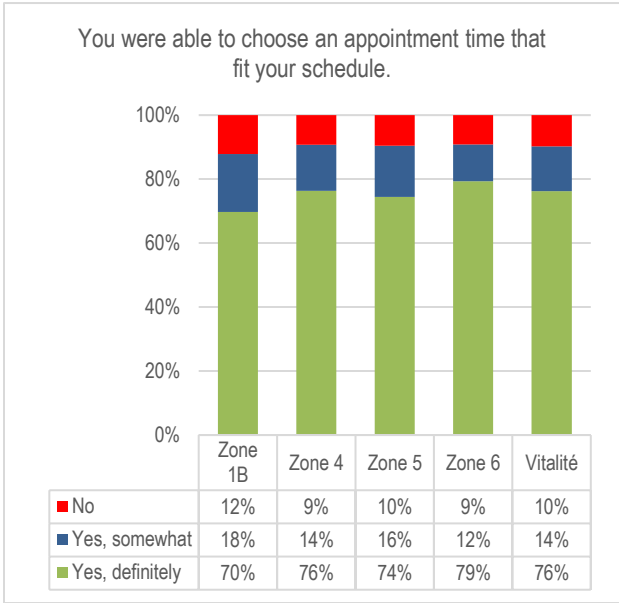
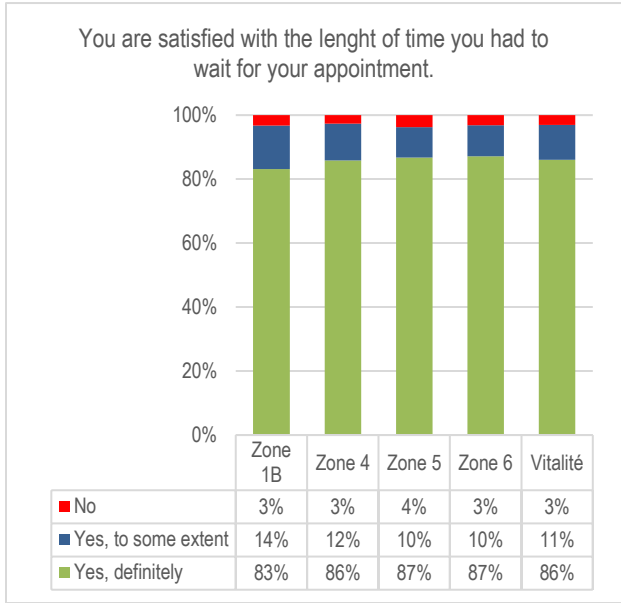
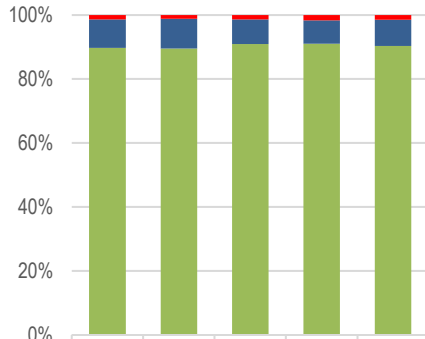


Outpatient Satisfaction

2019 – 2020

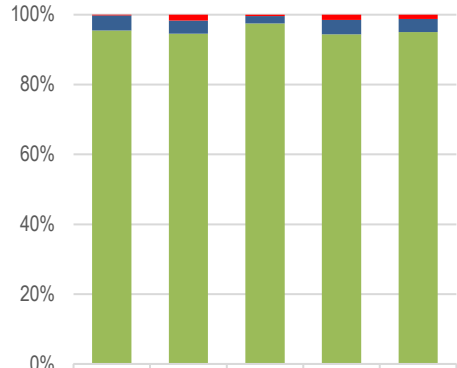


You were involved as much as you wanted in the decisions about your care.



