

I feel extremely safe and heard in my appointments. I trust that my complex illness is being taken seriously and I am receiving the best care I've ever received.

Open dialogue, options and pros and cons and they follow up to ensure I'm satisfied.

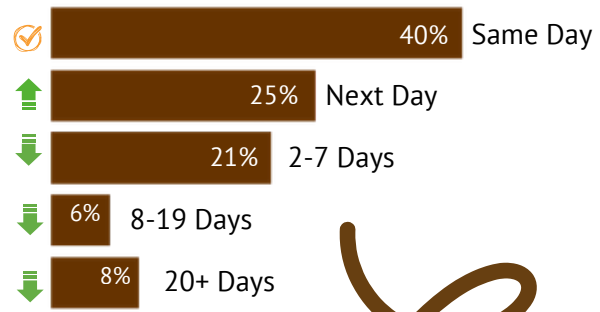
I feel seen and respected. I never feel rushed.

Consistent care from the same team of knowledgeable, dedicated professionals who truly care about our well-being.

Great medical staff. Wonderful facility for the community.



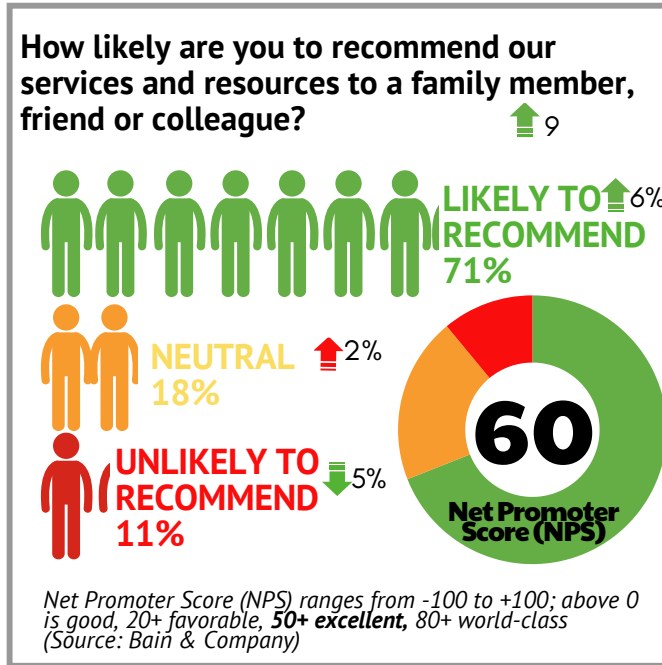
65% of patients, when wanted to be seen urgently, report being able to **receive an appointment either the same or next day** ↑10%



84% of patients are satisfied with their experience with reception ✓

91% of patients feel we are respectful of their culture, beliefs and traditions ↓6%

88% of patients report they can get an appointment when needed ↑5%



90% of patients report feeling welcome at Langs ↑3%

90% of patients perceive staff as welcoming, fostering a positive atmosphere ↑3%

94% of patients felt that providers often or always involved them ↑4%