

Patient Satisfaction Survey 373 Summit St., Elgin January, 2024

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 91% to 95%. The mean for all questions was 94% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

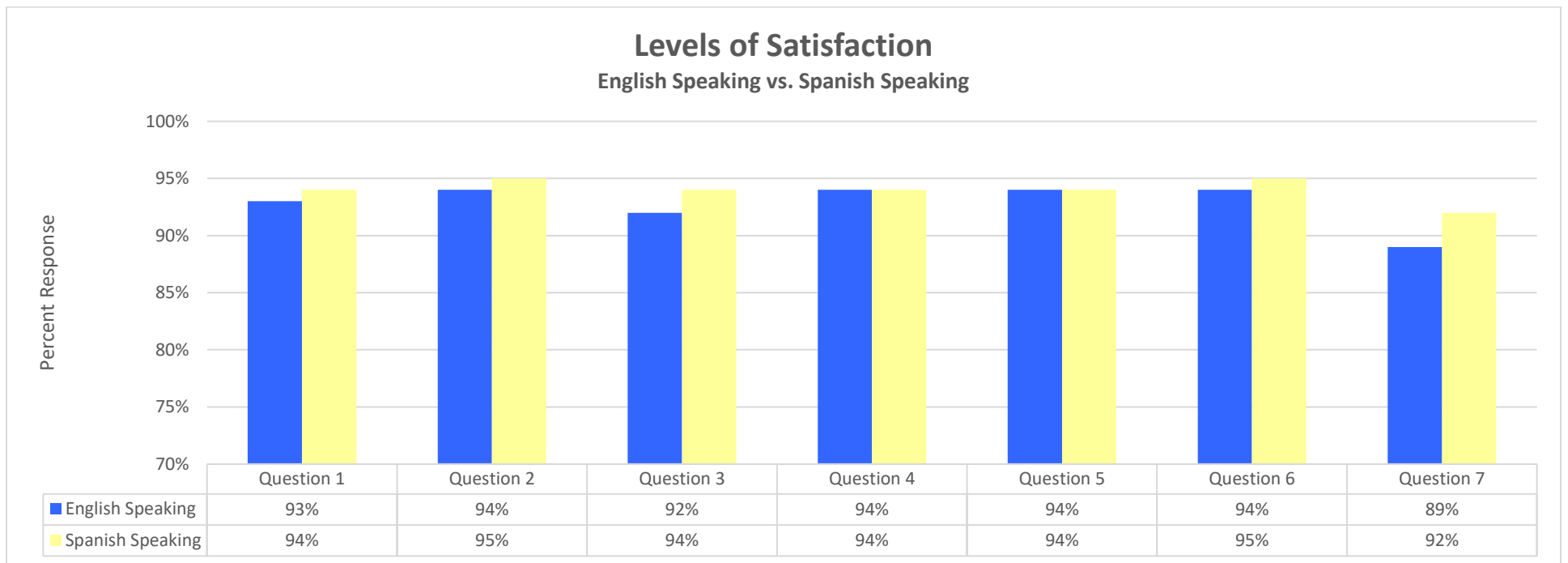
373 Summit St., Elgin – Survey Questions	Level of Satisfaction January 2024	Level of Satisfaction October 2023	Level of Satisfaction July 2023	Level of Satisfaction April 2023
1. The phone operator staff and call center	94%	92%	92%	93%
2. The reception staff	95%	92%	93%	94%
3. Receiving a timely appointment	93%	92%	90%	91%
4. Education and explanation of plan provided in a way that I can understand	94%	93%	92%	93%
5. The follow up and coordination of my care	94%	93%	92%	93%
6. The staff addressing my medical needs today	95%	93%	93%	94%
7. The time spent waiting	91%	88%	87%	87%
8. The respectfulness of staff	95%	93%	93%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	92%	91%	92%
10. The handling of my personal medical information in a private and confidential	94%	93%	92%	94%
11. Your medical assistant	95%	93%	93%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	94%	93%	94%
13. Overall, how satisfied are you with the Health Center?	94%	93%	93%	94%

