

Table 2

Distribution of General Clinic-related Characteristics

Characteristics	Excellent		Very Good		Good		Fair		Poor	
	<i>N</i>	%	<i>N</i>	%	<i>N</i>	%	<i>N</i>	%	<i>N</i>	%
Convenience of clinic's location	182	36	139	27	127	25	36	7	29	6
Clear directions within clinic	99	19	170	33	132	26	77	15	34	7
Clinic's working hours	105	21	133	26	147	29	73	14	50	10
Cleanliness	150	29	146	29	137	27	44	9	35	7
Greeting on arrival	37	7	71	14	135	26	141	28	128	25
Promptness of attention	43	8	93	18	134	26	151	30	92	18
Courtesy of receptionist	54	11	88	17	155	30	141	28	72	14
Waiting time for appointment	29	6	101	20	170	33	115	23	96	19
Waiting room decor	37	7	73	14	154	30	132	26	116	23
Waiting room comfort	32	6	81	16	168	33	148	29	83	16
Overall impression	50	10	104	20	184	36	122	24	53	10