

Patient Satisfaction Survey 300 McHenry Rd, Wheeling July, 2022

I. Summary & Comments

Research on satisfaction surveys show that respondents generally indicate high levels of satisfaction with services. For this reason, social scientists argue that if a service receives less than 75% satisfaction, a problem may exist. Please keep this in mind as you review the survey results.

For the grading scale questions (1-13), the Level of Satisfaction (LOS) ranged from 90% to 94%. The mean for all questions was 93% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

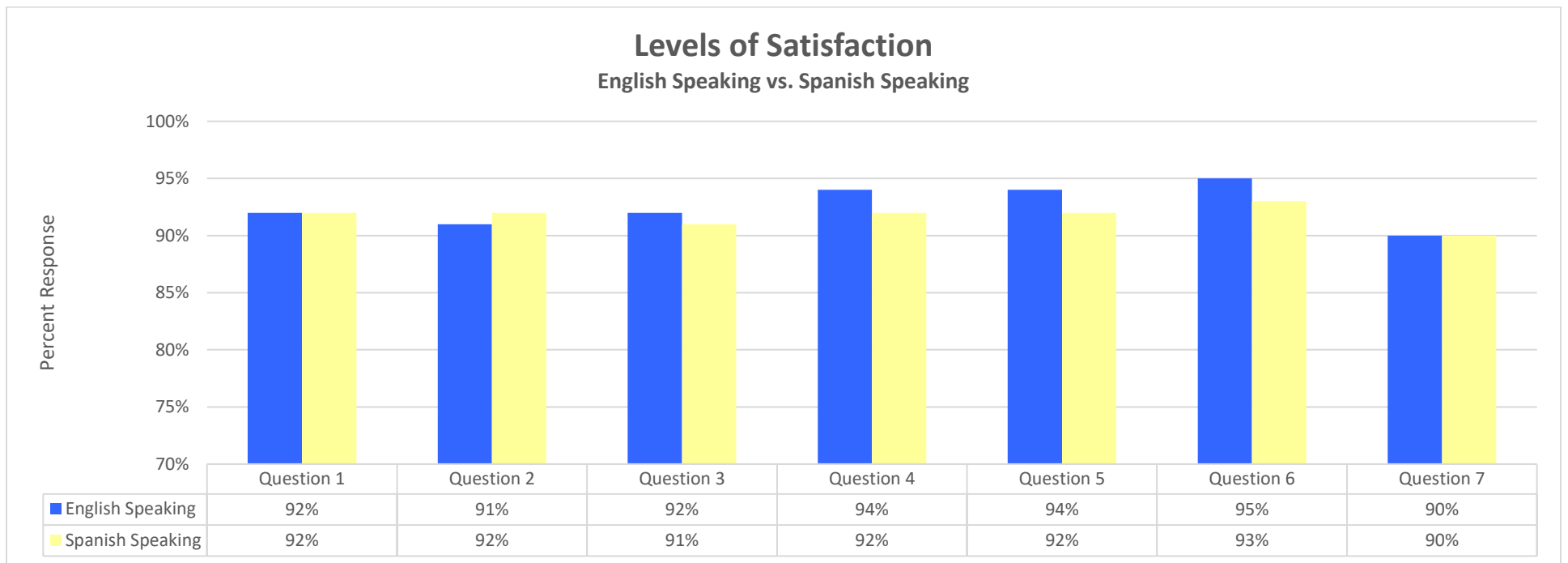
300 McHenry Rd, Wheeling – Survey Questions	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022	Level of Satisfaction October 2021
1. The phone operator staff and call center	92%	90%	91%	92%
2. The reception staff	92%	91%	92%	93%
3. Receiving a timely appointment	91%	90%	89%	91%
4. Education and explanation of plan provided in a way that I can understand	93%	91%	91%	93%
5. The follow up and coordination of my care	93%	91%	92%	93%
6. The staff addressing my medical needs today	94%	92%	93%	94%
7. The time spent waiting	90%	88%	87%	89%
8. The respectfulness of staff	94%	92%	93%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	90%	90%	90%
10. The handling of my personal medical information in a private and confidential	93%	92%	92%	94%
11. Your medical assistant	94%	92%	93%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	93%	93%	94%	94%
13. Overall, how satisfied are you with the Health Center?	94%	92%	93%	94%

Total Greater Family Health Survey Question Responses	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022	Level of Satisfaction October 2021
1. The phone operator staff and call center	92%	92%	91%	90%
2. The reception staff	93%	92%	93%	92%
3. Receiving a timely appointment	92%	91%	91%	90%
4. Education and explanation of plan provided in a way that I can understand	93%	93%	93%	92%
5. The follow up and coordination of my care	93%	92%	93%	92%
6. The staff addressing my medical needs today	94%	93%	94%	92%
7. The time spent waiting	90%	90%	89%	88%
8. The respectfulness of staff	94%	93%	94%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	92%	92%	91%	90%
10. The handling of my personal medical information in a private and confidential	94%	93%	93%	92%
11. Your medical assistant	94%	93%	94%	93%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	94%	94%	93%
13. Overall, how satisfied are you with the Health Center?	94%	93%	94%	92%

