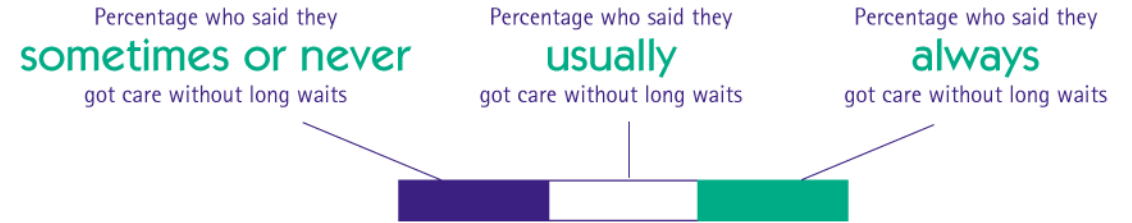


The CAHPS 2.0 reporting template displays one composite score for four survey questions concerning "getting care without long waits."
 Provided by Agency for Healthcare Research and Quality

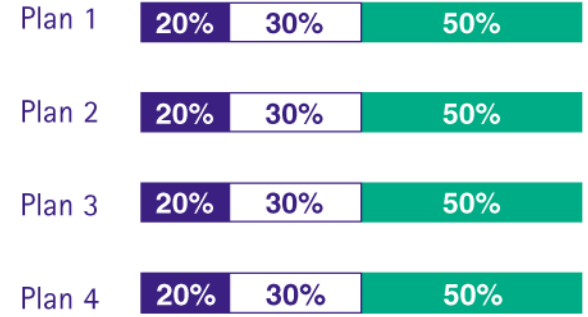
Getting care without long waits



The bar graphs show answers to survey questions that asked people **how often** they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

HMOs



PPOs

