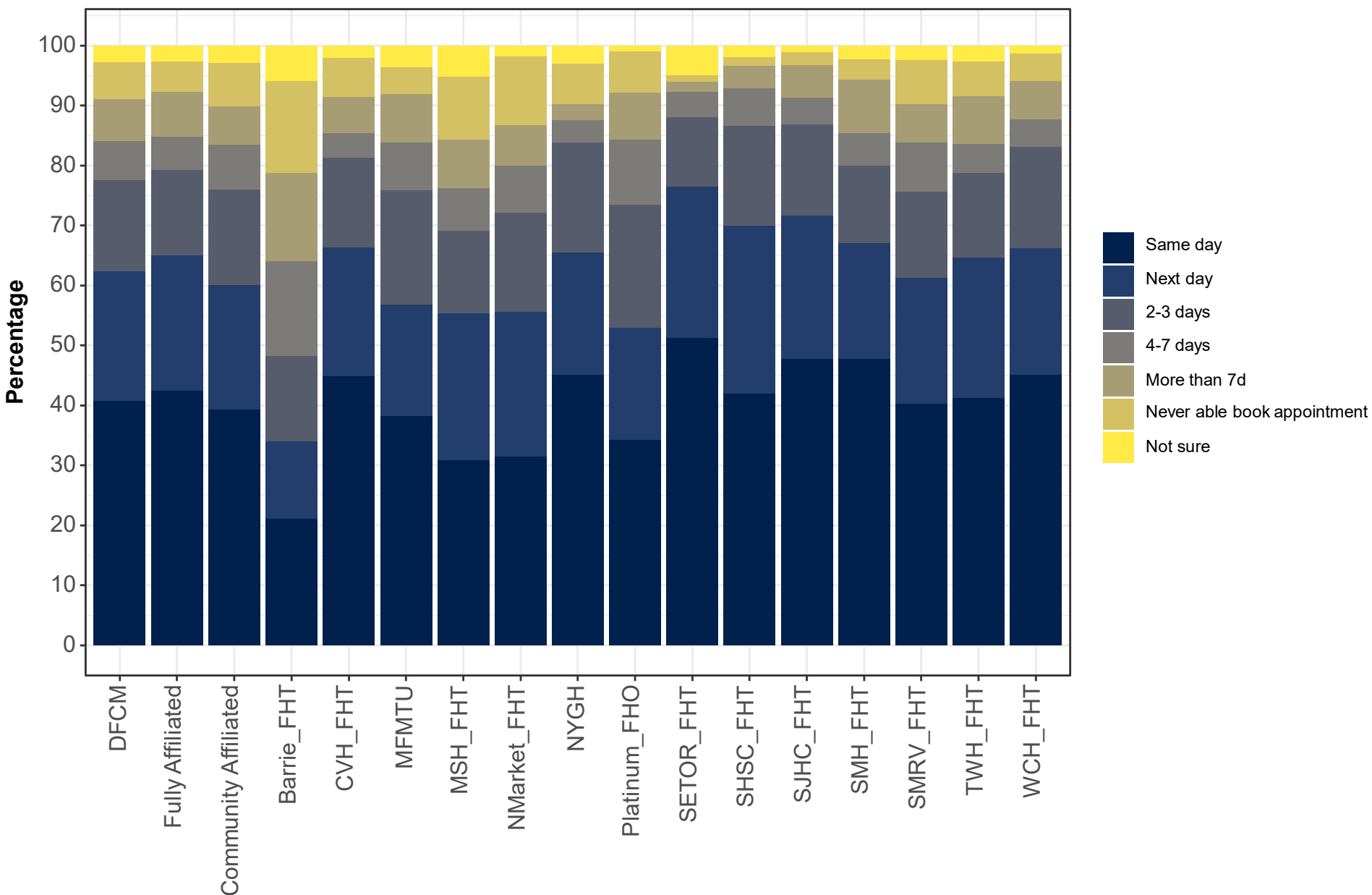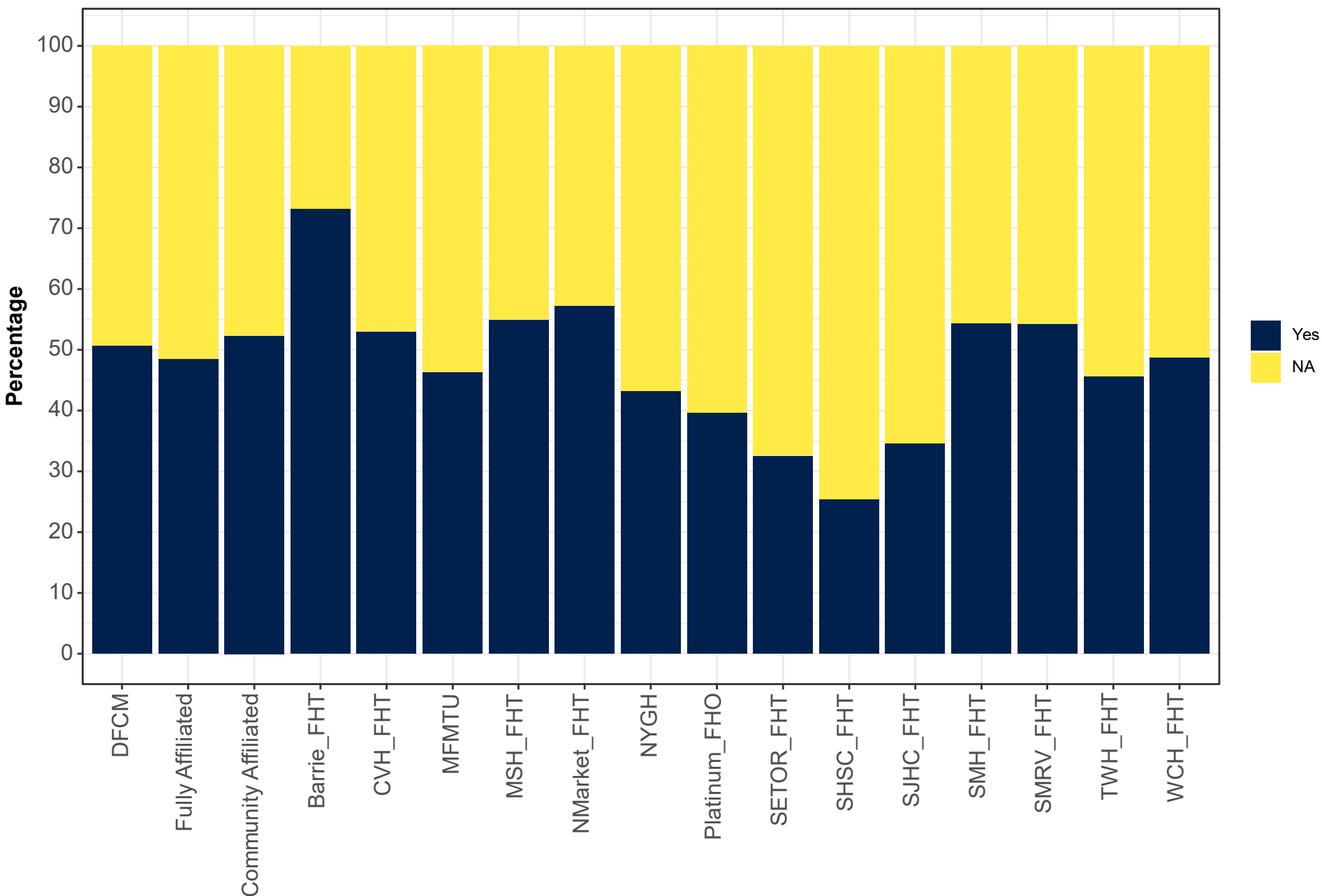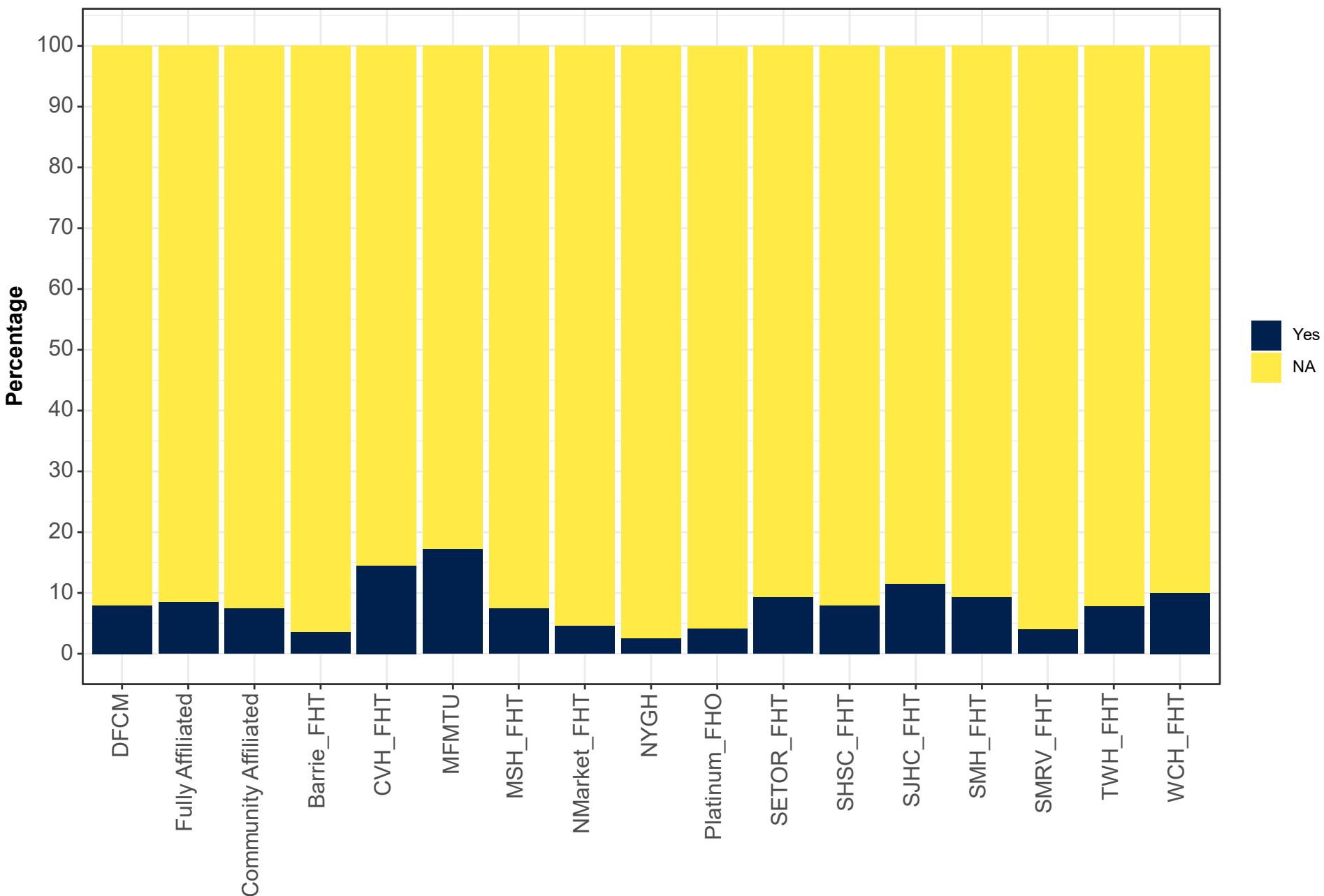**Think about the time you needed URGENT CARE. How many days did it take from when you first tried to book an appointment at our clinic to when you received care? (N_DFCM=4102)**

