

Table 3 Percentages and aggregate number of ratings for physician (n = 161) satisfaction, Aden, 2009

Service category	Excellent		Good		Average		Below average		Poor		Mean (SD) score
	No.	%	No.	%	No.	%	No.	%	No.	%	
Phlebotomy services	20	12.4	72	44.7	37	23.0	16	9.9	16	10.0	3.40 (1.13)
Courtesy of clinical laboratory staff	8	5.0	62	38.5	56	34.8	22	13.7	13	8.0	3.19 (1.00)
Routine TAT	6	3.7	47	29.2	57	35.4	34	21.1	17	10.6	2.94 (1.03)
Courier services	24	14.9	31	19.2	50	31.1	32	19.9	24	14.9	2.99 (1.26)
Test menu adequacy	6	3.8	43	26.7	49	30.4	38	23.6	25	15.5	2.80 (1.11)
Clinical report format	13	8.1	44	27.3	40	24.8	35	21.7	29	18.0	2.86 (1.23)
Quality and reliability of results	9	5.6	34	21.1	46	28.6	49	30.4	23	14.3	2.73 (1.11)
Stat TAT	2	1.2	39	24.2	54	33.5	34	21.1	32	20.0	2.66 (1.09)
Critical value notification	11	7.0	26	16.1	47	29.2	44	27.3	33	20.4	2.61 (1.17)
Notification about the new investigations	11	6.8	26	16.1	31	19.3	35	21.7	58	36.0	2.36 (1.30)
Esoteric test TAT	3	1.9	24	14.9	24	14.9	21	13.0	89	55.3	1.95 (1.21)
Overall services	2	1.2	41	25.5	56	34.8	41	25.5	21	13.0	2.76 (1.01)

SD = standard deviation.

TAT = turnaround time.