



Patient Satisfaction Survey
450 Dundee Ave., Elgin - Upper Level (OB/GYN/Dental)
October, 2023

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 89% to 95%. 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.

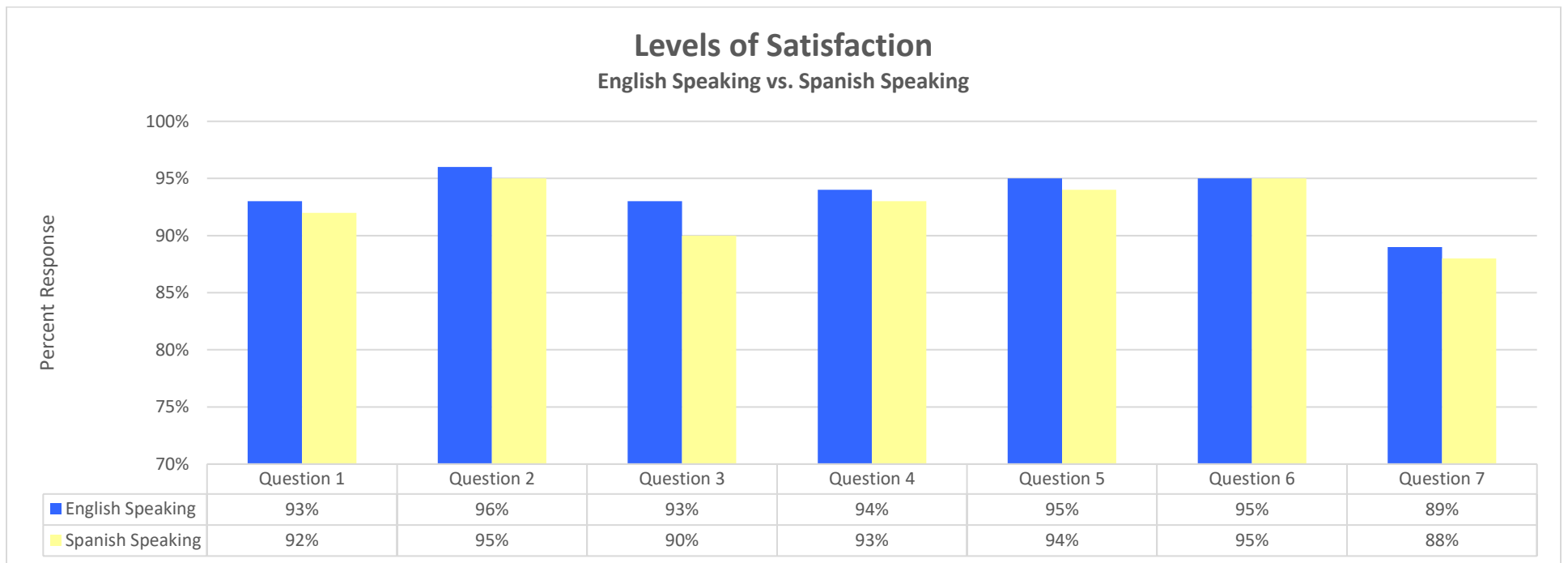
450 Dundee Ave., Elgin - Upper Level – Survey Questions	Level of Satisfaction October 2023	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023
1. The phone operator staff and call center	92%	96%	95%	91%
2. The reception staff	95%	97%	96%	92%
3. Receiving a timely appointment	91%	93%	92%	91%
4. Education and explanation of plan provided in a way that I can understand	94%	96%	96%	92%
5. The follow up and coordination of my care	94%	96%	96%	92%
6. The staff addressing my medical needs today	95%	97%	96%	92%
7. The time spent waiting	89%	90%	90%	90%
8. The respectfulness of staff	95%	97%	96%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	95%	95%	92%
10. The handling of my personal medical information in a private and confidential	94%	97%	96%	93%
11. Your medical/dental assistant	93%	96%	96%	92%
12. Your health/dental provider (MD/DO, nurse practitioner, midwife, PA, DDS/DMD, RDH)	94%	96%	96%	93%
13. Overall, how satisfied are you with the Health Center?	95%	96%	96%	93%

Total Greater Family Health Survey Question Responses	Level of Satisfaction October 2023	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023
1. The phone operator staff and call center	92%	93%	92%	93%
2. The reception staff	93%	94%	94%	94%
3. Receiving a timely appointment	92%	92%	92%	92%
4. Education and explanation of plan provided in a way that I can understand	93%	94%	94%	94%
5. The follow up and coordination of my care	93%	94%	93%	93%
6. The staff addressing my medical needs today	94%	94%	94%	94%
7. The time spent waiting	89%	90%	90%	90%
8. The respectfulness of staff	94%	94%	94%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	92%	92%	92%	92%
10. The handling of my personal medical information in a private and confidential	93%	94%	94%	94%
11. Your medical assistant	94%	95%	94%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	95%	94%	94%
13. Overall, how satisfied are you with the Health Center?	93%	94%	94%	94%

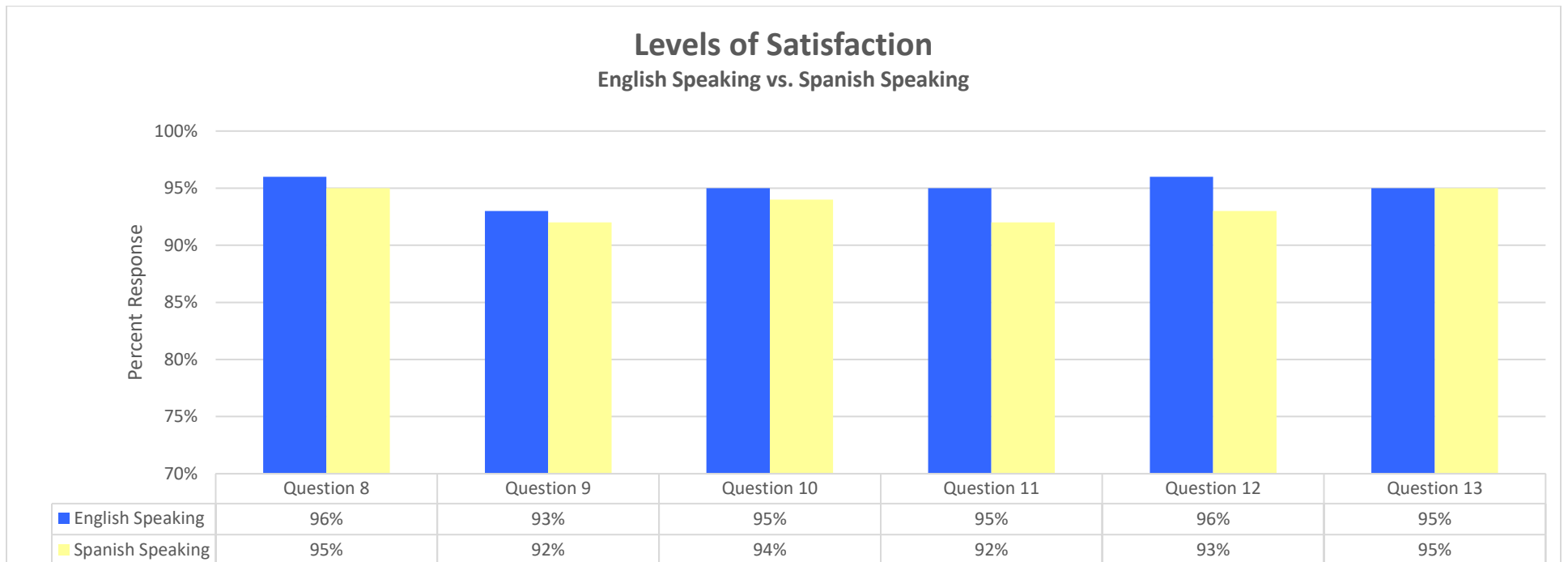
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	110 71%	186 67%	38 25%	74 27%	7 5%	12 4%	0	3 1%	0	1 1%
2. The reception staff	123 79%	215 79%	31 20%	50 18%	2 1%	7 3%	0	0	0	0
3. Receiving a timely appointment	112 73%	169 62%	33 21%	74 27%	9 6%	24 9%	0	2 1%	0	2 1%
4. Education and explanation of plan provided in a way that I can understand	114 74%	187 69%	34 22%	77 28%	6 4%	8 3%	0	0	0	0
5. The follow-up and coordination of my care	122 79%	192 70%	30 19%	73 27%	3 2%	8 3%	0	0	0	0
6. The staff addressing my medical needs today	120 78%	205 75%	31 20%	62 23%	2 1%	5 2%	1 1%	0	0	0
7. The time spent waiting	96 62%	158 58%	38 25%	76 28%	17 11%	30 11%	3 2%	7 3%	1 1%	1 1%