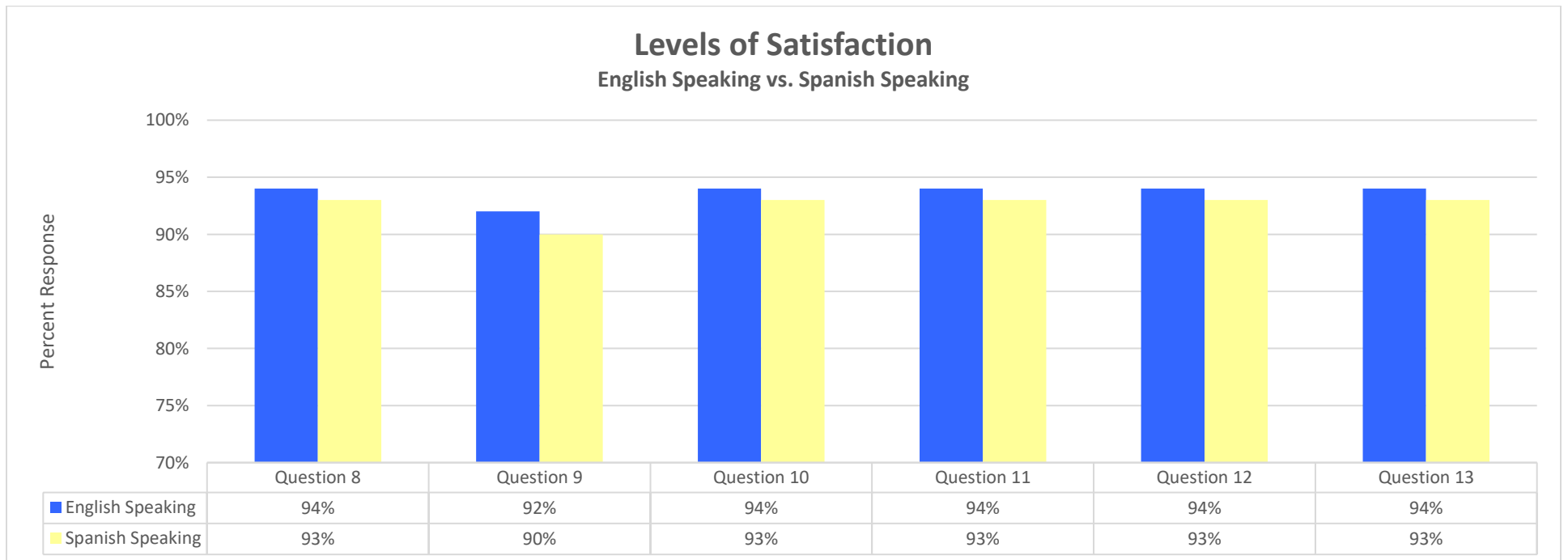
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
1. The phone operator staff and call center	83 68%	169 69%	30 24%	63 26%	10 8%	9 4%	0	0	0	4 2%
2. The reception staff	80 65%	169 70%	34 28%	65 27%	8 7%	3 1%	1 1%	1 1%	0	5 2%
3. Receiving a timely appointment	84 70%	163 67%	27 23%	59 24%	6 5%	13 5%	3 3%	2 1%	0	5 2%
4. Education and explanation of plan provided in a way that I can understand	91 75%	166 68%	26 21%	69 28%	4 3%	3 1%	1 1%	1 1%	0	4 2%
5. The follow-up and coordination of my care	91 75%	171 70%	27 22%	59 24%	3 3%	11 5%	1 1%	0	0	3 1%
6. The staff addressing my medical needs today	91 75%	179 73%	29 24%	60 24%	2 2%	3 1%	0	1 1%	0	3 1%
7. The time spent waiting	80 66%	148 61%	29 24%	74 30%	7 6%	17 7%	6 5%	1 1%	0	4 2%



Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
8. The respectfulness of staff	89 72%	178 73%	31 25%	58 24%	3 2%	5 2%	0	0	0	3 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	77 68%	144 62%	26 23%	72 31%	11 10%	12 5%	0	1 1%	0	3 1%
10. The handling of personal medical info in a private and confidential manner	87 71%	167 69%	33 27%	67 28%	2 2%	4 2%	0	0	0	4 2%
11. Your medical assistant	88 72%	174 72%	32 26%	64 26%	3 2%	2 1%	0	0	0	3 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	93 76%	173 72%	24 20%	59 24%	5 4%	6 3%	0	1 1%	0	3 1%
13. Overall, how satisfied are you with the Health Center?	90 74%	182 75%	28 23%	48 20%	3 3%	8 3%	0	%	0	5 2%



Direct Quotes

The following is the universe of DIRECT QUOTES taken from questions 14 - 18 on the Patient Satisfaction Survey form from the survey participants. There has been no editing for spelling, grammar, etc.; the comments are taken from the forms AS IS:

Question 14: Have you left a message for a staff member in the last week? If so, what was your experience?

English

NO: 30

N/A: 7

YES: 8

Comments:

1. "I have always received a call back."
2. "Thank you for the kindness."
3. "Thank you for being so helpful." (B. Patel)
4. "Yes, returned my phone call in a good timely manner." (C. Patel)
5. "Patel called right back." (Patel)
6. "Thank you." (C. Patel)
7. "Great job 😊."

Spanish

NO: 104

N/A: 4

YES:

Comments:

1. "Good." "Bien." (4)
2. "Good." "Buena."
3. "Very good." "Muy bien."
4. "Very great." "Muy buena."
5. "Very kind." "Muy buena." (B. Patel)
6. "Excellent service." "Excelente servicio." (Ninkovska)
7. "Yes, I have had to wait for a response for more than a week." "Si, eh tenido que esperar la respuesta mas de la semana."
8. "It was very satisfactory." "Fue muy satisfactoria." (Shirazi)
9. "Yes, they have left messages regarding my appointment and my experience has been good." "Si han dejado mensajes acerca de mi cita y ha sido buena mi experiencia." (White)
10. "My experience was very good." "My experiencia fue muy buena."
11. "Yes, to move up a medical appointment, the response was quick." "Si, adelantar una cita medica, la respuesta fue rapida."

Question 15: What is most helpful for you at Greater Family Health?

English

1. "N/A." (3)
2. "The doctors." (2)
3. "The staff." (3)
4. "None."
5. "Doctors and care."
6. "Proximity to home." (B. Patel)
7. "Availability for appointments."
8. "Distance." (C. Patel)
9. "Little waiting."
10. "Communication." (B. Patel)
11. "The amount paid." (C. Patel)
12. "Same day appointments." (C. Patel)
13. "Quick appointment." (2)
14. "Location."
15. "The affordability."
16. "Caring staff." (White)
17. "Very convenient." (White)

Spanish

1. "N/A." (2)
2. "With everything." "En todo." (4)
3. "Therapy." "Terapia."
4. "They are very kind." "Son muy amables."
5. "The excellent attention." "La exelente atencion."
6. "Doctors." "Doctores." (Shirazi)
7. "Quick service." "Servicio rapido." (White)
8. "My health." "Mi salud." (4)
9. "Their attention." "Su atencion." (3)
10. "The care." "Los cuidados." (White)
11. "Attending to us well." "Atienden bien."
12. "Everything is good." "Todo bien."
13. "Close to home." "Cerca de casa." (3)
14. "Patience." "Paciencia."
15. "Everything is good." "Todo esta bien." (2)

