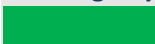

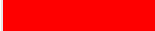


The following chart shows Dr. Lewis' performance average based on the opinion of his current patients, in comparison to the National Internal Medicine Averages. The averages shown for Dr. Lewis were sourced from anonymous CAHPS Surveys filled out by his current patients. CAHPS stands for Consumer Assessment of Healthcare Providers and Systems; it is a standardized patient survey which assesses patient's experience with healthcare.

Please contact our office at 716.834.1455 if you would like to submit an anonymous CAHPS Survey for Dr. Lewis

CAHPS Dimensions	Benchmark	Dwight Lewis, MD	
Overall	Internal Medicine Average	2016	2017
Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	84%	95.5%	--
Key Drivers			
In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?	92%	100%	--
In the last 12 months, how often did this provider seem to know the important information about your medical history?	88%	100%	--
In the last 12 months, how often did this provider spend enough time with you?	93%	100%	--
Highest Scores			
In the last 12 months, when you phoned this office during regular office hours, how often did you get an answer to your medical question that same day?	58%	89.3%	--
In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	95%	100%	--
In the last 12 months, when you made an appointment for a check-up/routine care with this provider, how often did you get an appointment as soon as you needed?	70%	89.2%	--
Lowest Scores			
Wait time includes time spend in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?	48%	0%	--
In the last 12 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your health?	40%	100%	--
In the last 12 months, did you and anyone in this provider's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?	34.1%	45.5%	--
Scoring Key			
	Score is equal to or greater than the Internal Medicine Average		
	Score is less than the Internal Medicine Average		
	Score is significantly less than the Internal Medicine Average		

Internal Medicine averages are sourced from the public AHRQ CAHPS database.

https://www.cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_Topscores.aspx#Physician1