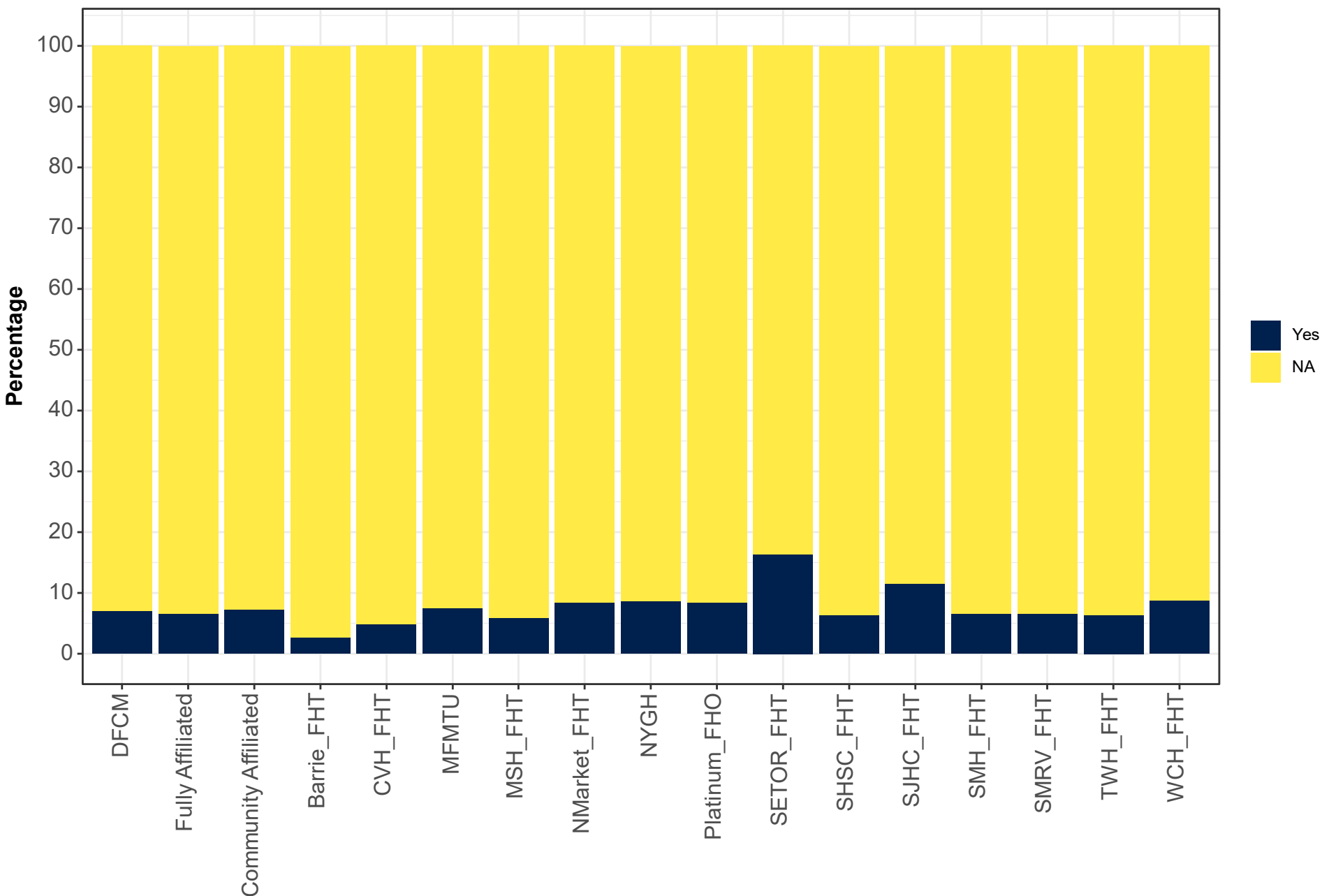Legend:
- Same day
- Next day
- 2-3 days
- 4-7 days
- More than 7d
- Never able book appointment
- Not sure

X-axis categories: DFCM, Fully Affiliated, Community Affiliated, Barrie_FHT, CVH_FHT, MFMTU, MSH_FHT, NMarket_FHT, NYGH, Platinum_FHO, SETOR_FHT, SHSC_FHT, SJHC_FHT, SMH_FHT, SMRV_FHT, TWH_FHT, WCH_FHT

Y-axis: Percentage (0 to 100)

Why were you not able to get care the same or next day? (Selection = Appointment Unavailable) (N_DFCM=1541)
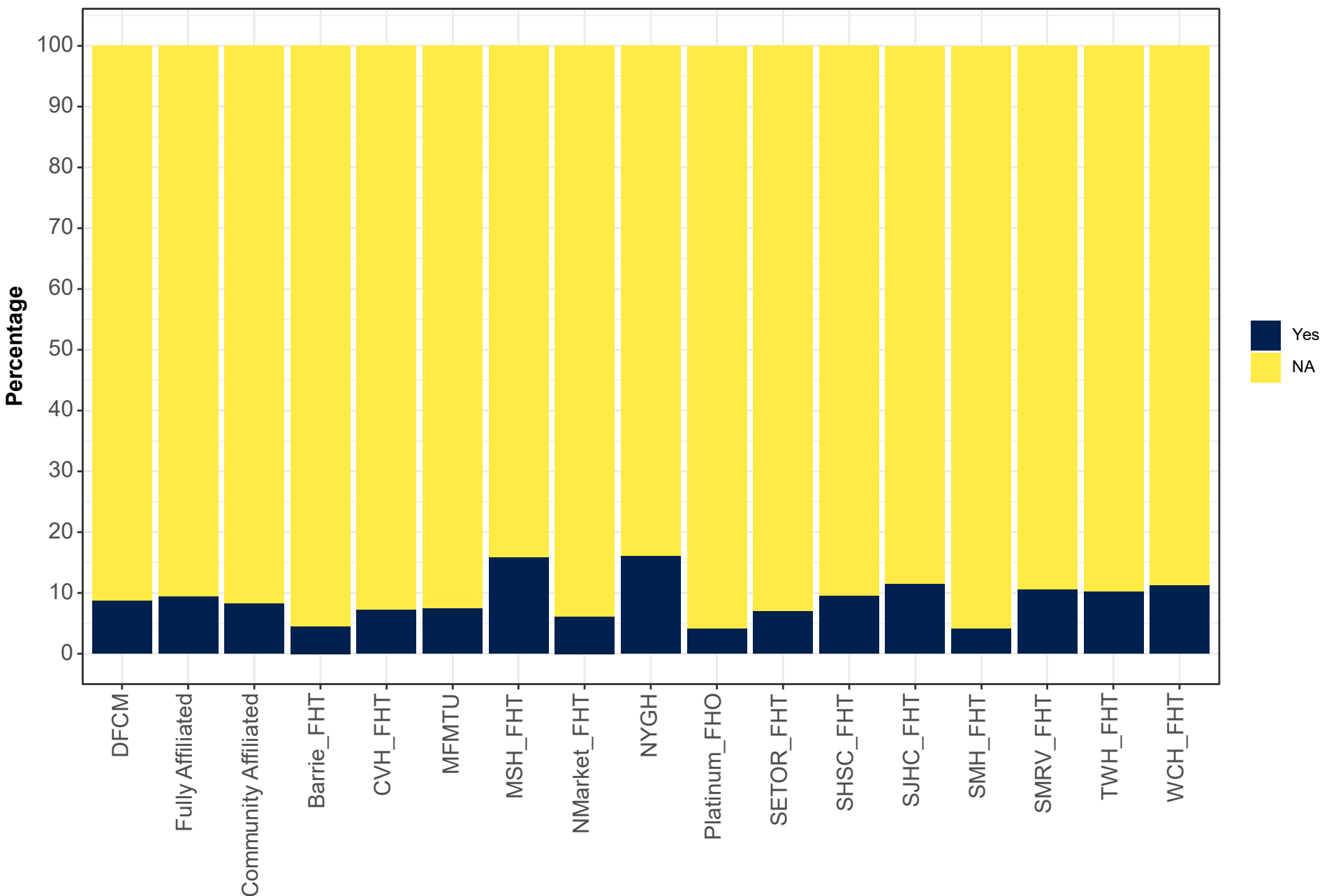
Why were you not able to get care the same or