18. "Close to house." (Vega)
19. "The excellent staff."
20. "Appointment availability."
21. "They are very helpful." (Shirazi)
22. "Getting an appt fast." (Vega)
23. "Everything." (B. Patel)
24. "Seeing Doc Patel." (C. Patel)
25. "Patient plan."
26. "Flexible appts."
27. "Fast."
28. "All staff & nurse and doctor's very kind." (C. Patel)
29. "I have been really happy with the service I receive in this office." (Dr. Patel)
30. "Dr and staff are respectful. Dr. speaks the language." (B. Patel)
31. "Very respectful and understanding."
32. "Being seen quick and getting help right away." (White)
33. "When they break things down, so you understand everything."
34. "Yes, I needed to get my medications." (Ninkovska)
35. "Everyone is very helpful."
36. "Doctor speaks the language and staff is respectful." (B. Patel)
37. "Quick appointments & explanations of health." (Patel)
38. "Everything is so nice here."
39. "It is affordable and efficient."
40. "That they always call a day before to remind you of the appointment you have." (Shirazi)
41. "The practitioner listened + addressed all my concerns." (B. Patel)
42. "Wonderful staff + caring." (C. Patel)
43. "Very respectful great service." (C. Patel)
44. "Wonderful nurses, doctors & staff."
45. "Understanding of emergency situation."
46. "Dr. explains everything really good." (Shirazi)
47. "Overall, great staff." (B. Patel)
48. "Receptionists specially Jocelyn Garcia." (B. Patel)
49. "Stephanie, set follow ups to specialist when care coordinator did not assist." (Ceisel)
50. "How friendly the staff are." (Dr. Patel)
51. "Getting all results and papers I need for school." (Shirazi)
52. "They're all kind and respectful." (Shirazi)
53. "I don't mind as long as my medical needs are met." (C. Patel)
54. "The privacy I get." (Shirazi)
55. "How everyone is so easy to talk to the staff is friendly and helpful." (Shirazi)
16. "The attention from the doctors." "Su atencion de los doctores." (2)
17. "Very professional." (English response on a Spanish survey)
18. "The interpreters." "Los interpretes." (Shirazi)
19. "No comments." "No comentarios." (2)
20. "Excellent with everything." "Exelente en todo." (C. Patel)
21. "The low cost." "El pago bajo." (Ninkovska)
22. "Complete information." "Informacion completa." (Ninkovska)
23. "Improve my health." "Mejorar mi salud."
24. "My health." "Mi salud." (B. Patel)
25. "They help me a lot." "Me ayuda mucho."
26. "Servcies." "Servicios."
27. "I do not know." "No lo se."
28. "It is perfect." "Esta perfecto." (B. Patel)
29. "The price." "El precio."
30. "The good service." "El buen servicio."
31. "For the health care." "Para el cuidado de salud." (Shirazi)
32. "The advice or health continuity." "Los consejos o seguir para la salud." (Ninkovska)
33. "Financially for those of us that do not have insurance." "En lo economico con los que no tenemos aseguranza." (B. Patel)
34. "The discounts now that I can't count on insurance." "Los descuentos ya que no cuento con aseguranza." (C. Patel)
35. "Maintaining good health." "Mantener una buena salud." (Ninkovska)
36. "The service and an economic payment, thank you." "El servicio y un pago muy economico, gracias."
37. "They help me understand my child's health status." "Me han ayudado a ver el estado de salud de mi bebe."
38. "It is close to my home, the quick attention, and the accessible prices." "Esta cerca de mi casa, la atencion rapida, y los precios accesibles." (C. Patel)
39. "The personnel that speaks Hispanic." "Su personal de habla hispano."
40. "Good attention close to my home." "Buena atencion cerca de mi casa." (Ninkovska)
41. "In everything that I need." "En todo lo que necesito."
42. "It helps me with my finances and with my medical necessities." "Me ayuda en mi economia y en mis necesidades de mi salud." (B. Patel)

56. "It's just provide everything what we are going through." (White)
 57. "Location, pcp very helpful with addressing all concerns." (B. Patel)
 58. "Very professional staff and doctors."
 59. "Well communication & full explanations on medical information." (C. Patel)
 60. "Being respectful and patient."
 61. "Convenience for doctor visit blood work." (B. Patel)
43. "The good attention and the decent price for the payment." "La buena atencion y el buen precio de pago." (White)
 44. "They are patient and kind." "Son pacientes y amables." (Ninkovska)
 45. "Dr. Theodora and the assistant are very kind." "La Dr. Theodora y la asistente muy amables."
 46. "Financially and my health." "Financiamiento y mi salud." (B. Patel)
 47. "Very good attention from the personnel." "Muy buena atencion de todo el personal." (Shirazi)
 48. "In all the aspects." "En todo los aspectos." (Shirazi)
 49. "To communicate with other doctors like dentists give options. Where I can go." "A comunicar con otras doctores como dentista dan opciones. A donde puedo ir."
 50. "They address us well and the cost is comfortable with my salary." "Atienden bien y los costos son comodis a mi salario."
 51. "All the attention, accessible prices." "Toda la atencion, precios accesibles." (B. Patel)
 52. "Medical attention in general." "Atencion medica en general."
 53. "It helps me with my health." "Me ayuda en mi salud." (Ninkovska)
 54. "They are kind and address us quickly." "Que son amables y nos atienden pronto." (White)
 55. "The appointment cards." "La tarjeta de las citas." (Ninkovska)
 56. "That it is close to where I live." "Que esta cerca de donde vivo."
 57. "With my health, I feel better." "Con mi salud, me siento mejor." (B. Patel)
 58. "My follow-up and treatment for my diabetes and because it is close to me." "Mi seguimiento y tratamiento de mi diabetes y por que me queda cerca."
 59. "With my necessities. How to address my diabetes." "En mis necesidades. Como atender me mi diabetes."
 60. "When I am assigned another doctor for studies like mammogram." "Cuando me asignan otro doctor p/ estudios como: mamografia." (B. Patel)
 61. "Dr. Morgan always listens attentively and helps me with my medical problems. She is very professional and humane." "La Doctora Morgan siempre me escucha atentamente y

- me ayuda con mis problemas medicos. Es muy profesional y humana.” (White)
62. “It is a good place, and it is close to me.”
“Que es un buen lugar y me queda serca.”
63. “Schedule my appointments.” “Hacer mis citas.”
64. “The follow-up for my care.” “El seguimiento de mi cuidado.”
65. “The attention and care towards the patient.”
“La atencion y cuidados al paciente.”
66. “It helps me with my health. I feel more secure.” “Me ayuda mucho para mi salud me siento mas segura.”
67. “With my daughters health.” “Con la salud de mi hija.” (C. Patel)
68. “That they are on top of my health.” “Que estan al pendiente de mi salud.” (B. Patel)
69. “It has helped me with everything that has to do with my health. The prices are also very reasonable.” “Pues me ha ayudado muchisimo en todo lo que se refiere a mi salud. Tambien los precios son muy razonables.” (C. Patel)
70. “That they ten do the entire family! Everything is close.” “Qu atienden toda la familia! Esta todo muy serca.” (Ninkovska)
71. “Taking care of my health.” “A cuidar mi salud.” (White)
72. “That they speak Spanish, and we can communicate easier.” “Que ablan espanol y podemos comunicarnos mas facil.”
73. “It is a close clinic and efficient.” “Es una clinica serca y eficiente.” (Ninkovska)
74. “At the moment of scheduling an appointment.” “Al momento de hacer una cita.”
75. “The care for my health and their help to pay less.” “El cuidado ed mi salud y su ayuda para pagar menos.” (C. Patel)
76. “I entered quickly.” “Entre rapido.” (C. Patel)
77. “The services they offer at a reasonable price.” “El servicio que le ofresen a un precio reasonable.”
78. “Their treatment, attention, and program management for the financial help.” “Su trato, atencion, y manejo de programas para el apoyo aconomico.”
79. “Close to my home and the attention is very good.” “Cerca de mi casa y la atencion es muy buena.”