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	126 81%	208 76%	27 17%	65 24%	2 1%	2 1%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	108 72%	174 64%	33 22%	83 31%	9 6%	13 5%	1 1%	1 1%	0	0
10. The handling of personal medical info in a private and confidential manner	121 79%	193 71%	27 18%	76 28%	6 4%	3 1%	0	1 1%	0	0
11. Your medical assistant	122 80%	175 67%	26 17%	70 27%	5 3%	14 5%	0	1 1%	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	123 80%	181 69%	26 17%	69 26%	4 3%	13 5%	0	1 1%	0	0
13. Overall, how satisfied are you with the Health Center?	121 79%	204 75%	28 18%	62 23%	4 3%	5 2%	0	0	0	0



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: 49

N/A: 17

YES: 2

Comments:

1. "It was good."
2. "No but they return my calls in timely manner."
3. "Very helpful and professional." (Safavinejad)
4. "Great experience!" (Piper)
5. "Very nice dentist & assistance."
6. "All good." (Akroush)
7. "Great." (George)
8. "Great." (McCormick)
9. "Thanks for all the hard work you all do." (Piper)
10. "Thank you, all staff, so helpful and good." (Piper)
11. "When I talk to the staff I always tell'em when's the next time I'm coming back haha. They all cool and helpful." (Piper)
12. "Overall great." (Akroush)

Spanish

NO: 85

N/A: 6

YES: 4

Comments:

1. "On every occasion that I call, they are very quick to take my call and schedule my appointment the soonest possible." "Cada occasion que llamo siempre son muy rapidos al tomar mi llamada y agendar mis citas lo mas pronto posible."
2. "Very good." "Muy buena." (Quesea)
3. "The call was very kind." "Por llamada my amable." (Uy)
4. "Great." "Bien." (Stern)
5. "Everyone is very kind." "Todos muy amables."
6. "Satisfied." "Satisfecho."
7. "Very satisfied." "Muy satisfecho." (Guzman)
8. "My medical appointment." "Mi cita medica." (Uy)
9. "They have not responded." "No han contestado." (Quesea)
10. "Very attentive and services." "Muy atentos y servicios."
11. "Very good." "Muy bueno." (Akroush)
12. "Very good." "Muy bien." (McCormick)

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

English

1. "The staff." (6)
2. "N/A." (3)
3. "My Ob and how my pregnancy is going so far." (Guzman)
4. "How close it is to me and that they provide help if needed."
5. "The staff are very nice and friendly. Good service." (Akroush)
6. "Qualified assistance." (Piper)
7. "Appointment & availability." (Piper)
8. "The doctors." (Piper)
9. "None."
10. "No comment."
11. "Good service and personnel."
12. "That they are very helpful over the phone with questions and concerns that occur." (McCormick)
13. "Very kind and respectful staff." (Piper)

Spanish

1. "Everything is great." "Todo bien."
2. "Low cost." "Bajo costo."
3. "Everything." "Todo." (2)
4. "The attention." "La atencion."
5. "Quickness and they accept my insurance." "Rapidez y acepte mi seguro." (Quesea)
6. "With everything that I need for my children." "En todo lo que necesito para mis hijos." (Akroush)
7. "With my family's health." "Salud de la familia." (Quesea)
8. "They help me maintain my teeth healthy and clean. Thank you for your help." "Me ayuda a mantener mis dientes sanos y limpios. Graxias x su ayuda." (Safavinejad)
9. "With my family's care." "En el cuidado de mi familia." (Akroush)