next day? (Selection = Not Preferred Provider) (N_DFCM=1541)
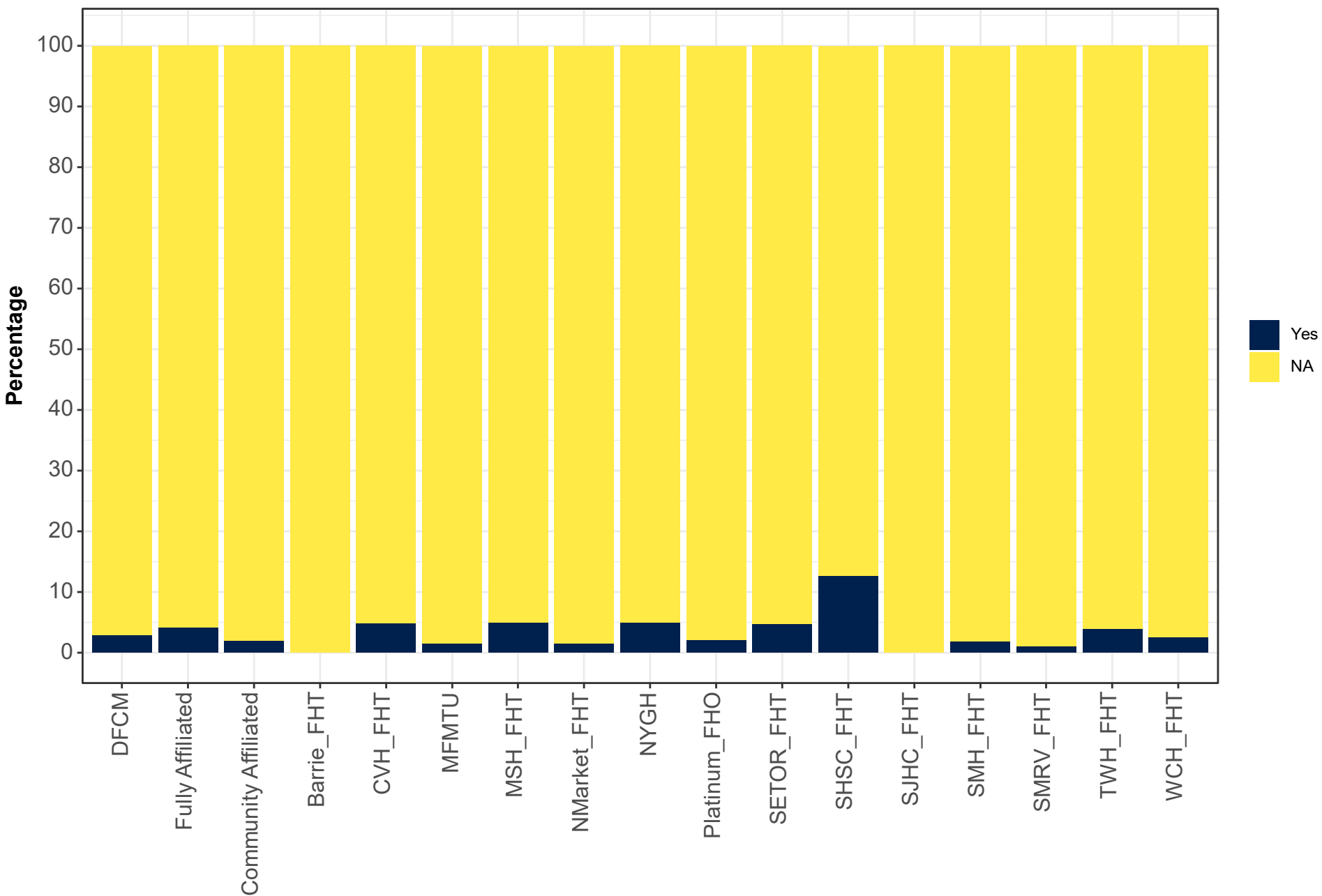
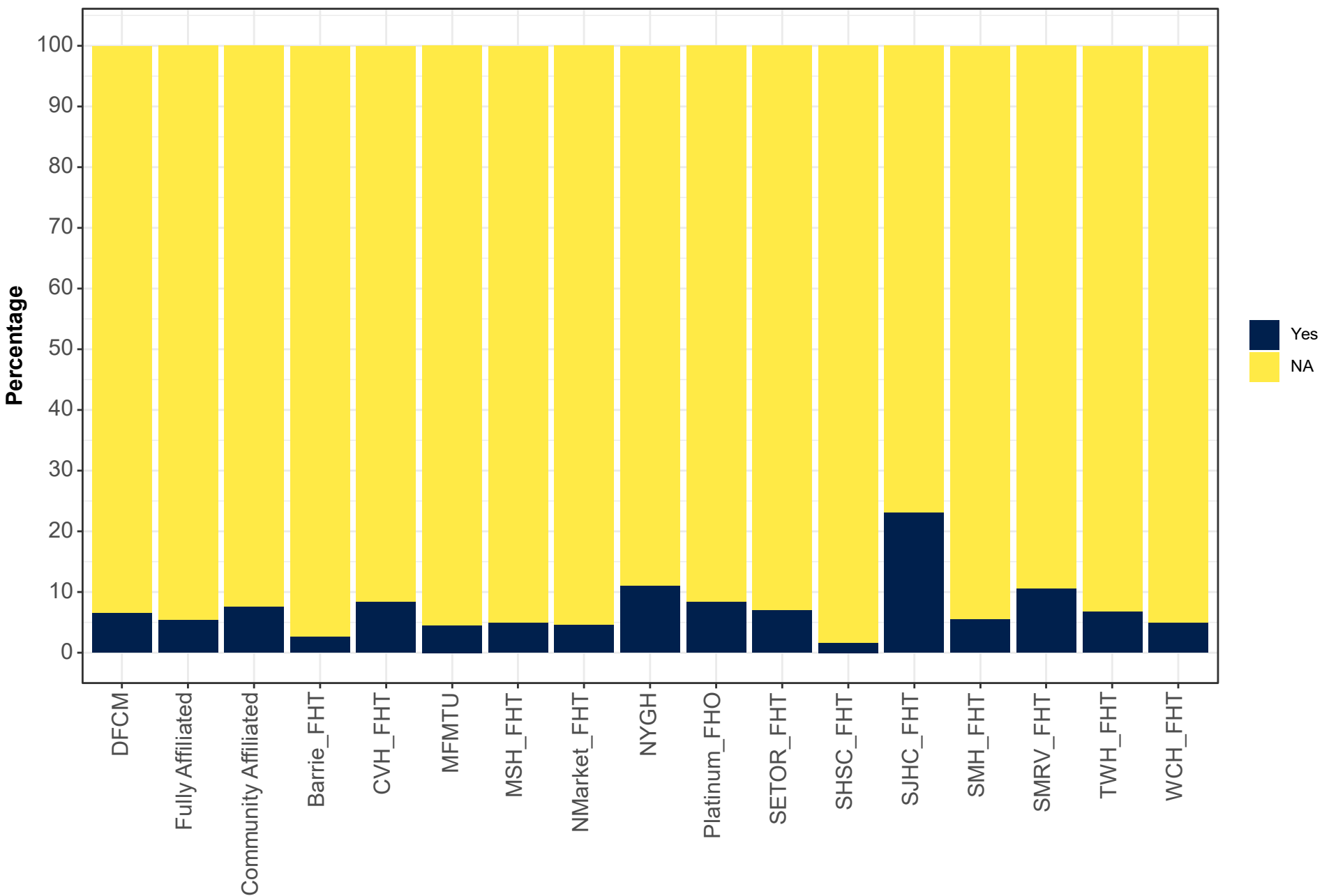**Why were you not able to get care the same or next day? (Selection = Not Preferred Time) (N_DFCM=1541)**

Legend:
- Yes
- NA