80. "The kindness from the personnel." "La amabilidad del personal."
81. "Doctor Shirazi is very attentive with my daughters health and answers all my questions." (Shirazi)
82. "The discounts since I do not have insurance." "Los ndescuentos ya que no tengo aseguranza." (Ninkovska)
83. "The follow up for my condition." "El seguimiento a mi condicion." (C. Patel)
84. "Their quick attention." "Su atencion pronta."
85. "Their attention they are very kind." "Su atencion son muy amables." (B. Patel)
86. "Their help is opportune." "Su ayuda es oportuna." (B. Patel)
87. "That they always have availability, they are willing to help with any questions or doubts." "Que siempre tienen disponibilidad, estan dispuestos a ayudarnos con preguntas y dudas." (Vega)
88. "Closeness to my home. Good medical services." "Cercania de mi casa. Buen servicio medico."
89. "The adequate medical information that is provided." "La informacion medica adecuada que nos brindan." (Shirazi)
90. "The necessities that we may have." "Para las necesidades que podemos tener."
91. "The precise explanation." "Las explicaciones presisas." (Shirazi)
92. "That I can call at any moment to schedule an appointment." "Que puedo llamar a cualquier momento para mis citas."
93. "That they have services for the entire family kids and adults." "Que tienen atencion para toda la familia ninos y adultos." (Shirazi)
94. "Clear information they provide and detailed." "Informacion clara que dan y detallada." (Vega)
95. "With the medical attention. It is close to where I live." "En la atencion medica. Me queda serca de donde vivo."
96. "That they are on top of the appointments." "Que estan al pendiente de las citas."
97. "The explanation the dr provides." "La explicacion que da el dr."
98. "The medical attention at a low cost." "La atencion medica a bajo costo." (Patel)
99. "Today they attended to me well. Great work from the personnel." "Hoy me atendieron muy bien. Buen trabajo para el personal."

100. "They can resolve any doubt."
"Cualquier duda pueden resolver."
101. "I am very satisfied with the clinic because my health has improved." "Estoy muy satisfecho con la clinica porque emejorado mi salud." (B. Patel)
102. "The nurses." "Las enfermeras."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (17)
2. "None." (3)
3. "All is well."
4. "Nothing." (3)
5. "Not sure."
6. "More availability." (B. Patel)
7. "Everything good." (B. Patel)
8. "It's good."
9. "Less waiting time."
10. "You're fine." (B. Patel)
11. "Time consciousness." (C. Patel)
12. "Yes."
13. "No comments." (C. Patel)
14. "Look amazing."
15. "Wait times." (C. Patel)
16. "Time management." (B. Patel)
17. "So far so good (1st time here)."
18. "The staff can also be a little more cheery."
19. "Waiting time is very long." (C. Patel)
20. "More resources for understanding/working with foster families." (Shirazi)
21. "Bring aboard "Doctors"."
22. "Equipment for ultrasound." (Vega)
23. "Less wait time in reception area." (C. Patel)
24. "They are take care of me." (C. Patel)
25. "Make the arrival time 10 min before the appointment instead of 15."
26. "If you can make my appointments in advanced." (Ninkovska)
27. "Email communications should be in the language that the patient understands."
28. "Nothing needs to be improved." (Shirazi)
29. "Easier access to my file info when I call." (B. Patel)
30. "Cannot have had a better experience."
31. "Nothing I can think of, at this moment." (B. Patel)
32. "Follow through for specialist referrals." (Ceisel)
33. "Improve in waiting time." (White)

Spanish

1. "N/A." (8)
2. "Everything is excellent." "Todo esta exelente." (3)
3. "They have excellent services." "Tienen exelente servicios." (2)
4. "None." "None."
5. "😊 Excellent." "😊 eselente." (Ninkovska)
6. "Everything is perfect." "Todo esta perfecto." (3)
7. "Be more kind." "Ser mas amables."
8. "Very content." "Muy contenta."
9. "Their kindness." "Su amabilidad." (Shirazi)
10. "For me it is acceptable." "Para mi es acceptable."
11. "For me, everything is very good." "Para mi todo esta muy bien." (11)
12. "For me, it is perfect." "Para mi esta perfecto." (C. Patel)
13. "Everything is good, thank you." "Todo bien, gracias." (Shirazi)
14. "Satisfied with their services." "Satisfecha con sus servicios."
15. "They have good services kind." "Es buen servicio amable." (C. Patel)
16. "Do not change location." "Que no cambie de lugar." (Shirazi)
17. "Everything is good." "Todo bien." (12)
18. "Everything is good." "Todo esta bien." (8)
19. "Everything is great with the clinic." "Todo esta bien con la clinica."
20. "I think everything is great." "Creo que todo esta bien."
21. "Everything is very good." "Todo es muy bien." (2)
22. "In my opinion, everything is good." "Esta bien todo en mi opinion." (C. Patel)
23. "Satisfied with the attention." "Satisfecha con la atencion."
24. "I am satisfied with the treatment." "Estoy satisfecha con el trato."
25. "They are doing the best." "Estan hacienda lo mejor." (White)

26. "I am very satisfied with their attention. It is incredibly good. Excellent personnel and the doctors too." "Estoy muy satisfecha. Su atencion es increíble. Excelente personal y los doctores tambien."
27. "Continue to address us like you have been." "Atendiendonos como la siguen asiendo."
(White)
28. "Listening to the patient with patience." "Escuchando con paciencia a los pacientes."
29. "When we call with emergencies, it would be better if we got timely appointments." "Cuando marca para una emergencia sera mejor si dieran las citas mas pronto."
(Shirazi)
30. "For me, the service seems fine." "Me parece que esta bien el servicio."
31. "No comment everything is good." "No comentario todo bien."
32. "It is the first time I come here, I would need more time to observe." "Es la primera vez que vengo. Ocuparia mas tiempo para observar." (B. Patel)
33. "Respecting the time of the appointment." "Respetando los horarios de la citas."
34. "Having tolerance with arrival time for the appointment. More offices and specialties." "Mas sucursales y especialidades."
35. "I am very content with the services." "Estoy muy contenta con el servicio." (B. Patel)
36. "That the dentist and vision be closer than the one they sent us to." "Que esten dentista y de la vision mas cercas que al que nos mandan."
37. "Continue doing what you are doing 😊." "Continuen hacienda lo que hacen 😊." (B. Patel)
38. "They do it very well." "Lo asen muy bien."
(White)
39. "Less time spent waiting." "Con que sea menos tiempo de espera." (Ninkovska)
40. "Well for now, I am content." "No pues hasta ahora estoy contenta."
41. "Offering more vaccines like the: shingles." "Manejando mas vacunas aqui como: la culebrilla." (B. Patel)
42. "To me, the medical services are unbeatable, thanks." "Para mi el servicio medico es immejorable, gracias." (White)
43. "No comments, it is a place with good service." "Sin comentarios, es un lugar con buen servicio." (B. Patel)
44. "Their services are good." "Sus servicios son buenos."