14. "The schedule flexibility."
15. "They are understanding and helpful." (Uy)
16. "Always helpful with answering questions and concerns." (Akroush)
17. "The quality care I receive from Ob." (Stern)
18. "I don't know." (Uy)
19. "My obgyn." (Stern)
20. "2 hr reschedule." (Safavinejad)
21. "Kindness and courteous."
22. "Friendly staff." (Stern)
23. "The information given to us." (Guzman)
24. "Dr. Geroche is awesome." (George)
25. "Explanation on the medical procedure." (Uy)
26. "Explanation on your medical appointment." (George)
27. "Close to home." (Piper)
28. "Appt."
29. "Quick & nice staff." (McCormick)
30. "The location." (George)
31. "Fast reply."
32. "Accessibility." (McCormick)
33. "Friendly."
34. "Respect." (Uy)
35. "My provider." (Stern)
36. "?" (George)
37. "Friendly environment." (Piper)
38. "Very knowledgeable." (Safavinejad)
39. "All good." (Akroush)
40. "Everything." (2)
41. "Great staff and doctors." (Piper)
42. "A place for medical care with recent insurance changes." (Stern)
43. "Receiving an apt quickly." (Uy)
44. "Having a portal with an information instead of print outs." (Piper)
45. "Nurses and providers are very friendly and professional that makes us stay with the health center." (Akroush)
46. "Provides safety, trustworthy, being able to help with health conditions and more." (Uy)
47. "The caring provider." (Piper)
48. "Getting an appointment at a good time." (Akroush)
49. "Everyone is helpful & helps me w any question I have." (Piper)
50. "They answer ? there always helpful." (George)
51. "That I can call and receive and answer at the same time." (George)
52. "The nice people." (Quesea)
53. "The written reminders of appts." (Quesea)
54. "Lab's in house." (Piper)
55. "Answering questions in a timely manner + helping anyway possible." (Piper)
56. "You answer as soon as you can." (Akroush)
57. "Nice, explain very well."
10. "With everything relating to my health. They are excellent." "En todo lo relacionado con mi salud. Son excelentes."
11. "In general, with everything." "Todo en general."
12. "Closeness to my home. According to my income (dental)." "Cercania a mi casa. Acorde a mi presupuesto (dental)." (Uy)
13. "With the hours I have been able to organize with my child's school." "Que los horarios los he podido organizar con la escuela de mi hija." (George)
14. "Everything is understandable." "Todo esta entendible." (Quesea)
15. "Very good service and improve my health." "Muy buen servicio y mejorar mi salud." (Stern)
16. "Quickness and accept my insurance." "Rapidez y acepta mi seguro." (Uy)
17. "With my daughter's medical and dental health it is a great clinic with the care for the patient." "Con la salud medica y dental de mis hijas es muy buena clínica en el cuidado del paciente."
18. "With everything with health." "En todo lo de salud." (Stern)
19. "That they explain everything very well." "Que explican muy bien." (Quesea)
20. "The continuation of my care during pregnancy." "El seguimiento de mi embarazo." (Guzman)
21. "They offer different types of services and the attention is very pleasant and the best part is that it is close to home." "Tienen diferentes tipos de servicios y una atencion muy agradable y lo mejor cerca de mi casa." (George)
22. "With my pregnancy, very satisfied." "Con mi embarazo, muy satisfecha." (Guzman)
23. "Less time spent waiting for help." "Meno tiempo en espera de ayuda." (Stern)
24. "The quality attention." "Que la atencion es de calidad." (Quesea)
25. "Having a very tranquil pregnancy and having great health." "Tener un embarazo muy tranquilo y tener todo bien en mi salud."
26. "It has helped me with the attention for my children." "Me a ayudado con lo atención de mis hijos." (George)
27. "All the benefits they offer." "Todos los veneficios que ofrece."
28. "It helps me with everything." "Me ayuda en todo." (Stern)
29. "Their personnel is very kind and the confidence." "Su personal muy amables y nos dan confianza."

58. "They are always professional, follow up when I call and everyone is always so kind."
(Safavinejad)
59. "Very nice staff keeping on. Thank you."
(Piper)
60. "All staff are helpful."
61. "Great customer service." (Akroush)
30. "They help me take care of my health." "Me ayudan a cuidar mi salud." (Uy)
31. "The care." "Los cuidados." (Piper)
32. "The excellent service and kindness." "El excelente servicio y amabilidad." (Akroush)
33. "The personnel in general is very capable."
"El personal en general esta capacitado."
34. "The opportunity to be treated well and the interest for my health and everyone else."
"La oportunidad de atenderme bien y los interesados que están en mi salud y de los demás."
35. "It is very helpful to take care of my health and wellbeing." "Es de mucha ayuda para cuidar la salud y el bienestar." (Guzman)
36. "With all of the information and my care and my children's." "En toda la informacion y cuidado mio y de mis bebes."
37. "The personnel is very good." "El personal es muy bueno." (Quesea)
38. "Service economic access." "Servicio acceso economico." (Uy)
39. "Kindness." "Amable." (Stern)
40. "That they are bilingual." "Que son bilingue."
41. "Wait time during visits." "Atender tiempo menos."
42. "The communication." "La comunicacion."
43. "No comments." "Sin comentarios."
(Akroush)
44. "Assistance." "Asistencia."
45. "Medical attention." "Atención medica."
(Piper)
46. "The personnel." "El personal." (Safavinejad)
47. "They are kind." "Son amables." (George)
48. "Their attention." "Su atencion." (Piper)
49. "Results." "Resultados."
50. "Service very efficient." "Servicio muy eficientes." (Akroush)
51. "The easy access to appointments and low cost to attend them." "El facil acceso a las citas y el bajo costo para acceder a ellas."
(Akroush)
52. "The orientation they provide to their patients." "La orientación que brindan a sus pacientes."
53. "With the information that I would like to know." "En toda la informacion que me gustaría saber." (George)
54. "The experience with how people can be."
"La experiencia de como son las personas."
(Piper)
55. "Having control of my pregnancy." "Controles de mi embarazo." (Piper)
56. "Medical services are of excellent quality."
"Servicio medico de excelente calidad."
(George)

57. "With me dental health." "En mi salud."
(Akroush)
58. "Doctor who took care of me." (English
response on a Spanish survey)
59. "Living a healthy life." "Tener vida saludable."
(George)
60. "Their attention and benefits." "Su atencion y
beneficios."
61. "The great attention." "La Buena atencion."
(Quesea)
62. "The kindness from the personnel and
appointment reminders." "La amabilidad del
personal y el recordatorio de las citas."
(Akroush)
63. "The care for my pregnancy." "Los cuidados
de mi embarazo." (Piper)
64. "With the economic payments." "En lo
economico de los pagos." (Quesea)
65. "Dental health and doctor in general." "Salud
dental y doctor en general." (Piper)
66. "It is close to my home." "Me queda cerca de
casa." (Stern)
67. "The care for my health." "El cuidado de mi
salud." (Stern)
68. "The development of my baby in the manner
of growth." "El Desarrollo de mi bebe de
manera que va creciendo."
69. "They helped me with the dental health." "Me
ayudaron con mi buena salud dental."
(Safavinejad)
70. "The language and availability with
appointments." "El idioma y disponibilidad en
las citas." (Akroush)
71. "With the dental health." "En la salud dental."
(Quesea)
72. "Care for my health." "Cuidar mi salud."
(McCormick)
73. "Punctuality with the appointments."
"Puntualidad en las citas." (George)
74. "The ease of helping people." "Su facilidad
de ayudar a las personas." (Quesea)
75. "The kindness from the people and
availability." "La amabilidad de las personas
la disponibilidad." (Safavinejad)
76. "It is easy to make appointments!" "Es facil
hacer citas!" (Safavinejad)
77. "Very good service." "Muy buen servicio."
(Quesea)
78. "Very good service thank you to all." "Muy
buen cerbicio gracias a todos." (Uy)
79. "They have great service and close to my
home." "Tienen un buen servicio y cercano a
mi domicilio." (Akroush)
80. "The treatment from reception and to
program appointments. Ladies." "El trato de
la de recepci3n al igual para programar una