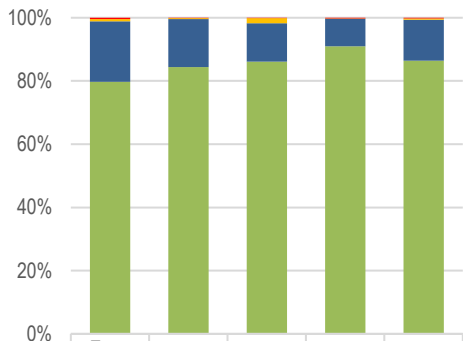
	Zone 1B	Zone 4	Zone 5	Zone 6	Vitalité
■ No	1%	1%	1%	2%	1%
■ Yes, to some extent	9%	9%	8%	7%	8%
■ Yes, definitely	90%	90%	91%	91%	90%

You received help from the staff when needed.



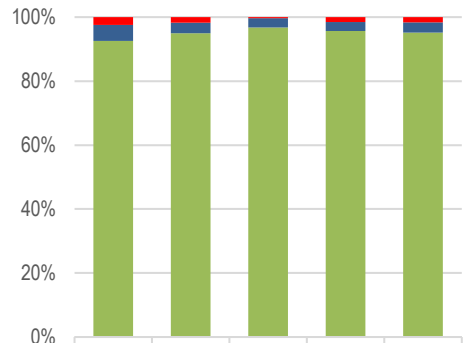
	Zone 1B	Zone 4	Zone 5	Zone 6	Vitalité
■ No	0%	2%	0%	1%	1%
■ Yes, sometimes	4%	4%	2%	4%	4%
■ Yes, always	95%	95%	98%	94%	95%

How clean were the rooms?



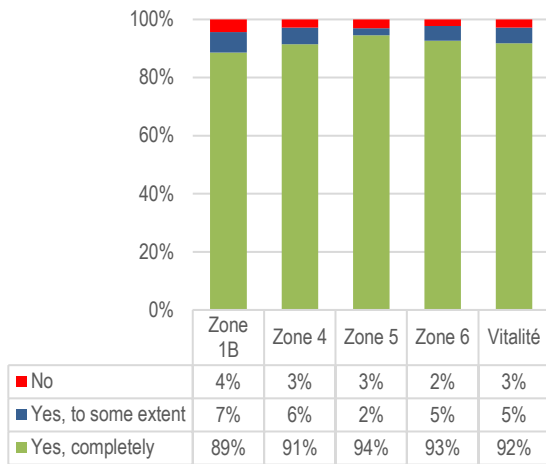
	Zone 1B	Zone 4	Zone 5	Zone 6	Vitalité
■ Not at all clean	0%	0%	0%	0%	0%
■ Not very clean	1%	0%	2%	0%	0%
■ Fairly clean	19%	15%	12%	9%	13%
■ Very clean	80%	84%	86%	91%	86%

Staff checked your identity before giving you medication or treatments.

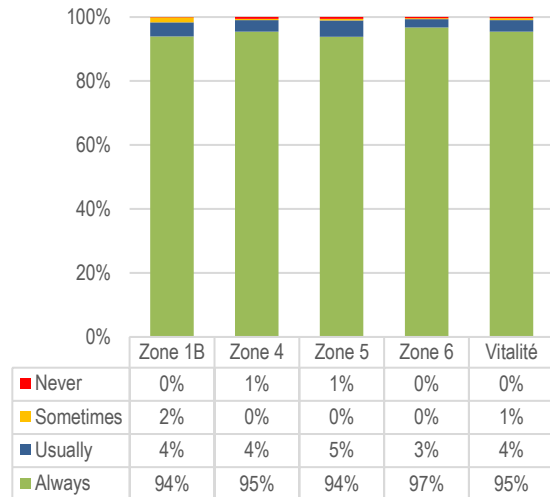


	Zone 1B	Zone 4	Zone 5	Zone 6	Vitalité
■ No	2%	2%	0%	2%	2%
■ Yes, sometimes	5%	3%	3%	3%	3%
■ Yes, always	93%	95%	97%	96%	95%

Before leaving, the staff explained the reason for and possible side effects of newly prescribed medications.



Service received in the official language of your choice.



Overall satisfaction