45. "I think that they provide good services and there is no reason to do anything a different way. In my opinion." "Yo creo que dan un buen servicio y no es necesario hacerlo de otra manera. En mi opinion." (C. Patel)
46. "Giving more timely appointments." "Dando la citas mas prontas." (White)
47. "In reality, the service for me has been well managed how it is now 😊." "Realmente para mi el servicio esta muy bien asi como esta 😊." (Vega)
48. "I think everything is great thank you very much. God bless you." "Creo que todo esta bien muchas gracias. Dios los bendiga." (Shirazi)
49. "For the moment I have nothing to say. I like the attention they provide here." "Por el momento no tengo na da que decir. Me gusta la atencion que dan aui."

Question 17: Would you recommend this Health Center to your friends and family? YES or NO

English

- YES: 97
- NO: 0
- I don't know: 1

Spanish

- YES: 184
- NO: 0

Question 18: Name of your provider (doctor, nurse practitioner, midwife, or physician assistant):

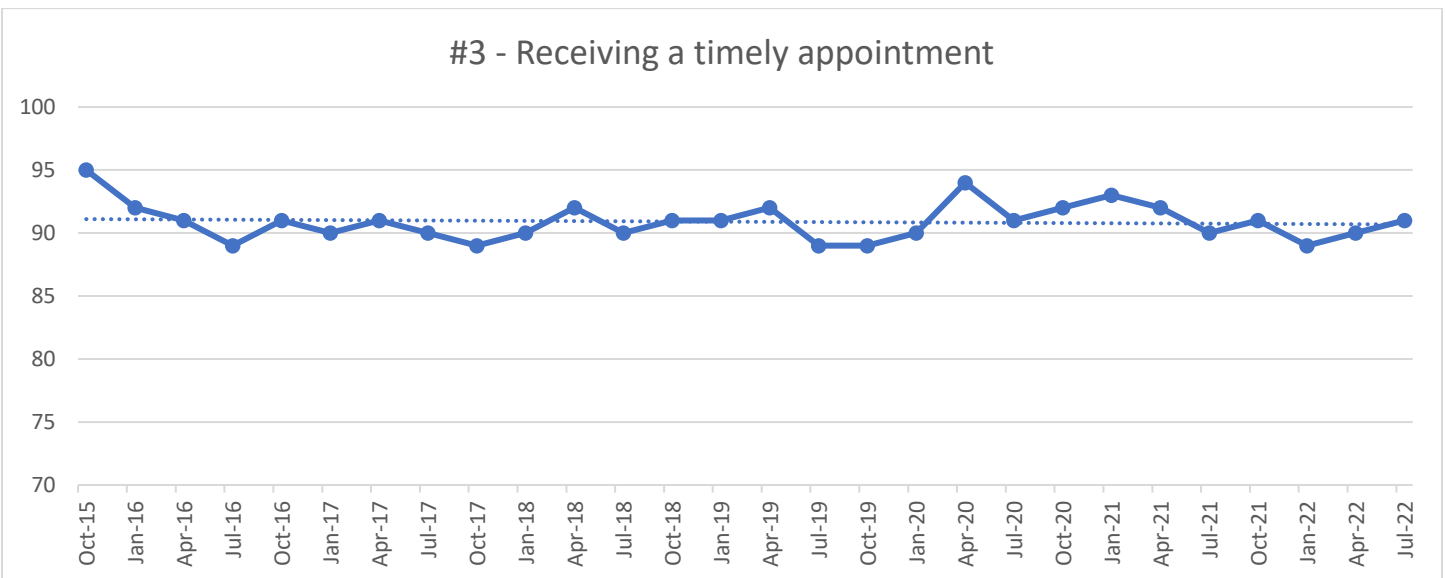
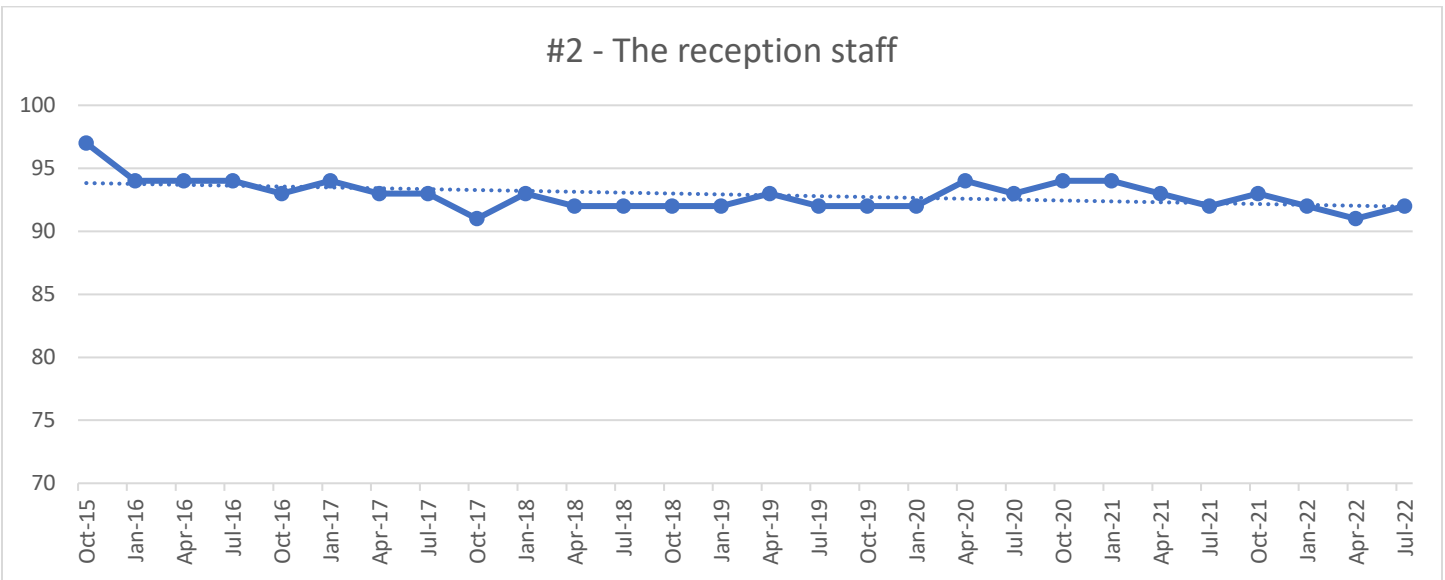
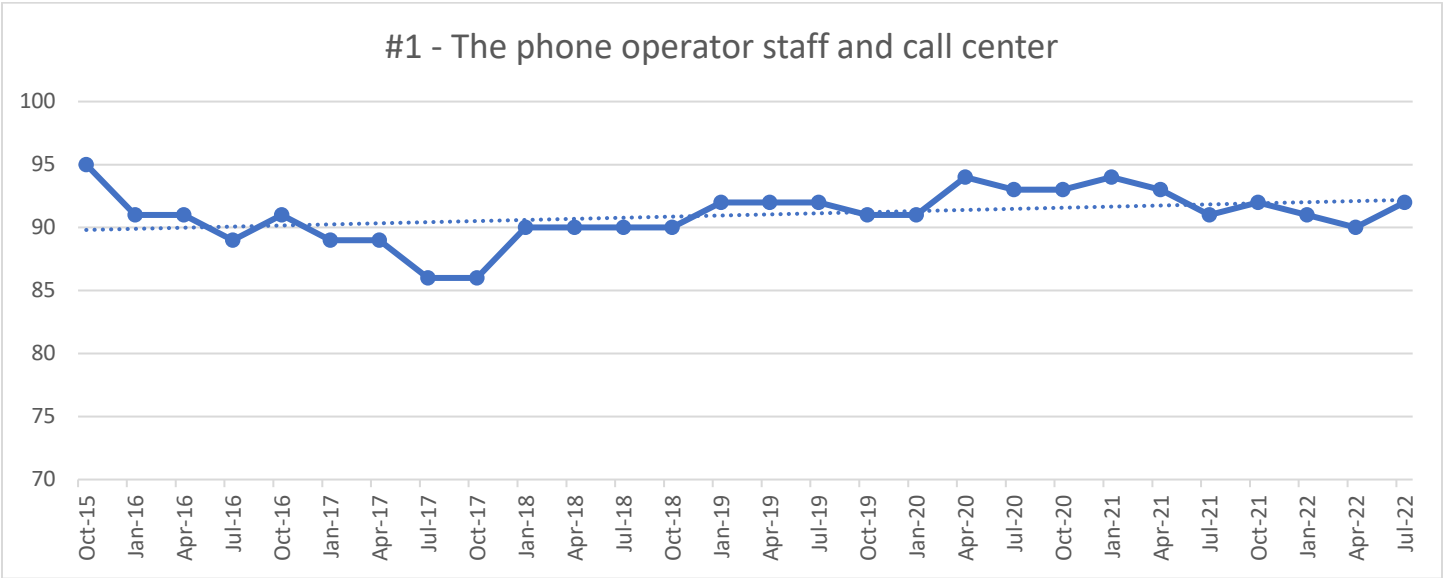
English