- cita. Senioritas." "El trato de la de recepción al igual para programar una cita. Senioritas."
81. "They help me maintain my health." "Me ayuda como mantener mi salud." (Quesea)
 82. "They are very kind the personnel." "Son muy amable del personal." (George)
 83. "With the economic." "En lo economico." (George)
 84. "The attention; very kind." "La atencion; muy amables." (Quesea)
 85. "When we do not have medical insurance." "En cuando no tenemos seguro medico." (Piper)
 86. "Dental health and doctor in general." "Salud dental y doctor en general." (Piper)
 87. "That the people are very kind." "Que las personas son muy amables." (Piper)
 88. "To care for my health." "Para cuidar mi salud." (Piper)
 89. "The attention and care towards a person." "La atencion y el cuidado hacia mi persona." (Piper)
 90. "Scheduling appointments is easy." "Hacer citas es facil." (Safavinejad)
 91. "What helps me is that they speak Spanish and also resolve all of my doubts." "Lo que mas me ayuda es que hablan Espanol y también resuelven todas mis dudas." (Piper)
 92. "General checkups and knowing about the state of my health." "Chequeos generales y saber así sobre mi estado de salud." (McCormick)
 93. "The follow up of my care." "Llevar seguimiento de mi salud."
 94. "All of the areas are helping." "Todas las areas me ayudan." (Akroush)
 95. "The attention we receive from the entire personnel." "La atencion que nos dan todo el personal." (Akroush)
 96. "The accessibility of the appointments." "La accesibilidad de podermos dar citas." (Akroush)
 97. "Very good service." "Muy bien servicio." (Uy)
 98. "The continuation and coordination of my care." "El seguimiento y coordinacion de mi casa." (Uy)
 99. "The accesibility to Schedule appointments. The closeness and medical translation." "La accesibilidad para las citas, la cercania y la traducción medica." (Akroush)
 100. "The attention we receive from the entire personnel." "La atencion que nos dan todo el personal." (Uy)
 101. "Speaking Spanish and services." "Hablan Espanol y servicios." (Akroush)

102. "Improve my health." "Mejorar la salud." (Akroush)
103. "A lot." "Mucho." (McCormick)

Question 16: How can we improve Greater Family Health?

English

1. "No comment."
2. "N/A." (15)
3. "Flexible hours." (Piper)
4. "No comment." (Stern)
5. "Satisfactory." (Uy)
6. "Attend according to the appointment time."
7. "Wait time (sometimes)." (Safavinejad)
8. "No need to improve." (Quesea)
9. "No need." (Quesea)
10. "Everything is good."
11. "All is good and we have no problem. Keep up the good work." (Akroush)
12. "make sure you don't wait long appointment." (Piper)
13. "Appointments, it sucks when you are only 5 minutes late and have to wait."
14. "Everything is great!" (McCormick)
15. "Doing great. So far. Except probably in terms of giving consideration in newly give birth moms in terms of the 15 min rule before appointment, sometimes walking in the rainfall. Few minutes consideration is a big help." (Piper)
16. "Just continue the best and good job!"
17. "Wait times can be better." (Uy)
18. "I don't know, I think is all alright." (Uy)
19. "Time waiting to get an appointment." (Guzman)
20. "It would be great if they could call if there is a cancellation." (George)
21. "Satisfactory in my opinion about this."
22. "Wait time." (George)
23. "?"
24. "Nvm." (Piper)
25. "Nothing." (Quesea)
26. "It's all good." (Piper)
27. "Nothing, everything is fine." (Piper)
28. "Everything good." (Piper)
29. "When wanting to speak to a nurse to return call the day off."
30. "Doing good job!" (Uy)
31. "The emergency call line. Someone needs to call back faster." (Stern)
32. "Keep doing a great job."
33. "😊."
34. "Stay the way you are 😊." (McCormick)
35. "Everything is good." (Pieper)
36. "After hour phone service. Not calling before 8 am to confirm appointments." (Piper)

Spanish

1. "N/a." (8)
2. "No."
3. "Everything is great." "Todo esta bien." (George)
4. "Great." "Bien."
5. "Everything is great." "Todo bien." (3)
6. "It seems like a great service." "Me parece un buen servicio."
7. "It is not necessary everything is great." "No es necesario todo bien." (Guzman)
8. "Excellent service." "Excelente servicio." (George)
9. "Everything is very great." "Esta todo muy bien." (Akroush)
10. "Everything is excellent." "Todo exelente."
11. "Everything is great, the personnel are kind." "Todo muy bien amables el personal."
12. "Everything is excellent." "Todo esta exelente."
13. "For the moment everything is great with the services." "Asta el momento todo esta bien con su servicios." (Safavinejad)
14. "With the wait time before entering the appointments it is very delayed." "Solo en la espera para entrar a citas es muy tardado."
15. "They have met my expectations." "Han cumplido mis expectativas." (Tran)
16. "For the moment I am satisfied with their attention." "Por el momento estoy satisfecha con su atención."
17. "For the moment it is great." "Hasta el momento todo bien." (George)
18. "Excellent service." "Excelente servicio." (Uy)
19. "Everything is very good until now I do not have anything specific that is negative." "Todo esta muy bien hasta ahora no tengo nada especifico que este mal."
20. "For me everything is great." "Para mi esta todo bien." (Stern)
21. "The service is great." "Esta bien el servicio."
22. "They are a great team. Excellent attention." "Son un gran equipo. Excelente atención."
23. "I really like the service." "Me ha gustado mucho el servicio."
24. "I think it is perfect, I do not have any concern with the services." "Creo que estan perfectos no tengo queja con los servicios." (George)
25. "The services seem excellent. It is my second appointment. Everything is great." "Me

37. "Call center staff is not very friendly (sometimes rude) when we call. Scheduling has been messed up lately." (Akroush)
 38. "No improvement." (George)
 39. "Just continue the great job you are doing." (George)
 40. "I cannot think of anything at the moment." (Akroush)
 41. "Nothing I can think of." (Safavinejad)
-
26. "Perhaps in scheduling the appointments more continuously." "Quizas en programar las citas más continuamente."
 27. "It seems that they did it so well." "Me parece que lo hicieron muy bien." (Guzman)
 28. "I could say that the time spent waiting on some occasions I have waited an hour."
 29. "In general, everything is very great." "En general todo esta muy bien." (Quesea)
 30. "Receiving a timely appointment with no time lapse with long wait times." "Citas mas cercanas no con lapsos de tiempo largos."
 31. "Everything seems great to me." "Todo me parece bien." (Quesea)
 32. "Being able to Schedule appointments at reasonable time like a week or less." "Poder agendar citas a un tiempo razonable como 1 semana o menos." (Uy)
 33. "Everyone is great." "Todos son muy buenos." (Stern)
 34. "You do not need anything." "No necesitan nada." (Akroush)
 35. "I would not know what to say." "No sabia desirle." (George)
 36. "Continue with the attention towards the patient and considering it over time." "Seguir con la atencion hacia el paciente y considerando con el tiempo."
 37. "The time spent waiting during appointments, perhaps." "El tiempo de espera de las citas talvez." (Uy)
 38. "Receiving medical appointments in a timely manner." "Que las citas medicas sean mas cercanas." (George)
 39. "It seems like they have a great service." "Me parece que tienen un buen servicio."
 40. "Everything is good up to this day." "Todo bien hasta hoy."
 41. "To support the personnel with the patients that arrive very rude towards the receptionists." "Ayudar al personal con pacientes que llegan groseras con las recepcionistas." (Quesea)
 42. "For me it is perfect." "Para mi esta perfecto."
 43. "In my opinion they provide excellent services." "Yo en mi opinion tienen un excelente servicio." (Safavinejad)
 44. "The time spent waiting." "El tiempo de espera." (McCormick)
 45. "Working to serve." "Trabajando para servir."
 46. "There is not a lot to improve now that the time spent waiting is understandable because of the amount of patients to tend to." "No hay mucho que mejorar ya que en tiempo de parece exelente el servicio. Es mi Segunda cita. Todo bien." (Akroush)

