

Table 1: Readability Results

Service	Test	School Grade Level	Reader age	Scale value (0 = most difficult, 100 = easiest)
Dental	Flesch-Kincaid	12.8	17-18	
	Flesch Reading Ease			38
	SMOG	14.4	19-20	
Pharmacy	Flesch-Kincaid	10.1	15-16	
	Flesch Reading Ease			52
	SMOG	13	18-19	
Primary Care	Flesch-Kincaid	12.5	17-18	
	Flesch Reading Ease			39
	SMOG	14.5	19-20	
Specialty Services	Flesch-Kincaid	14.6	19-20	
	Flesch Reading Ease			26
	SMOG	16.2	21-22	