- Ceisel: 3
- Mendyuk: 1
- Ninkovska: 4
- Patel, B: 22
- Patel, C: 20
- Shirazi: 21
- Vega: 6
- White: 13

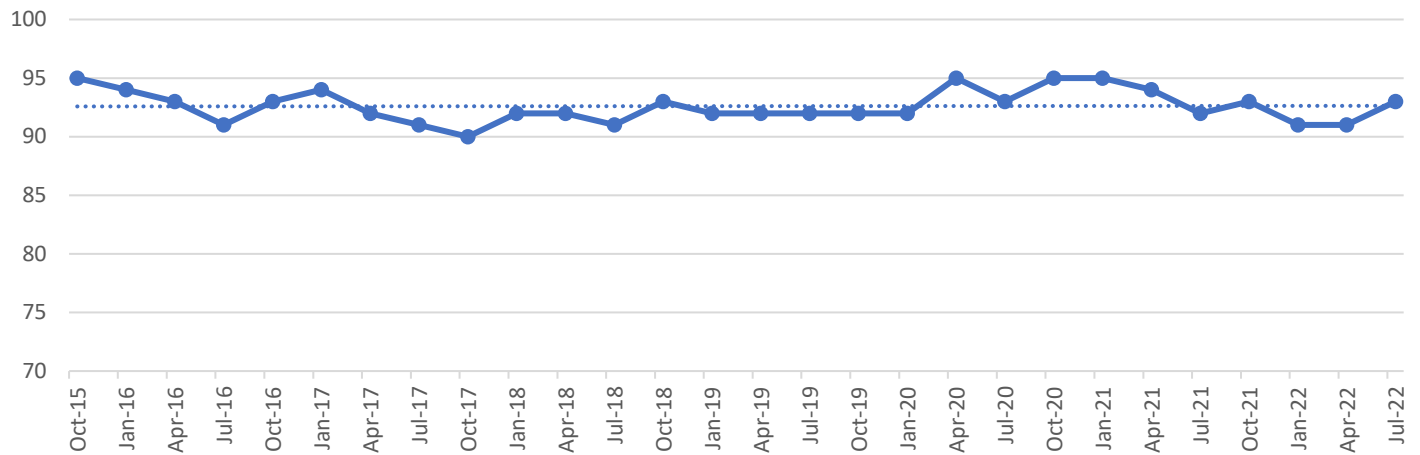
Spanish

- Ceisel: 2
- Ninkovska: 26
- Patel, B: 42
- Patel, P: 24
- Shirazi: 25
- Vega: 11
- White: 19

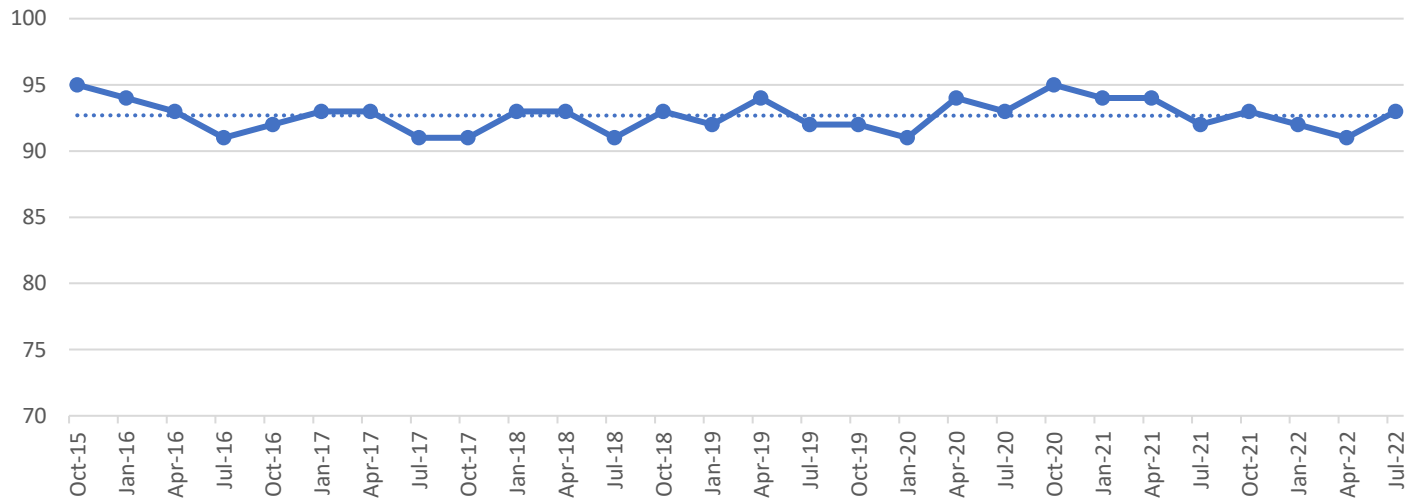
Individual Question Results with Trendlines