- espera que son demacados pacientes que atender.” (Safavinejad)
47. “It is excellent.” “Es excelente.” (Akroush)
 48. “Everything seems great.” “Todo me parece bien.”
 49. “Everything seems very great.” “Me parece todo muy bien.” (Quesea)
 50. “Extending your services to closer hospitals.” “Extendiendo sus servicios a hospitales mas cercanos.”
 51. “Having more personnel in reception.” “Podrian poner mas personal en la reception.” (Piper)
 52. “For me the attention has been really good.” “Para mi la atencion a sido muy buena.”
 53. “Better attention and longer time.” “Mejor atencion y largo de tiempo.”
 54. “Proving timely appointments.” “Dando las citas no tan retiradas.” (Akroush)
 55. “Very great job rom everyone.” “Muy buen trabajo de todas.” (Akroush)
 56. “The treatment by some providers, to feel more trusting and comfortable.” “El trato de algunos medicos, para sentir confianza y comodidad.” (Akroush)
 57. “For me, it has been good the way I have been treated.” “Para mi esta bien como nos han tratado.” (Uy)
 58. “For the moment, the atention rendered is great.” “Por el momento la atencion brindada es muy Buena.” (Akroush)
 59. “Very great job from everyone.” “Muy buen trabajo de todas.” (Uy)
 60. “Excellent services.” “Excelente servicio.”
 61. “Everything seems great to me.” “Todo me parese bien.” (Akroush)
 62. “A lot.” “Mucho.” (McCormick)

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

English

- YES: 137
- NO: 3

Spanish

- YES: 226
- NO: 2

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

English

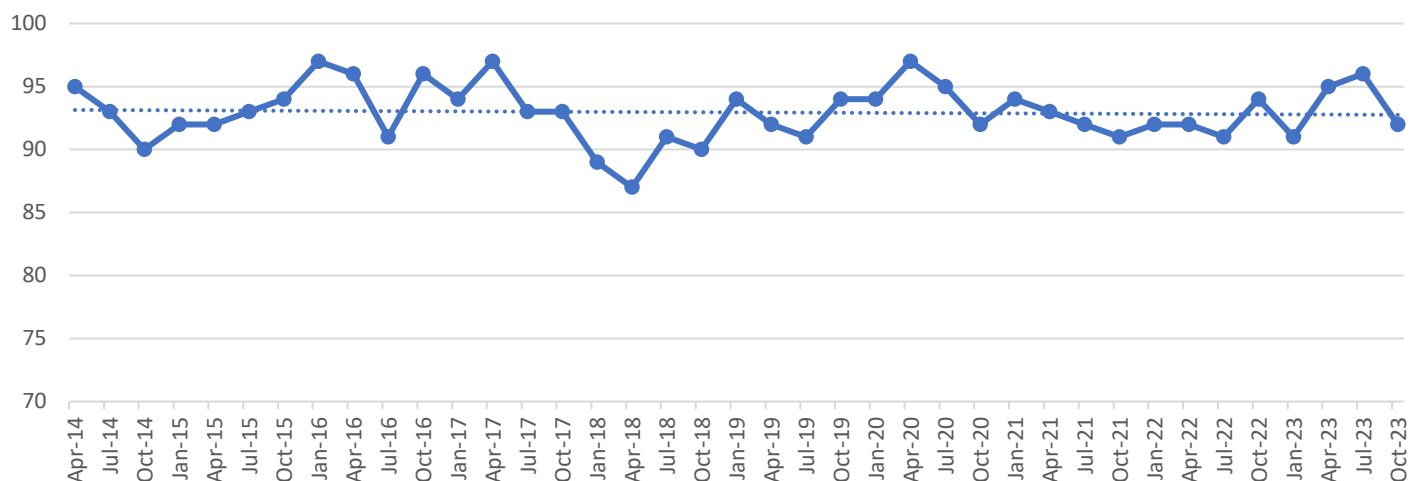
- Akroush: 19
- George: 15
- Guzman: 5
- McCormick: 9
- Piper: 40
- Quesea: 11
- Safavinejad: 6
- Stern: 10
- Uy: 20

Spanish

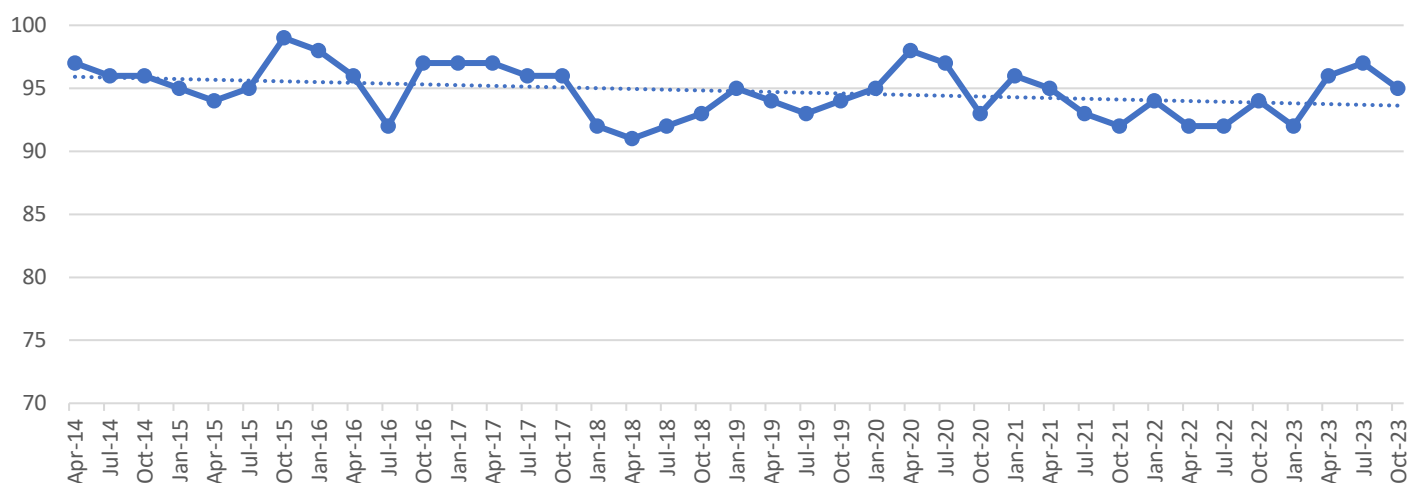
- Akroush: 46
- George: 28
- Guzman: 8
- McCormick: 12
- Piper: 31
- Quesea: 37
- Safavinejad: 11
- Stern: 19
- Uy: 42