Why were you not able to get care the same or next day? (Selection = Could Not Reach Clinic) (N_DFCM=1541)
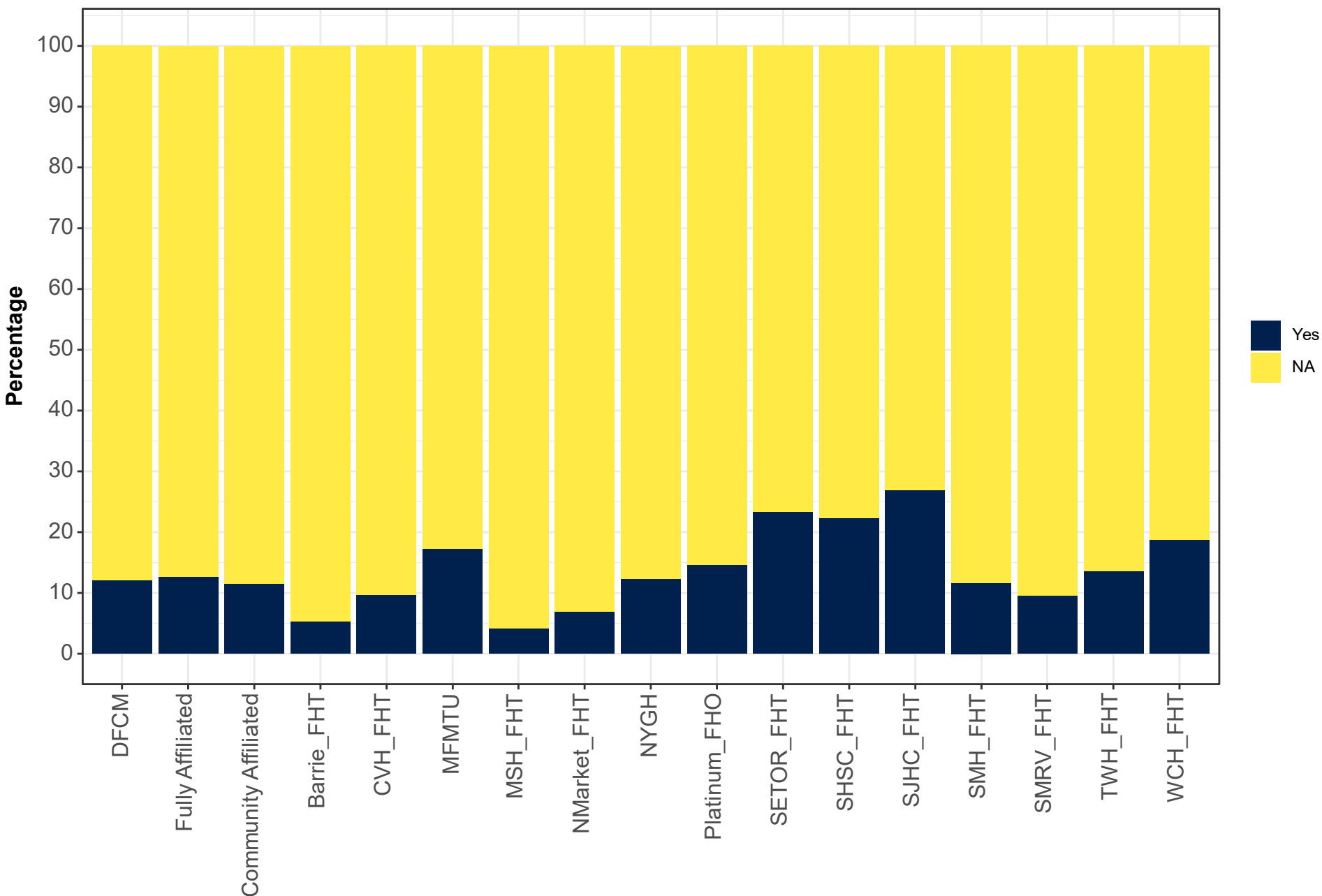
Why were you not able to get care the same or next day? (Selection = Delayed response to email) (N_DFCM=1541)

Why were you not able to get care the same or next day? (Selection = Weekend) (N_DFCM=1541)