Total Greater Family Health Survey Question Responses	Level of Satisfaction January 2024	Level of Satisfaction October 2023	Level of Satisfaction July 2023	Level of Satisfaction April 2023
1. The phone operator staff and call center	93%	92%	93%	92%
2. The reception staff	94%	93%	94%	94%
3. Receiving a timely appointment	93%	92%	92%	92%
4. Education and explanation of plan provided in a way that I can understand	94%	93%	94%	94%
5. The follow up and coordination of my care	94%	93%	94%	93%
6. The staff addressing my medical needs today	95%	94%	94%	94%
7. The time spent waiting	91%	89%	90%	90%
8. The respectfulness of staff	95%	94%	94%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	93%	92%	92%	92%
10. The handling of my personal medical information in a private and confidential	94%	93%	94%	94%
11. Your medical assistant	95%	94%	95%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	94%	95%	94%
13. Overall, how satisfied are you with the Health Center?	95%	93%	94%	94%

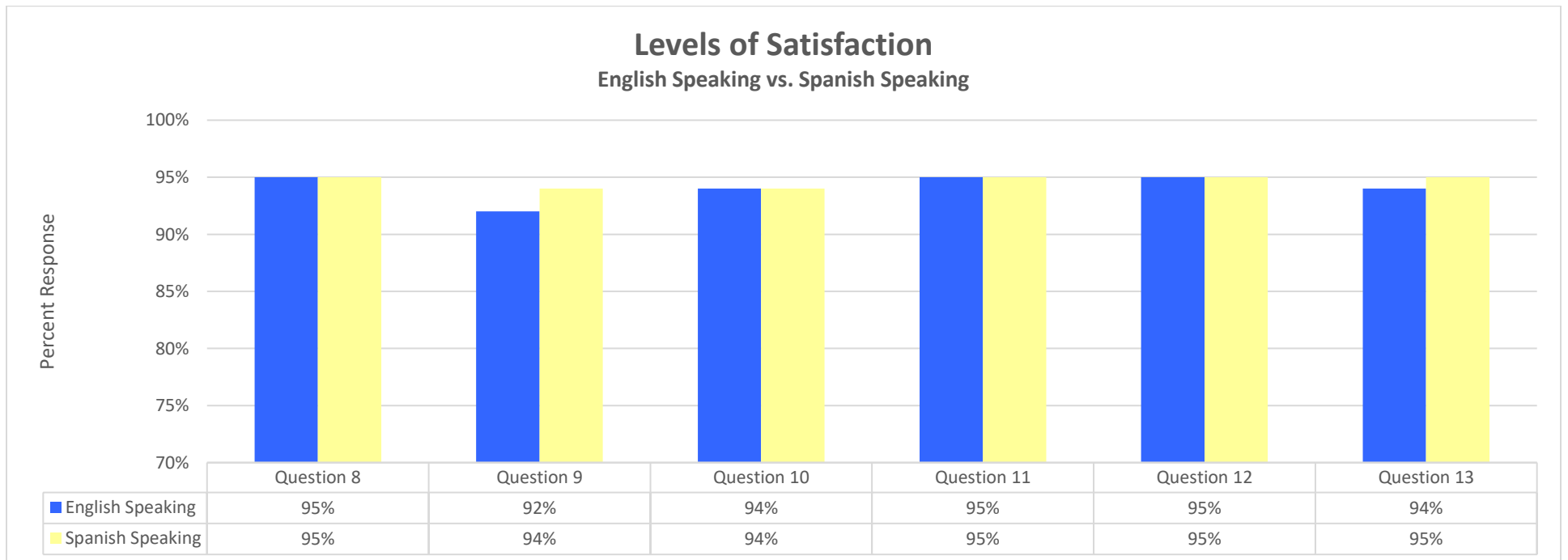
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	256 73%	430 78%	79 22%	94 17%	14 4%	17 3%	3 1%	4 1%	2 1%	6 1%
2. The reception staff	271 76%	444 81%	70 20%	78 14%	12 3%	15 3%	1 1%	3 1%	2 1%	6 1%
3. Receiving a timely appointment	252 71%	416 76%	73 21%	98 18%	20 6%	23 4%	5 1%	4 1%	3 1%	5 1%
4. Education and explanation of plan provided in a way that I can understand	275 78%	421 77%	63 18%	104 91%	11 3%	11 2%	2 1%	4 1%	4 1%	5 1%
5. The follow-up and coordination of my care	274 77%	425 78%	61 17%	103 19%	14 4%	10 2%	2 1%	4 1%	4 1%	5 1%
6. The staff addressing my medical needs today	275 78%	437 80%	65 18%	92 17%	10 3%	9 2%	1 1%	3 1%	3 1%	5 1%
7. The time spent waiting	236 67%	395 72%	70 20%	109 20%	30 9%	29 5%	11 3%	7 1%	8 2%	8 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	278 80%	432 80%	58 17%	96 18%	8 2%	6 1%	1 1%	3 1%	3 1%	5 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	243 71%	398 76%	71 21%	101 19%	21 6%	16 3%	4 1%	4 1%	3 1%	6 1%
10. The handling of personal medical info in a private and confidential manner	273 78%	419 77%	63 18%	106 20%	10 3%	9 2%	1 1%	4 1%	3 1%	5 1%
11. Your medical assistant	285 81%	441 81%	54 15%	84 15%	12 3%	12 2%	1 1%	3 1%	2 1%	5 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	288 82%	440 80%	47 13%	91 17%	12 3%	9 2%	2 1%	3 1%	4 1%	6 1%
13. Overall, how satisfied are you with the Health Center?	278 78%	439 80%	60 17%	87 16%	12 3%	14 3%	4 1%	3 1%	3 1%	6 1%