Individual Question Results with Trendlines

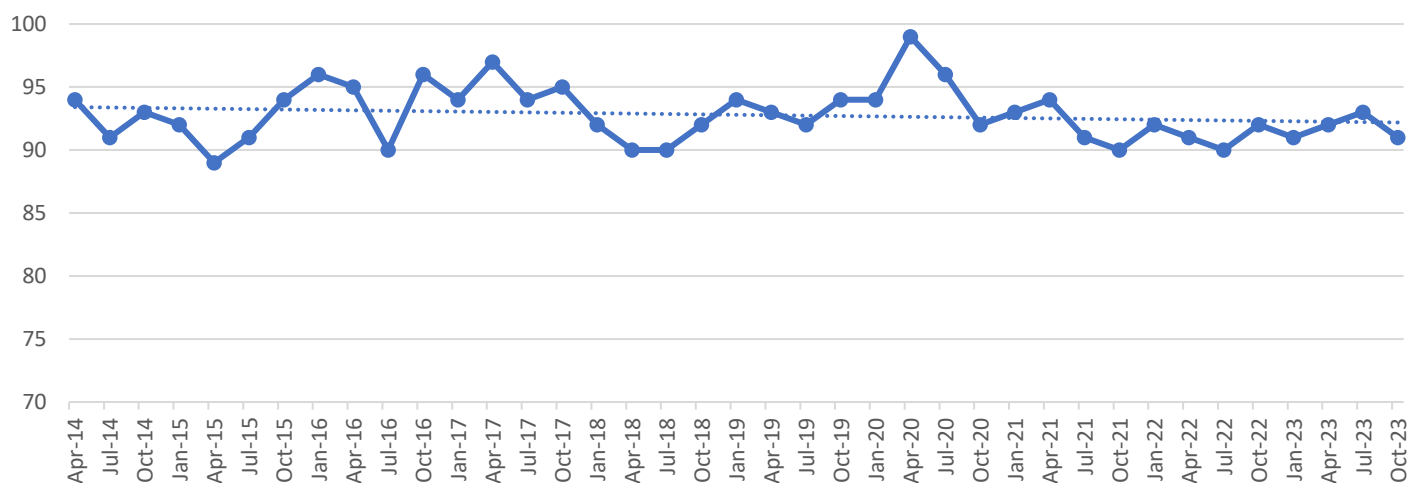
#1 - The phone operator staff and call center