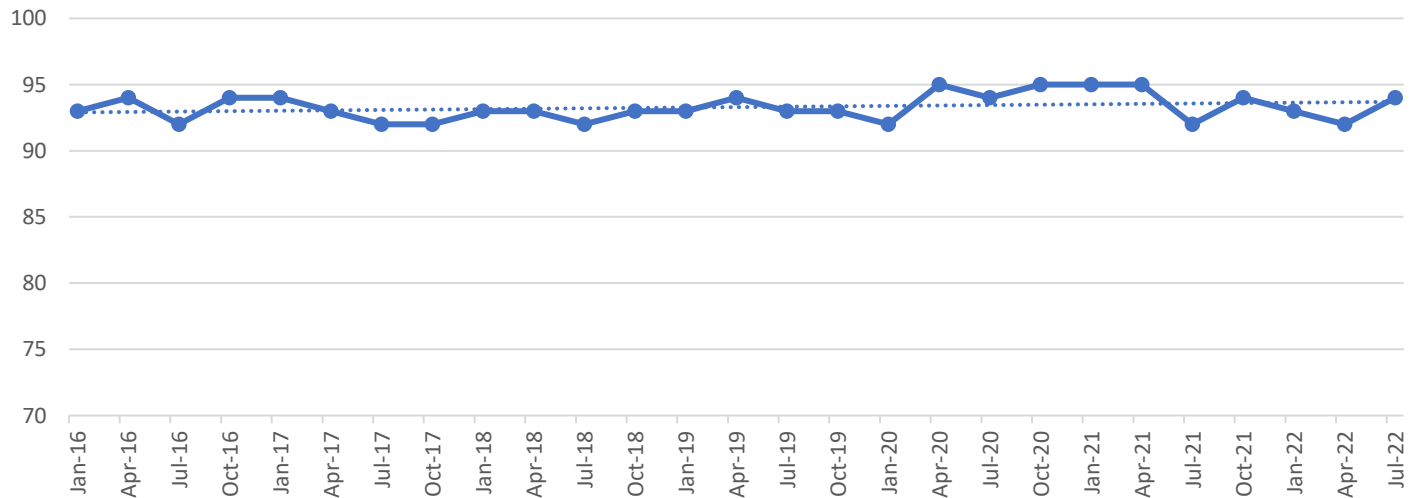
#4 - Education and explanation of plan provided in a way that I can understand



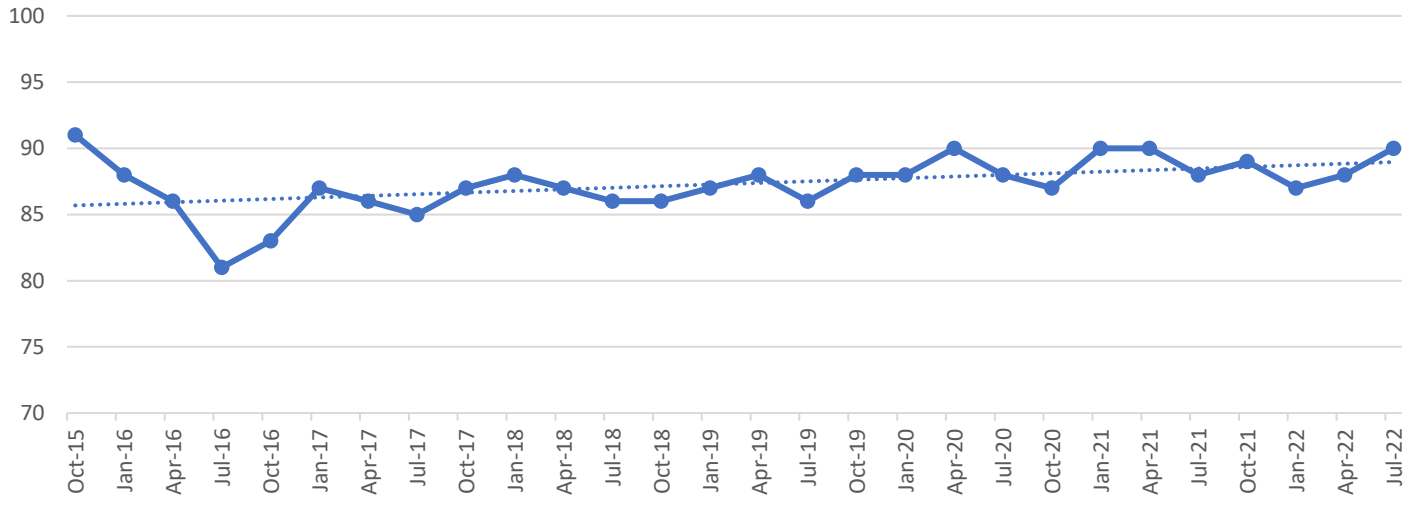
#5 - The follow-up and coordination of my care



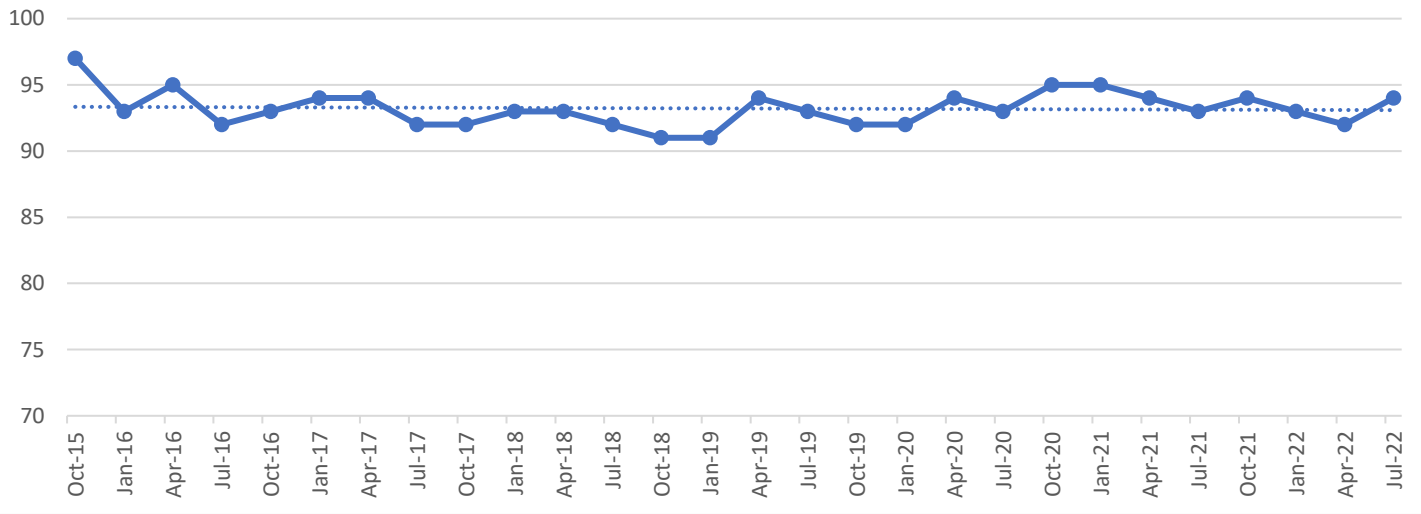
#6 - The staff addressing my medical needs today