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: 98

N/A: 44

YES: 4

Comments:

1. "Yes, very helpful."
2. "Experience was awesome."
3. "Yes- good."
4. "Excellent time call back."
5. "Yes, positive, attentive and caring."
6. "Yes, got back to me."
7. "Number one Dr. Tempest."
8. "Pharmacy refill."
9. "Amazing."
10. "Everything went smoothly."
11. "Very helpful."
12. "No, first time- recent."
13. "Dr. King listened to my concerns, very grateful to be heard."
14. "Yes, prescription not being covered 3 days later I still don't have antibiotic..."

Spanish

NO: 177

N/A: 4

YES: 2

Comments:

1. "Nothing." "Nada." (2)
2. "Very good attention." "Muy buena atencion."
3. "The staff is very attentive; they do and carry out their work in proper order." "El personal es muy atento, hacen y realizan su labor en su debido orden."
4. "They kindly called me to give me appointment information." "Me llamaron muy amablemente para darme información de mi cita."
5. "Yes, there was confusion I wanted a dentist appointment, and they gave me an appointment with Dr. Le." "Si hubo una confusion yo queria cita con un dentista y me la pusieron con el dr. Le."
6. "Yes, they returned my call fast." "Si, me regresaron mi llamada rapido."

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

English

1. "N/A." (11)
2. "Staff." (4)
3. "The people listening to me." (Hedberg)
4. "You're doing a great job at it already." (Hedberg)
5. "The doctor is very good." (Luettke)
6. "Getting the care needed at timely manner." (King)
7. "No complaints." (Tempest)
8. "Everyone was helpful." (Ariga)
9. "Always a plan." (Westel)
10. "Very nice." (Bhowmick)
11. "Dr. Newbrander staff respectfulness, explaining things, getting back to me/calling." (Newbrander)
12. "Doctors easy to talk to, explain everything well, not rushed." (Westel)
13. "Respectful staff." (Bhowmick)
14. "The doctors and nurses are very helpful." (Westel)
15. "Same day appointments."
16. "Communication."