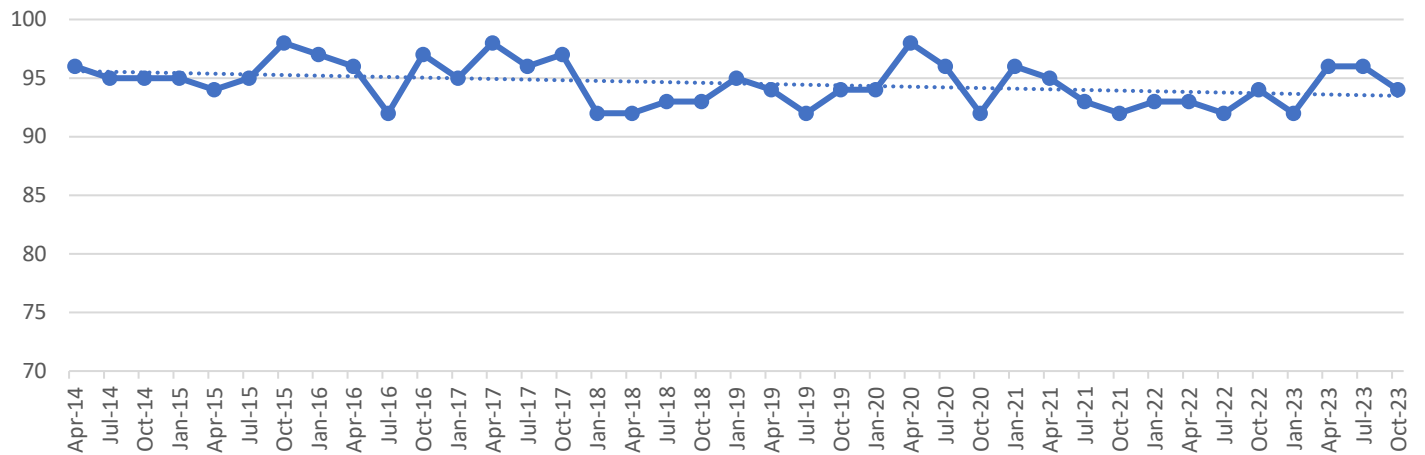
#2 - The reception staff



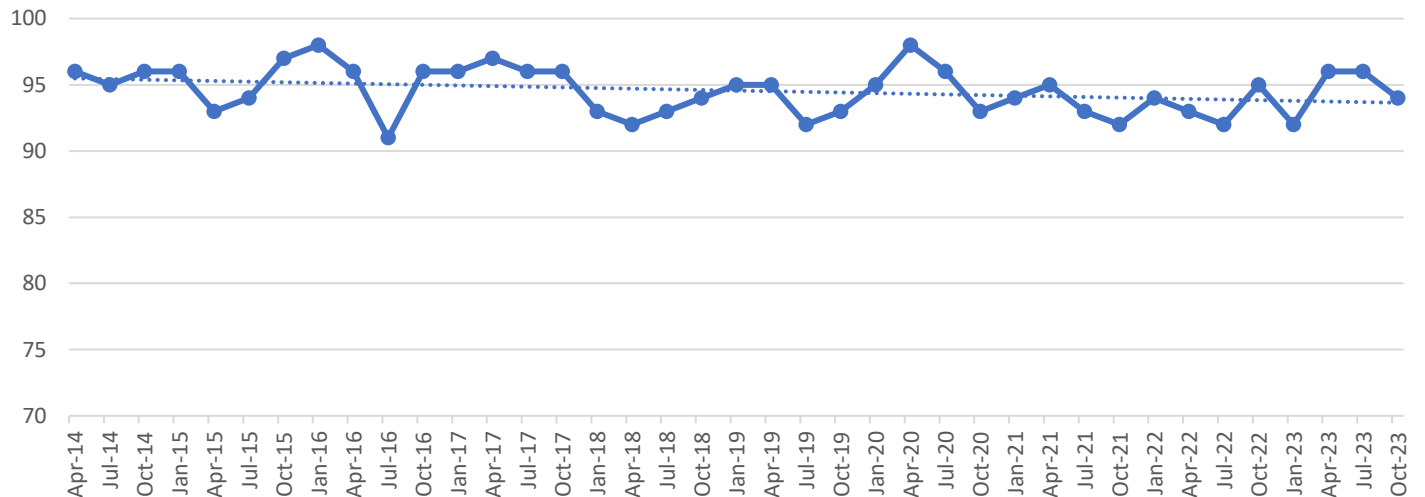
#3 - Receiving a timely appointment



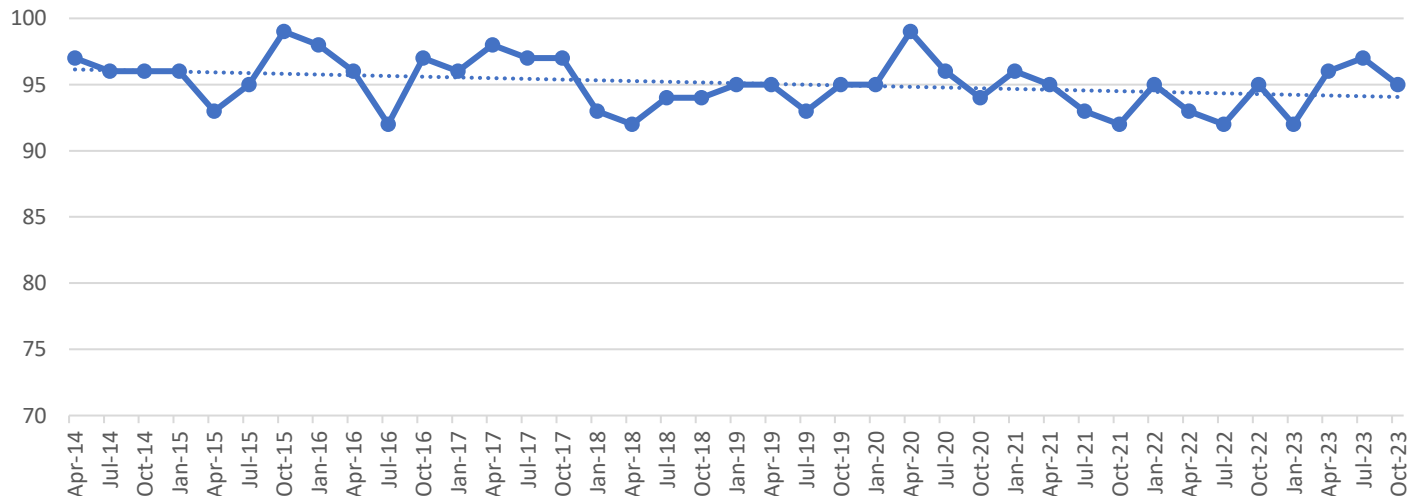
#4 - Education and explanation of plan provided in a way that I can understand



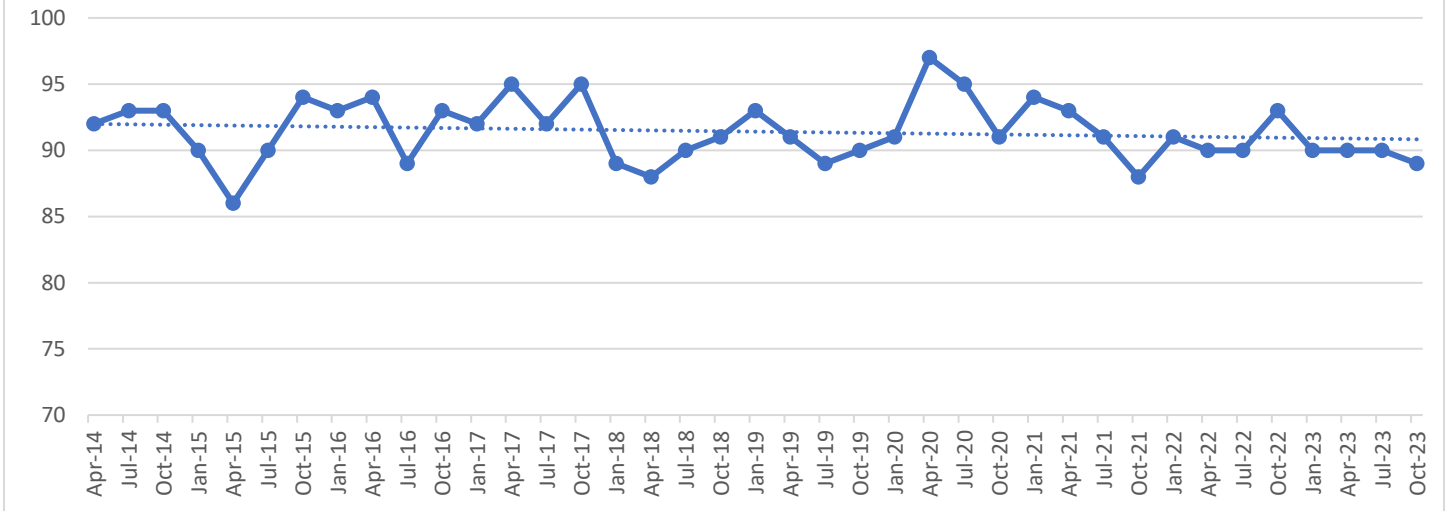
#5 - The follow-up and coordination of my care



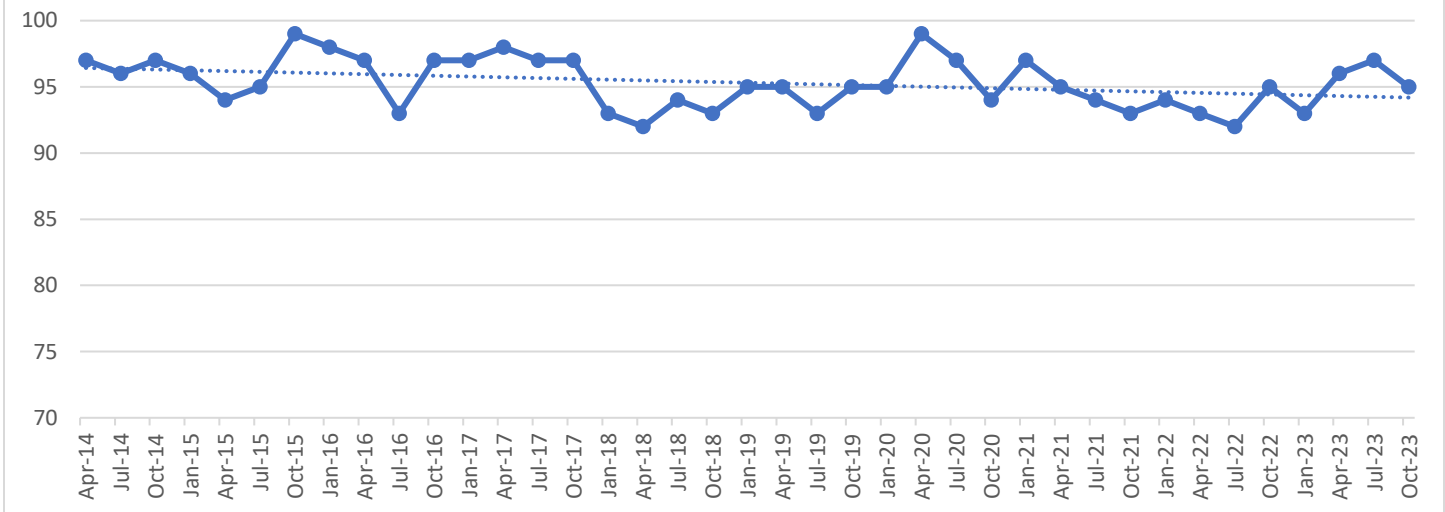
#6 - The staff addressing my medical needs today