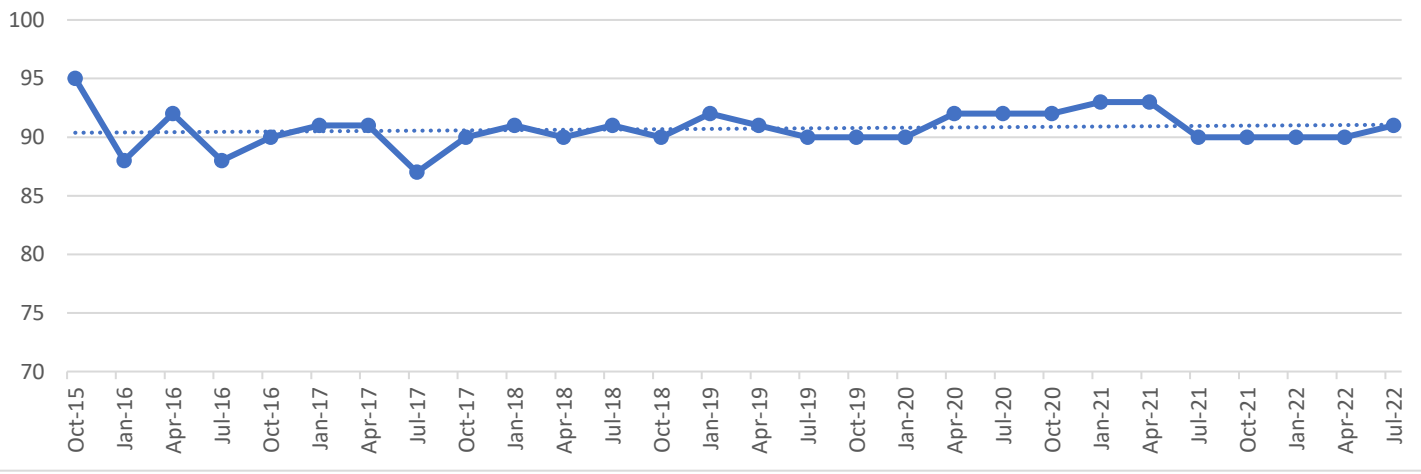
#7 - The time spent waiting



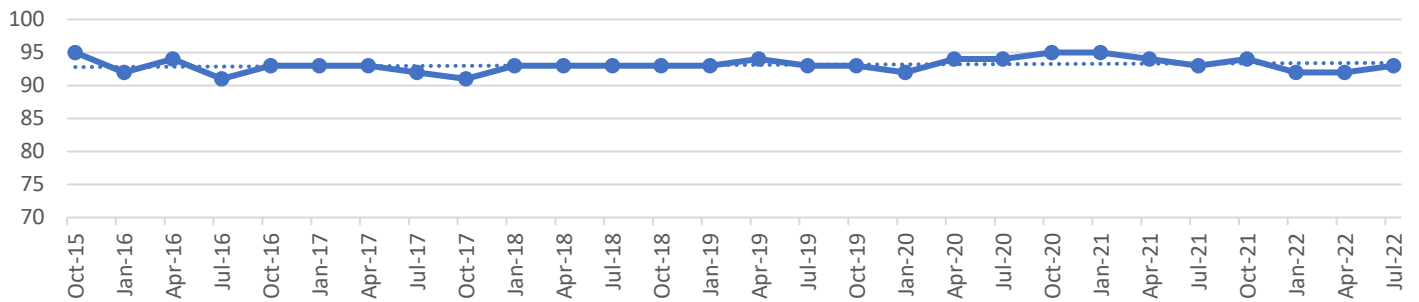
#8 - The respectfulness of staff



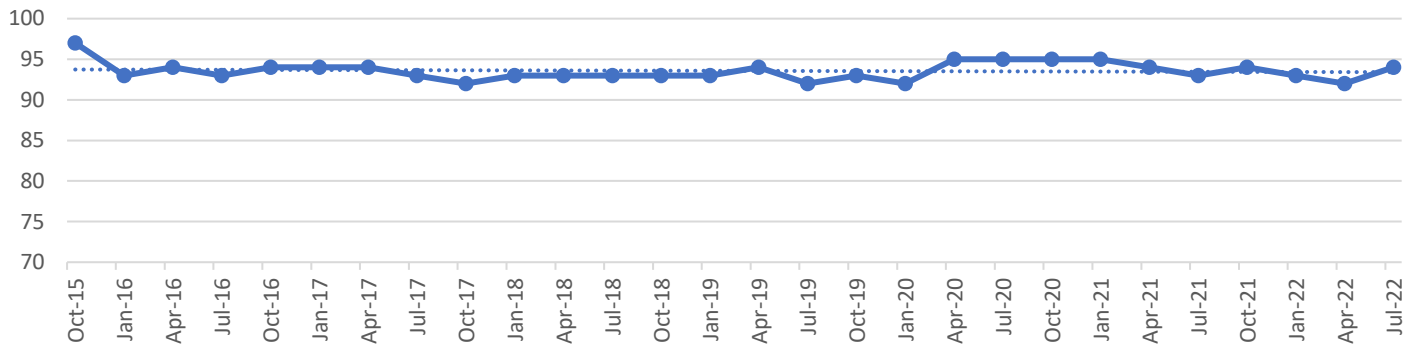
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



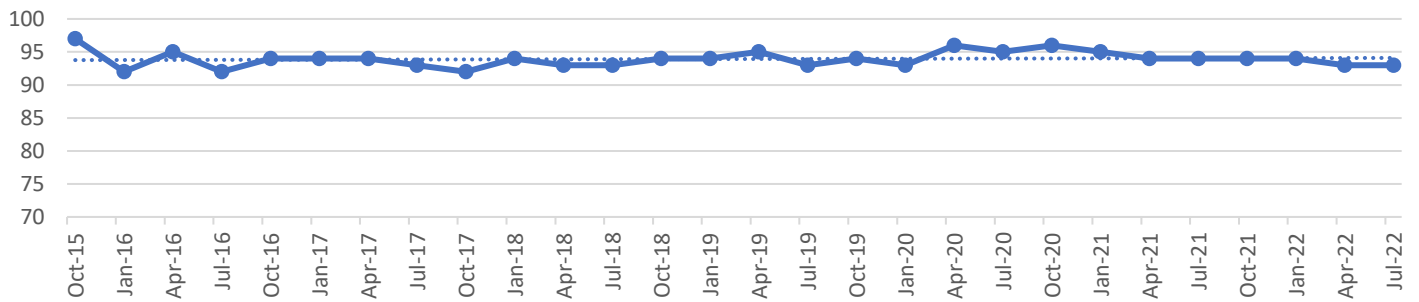
#10 - The handling of my personal medical information in a private and confidential manner



#11 - Your medical assistant



#12 - Your health provider (doctor, nurse practitioner, midwife, or physician assistant)



#13 - Overall, how satisfied are you with the Health Center?