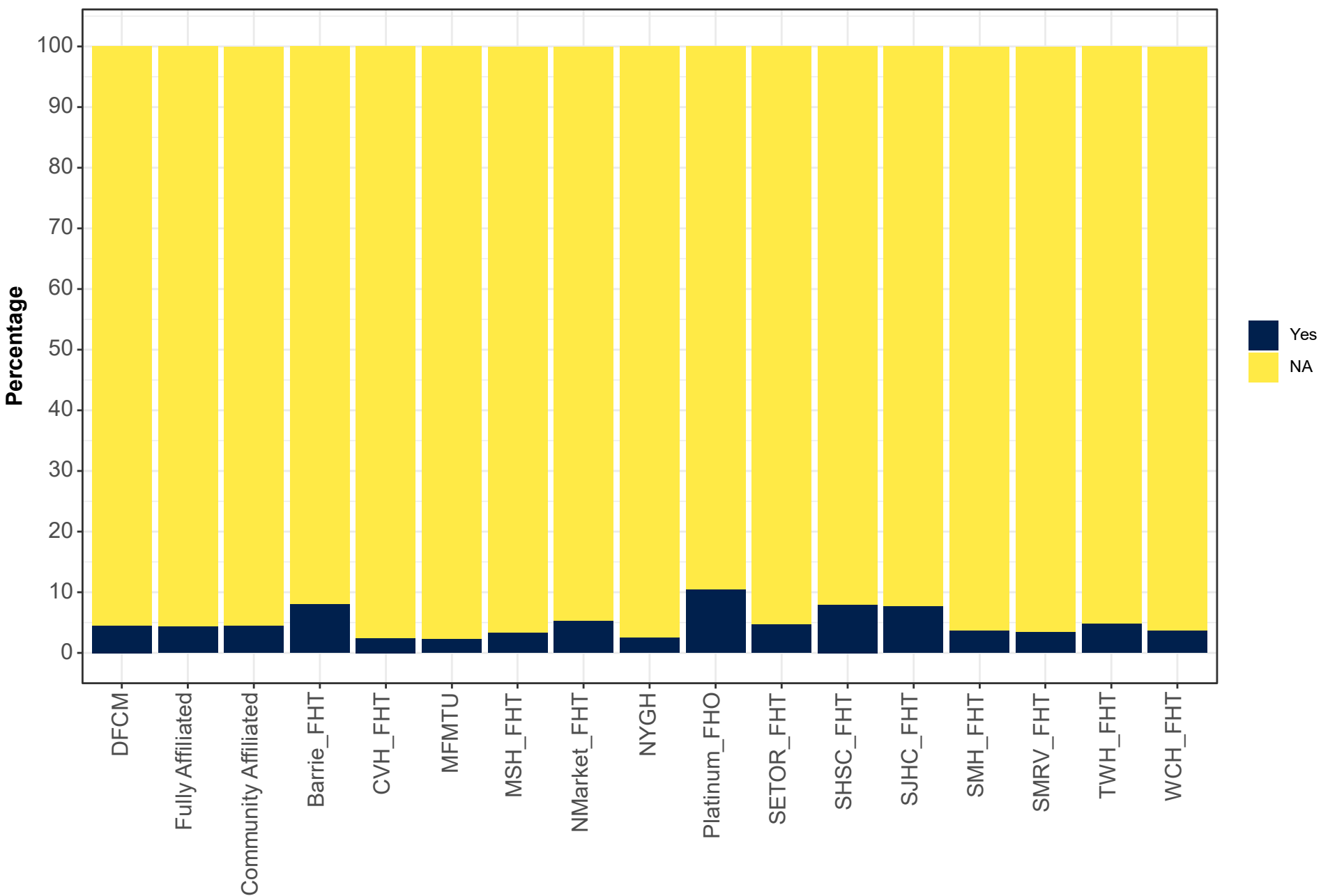
Why were you not able to get care the same or next day? (Selection = Happy with appointment given) (N_DFCM=1541)
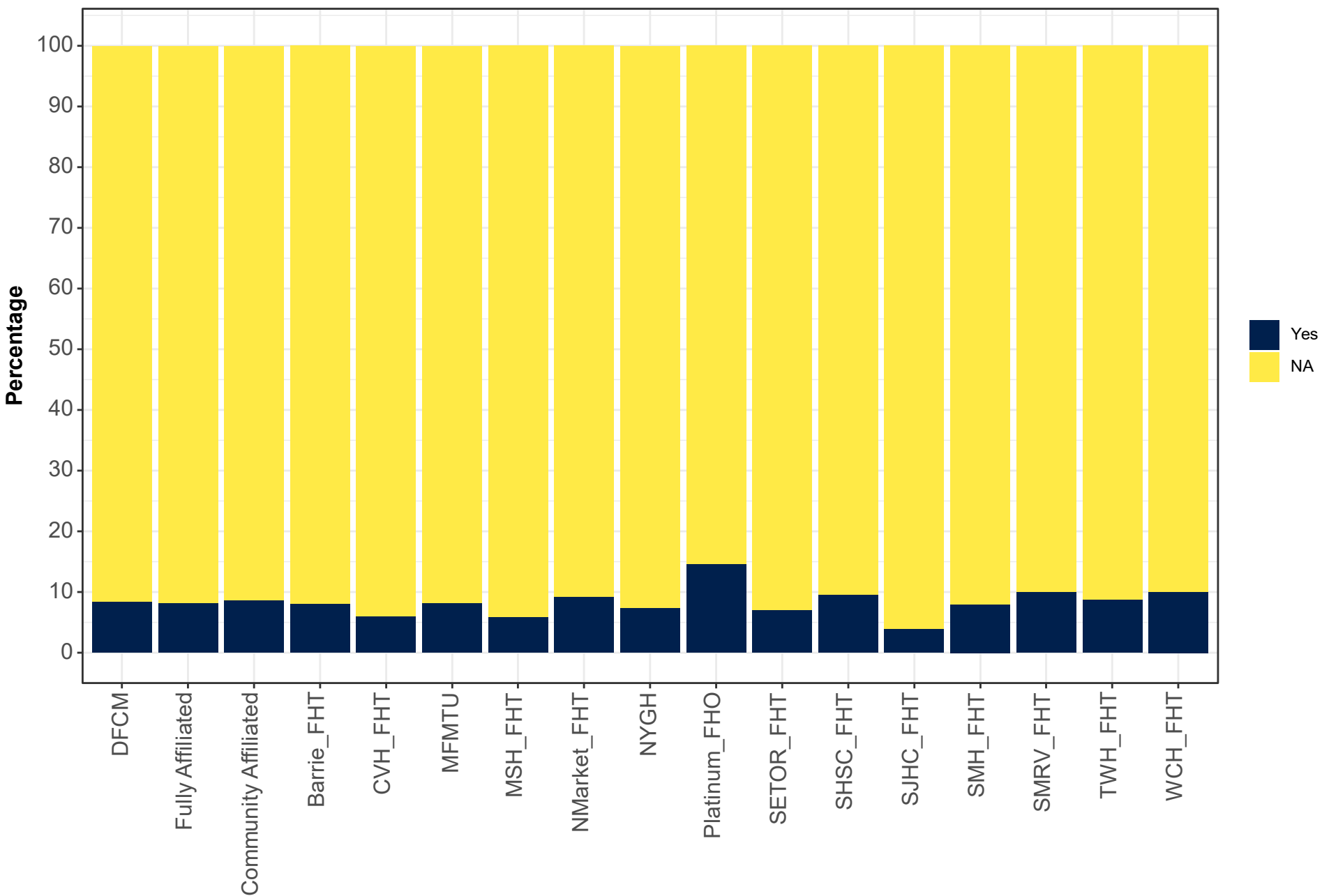
Why were you not able to get care the same or next day? (Selection = Told go to ED/ER) (N_DFCM=1541)

Why were you not able to get care the same or next day? (Selection = Other (N_DFCM=1541)

SiteName	SurveysSent	SurveyPartiallyCompleted	ResponseRate
Platinum_FHO	4,731	260	5.50
SJHC_FHT	2,707	290	10.71
Barrie_FHT	3,820	692	18.12
SETOR_FHT	6,512	719	11.04
WCH_FHT	6,890	791	11.48
CVH_FHT	5,947	821	13.81
MSH_FHT	8,383	879	10.49
NYGH	4,191	882	21.05
SHSC_FHT	3,475	1,012	29.12
NMarket_FHT	7,879	1,078	13.68
MFMTU	5,275	1,098	20.82
SMRV_FHT	16,309	1,807	11.08
TWH_FHT	12,839	1,943	15.13
SMH_FHT	18,366	2,235	12.17
Overall_DFCM	107,324	14,507	13.52