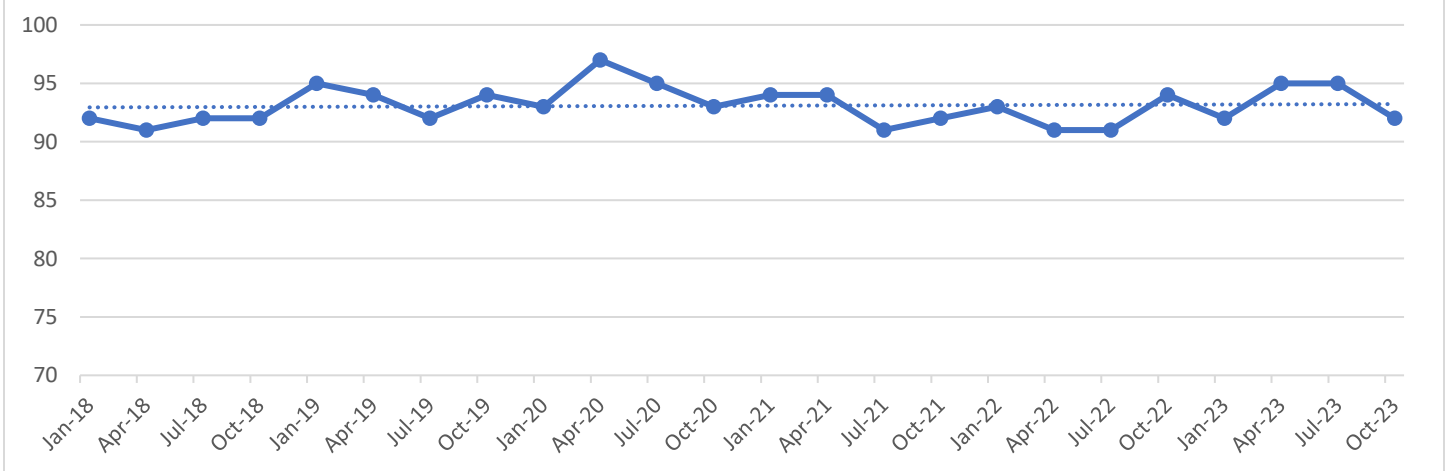
#7 - The time spent waiting



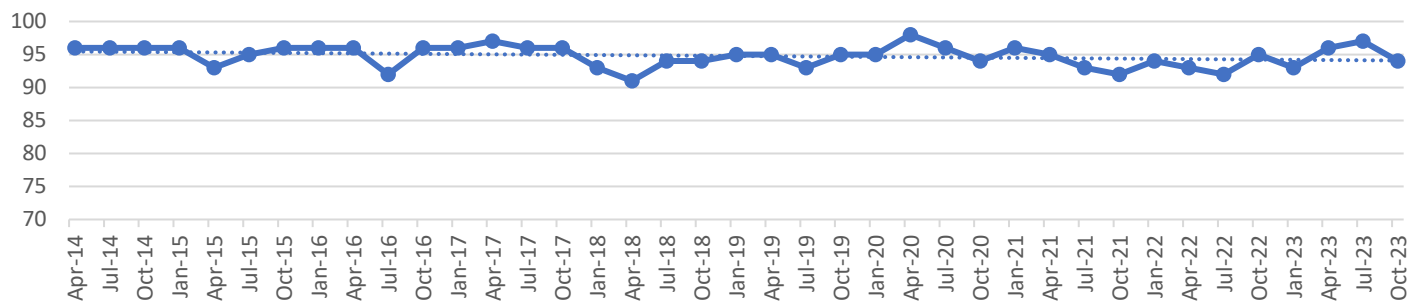
#8 - The respectfulness of staff



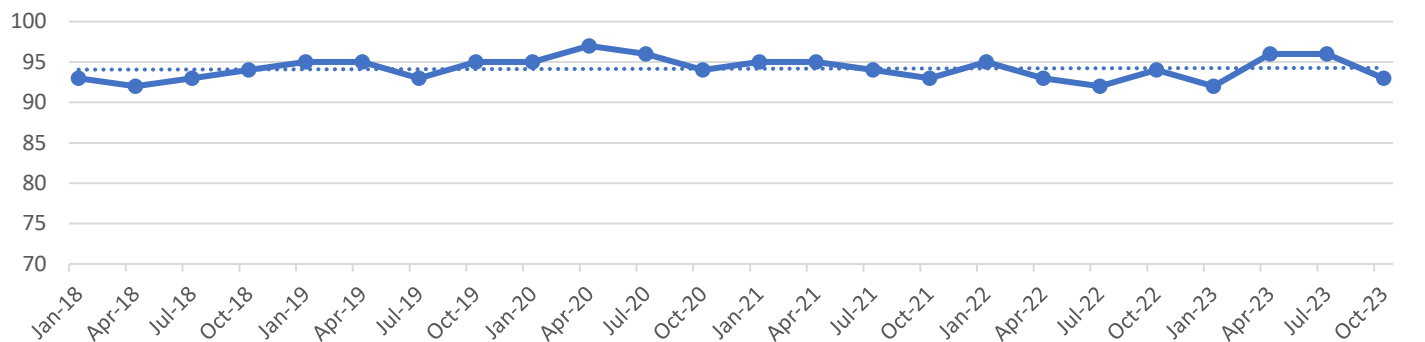
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



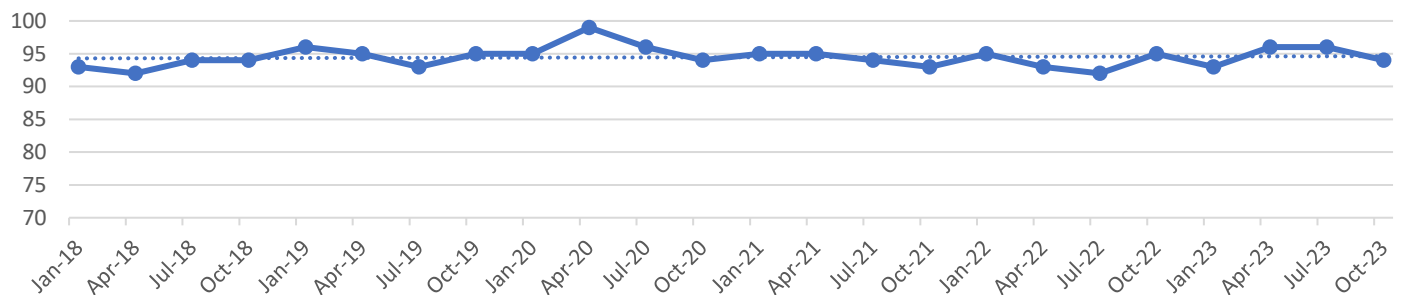
#10 - The handling of my personal medical information in a private and confidential manner



#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?