Spanish

1. "Attention." "Atencion." (9)
2. "Available appointments everyday." "Citas disponibles todos los días."
3. "Continue with the treatment adequately." "Que sigan con el tratamiento adecuadamente."
4. "To get out of the illness." "A salir del padecimiento." (King)
5. "Clarify doubts that I have." "Aclarar dudas que tengo." (Reller-Anderson)
6. "My health, one day I came in with a heart attack to this clinic and their speed of care saved my life." "Mi salud, una vez llegue con un infarto a esta clínica y su rapidez de atención me salvo la vida." (Reller-Anderson)
7. "Low prices and discounts." "Precios bajos y descuentos." (Ariga)
8. "The service." "El servicio." (Jamison)
9. "Satisfied." "Satisfecho." (Herdrich)
10. "In everything that I need." "En todo lo que necesito." (King)

17. "The care and information along with treatment." (Herdrich)
18. "Everyone is very kind and friendly." (Herdrich)
19. "Location." (Hedberg)
20. "Doctors." (King)
21. "With my provider today, she explained things well and made me feel comfortable." (Jamison)
22. "Very nice and caring staff." (Herdrich)
23. "Knowledge of doctor, timeliness, caring, empathy." (Westel)
24. "The people." (Dodis)
25. "Staff- very helpful." (Newbrander)
26. "Everything."
27. "Kind and caring." (Westel)
28. "Comfortable seats in waiting area." (Newbrander)
29. "Staff are respectful and timely services." (Jamison)
30. "Information and treatment." (Reller-Anderson)
31. "Communication is great." (Herdrich)
32. "Close locations." (Reller-Anderson)
33. "The service." (Westel)
34. "The time and everyone is nice." (Bhowmick)
35. "Affordable." (Dodis)
36. "Availability of all services." (Herdrich)
37. "Cristal & Dr. Tempest."
38. "Great service & staff."
39. "Local & nice." (Ariga)
40. "Everything goes very smooth." (Herdrich)
41. "General care." (Ariga)
42. "Everybody from desk to doctors, nurse are very efficient and polite." (Le)
43. "Friendly staff." (Le)
44. "The health providers." (Herdrich)
45. "Great staff." (King)
46. "Emily King." (2)
47. "Getting seen in a timely matter."
48. "Krystal and Mel were great, satisfied with my care." (Reller-Anderson)
49. "Fast & address my health needs pretty well."
50. "Always a good experience." (Herdrich)
51. "Nice and helpful staff." (King)
52. "Close to home." (Reller-Anderson)
53. "They always take care of patient."
54. "Doctors." (2)
55. "An appointment same day or within the week." (Le)
56. "Everyone." (King)
57. "The staff is friendly, the offices are clean, inviting and not intimidating." (Herdrich)
58. "The availability of appointments." (Luettke)
59. "It feels good to come here very nice people." (Luettke)
11. "Good medics and service." "Buenos médicos y servicio." (Luettke)
12. "They treat me when I need it in a reasonable time." "Que me atienden cuando lo necesito en un tiempo razonable." (Herdrich)
13. "Help with discount since I don't have insurance." "Ayuda con descuento no tengo seguro medico." (King)
14. "They help us in every moment." "Nos ayudan en cualquier momento."
15. "To receive medical attention in an effective and responsible way." "A recibir atención médica de una manera eficaz y responsable." (Ariga)
16. "Good service." "Buen servicio." (Westel)
17. "The cost because I don't have insurance and the help, they give you depending on your income is very accessible." "El costo porque no tengo aseguranza y aquí con la ayuda que dan acuerdo los ingresos es accesible." (Hedberg)
18. "They have a translator for those who do not speak English." "Que tienen traductora para esos que no hablan Ingles."
19. "Fast service." "Servicio rápido."
20. "They give me medicine when I ask for it." "Me dan medicina cuando la pido." (Westel)
21. "Find solutions." "Encontras soluciones." (Bhowmick)
22. "Follow up on my diabetes." "Siguimiento a mi diabetes." (Ariga)
23. "Appointment at a reasonable time." "Cita a un tiempo razonable." (Luettke)
24. "All the service." "Todo el servicio." (2)
25. "They treat me well." "Me atienden bien."
26. "They take care of medical needs." "Atienden mis necesidades."
27. "Your attention." "Su atención." (2)
28. "To receive care and medications." "A recibir atención y medicamentos." (Hedberg)
29. "Medical appointments." "Citas médicas." (Bhowmick)
30. "Everything is good." "Todo está bien." (6)
31. "Your attention." "Su atención."
32. "Medical health." "Salud médica." (Westel)
33. "They treat you fast." "Te atienden rápido." (Westel)
34. "Very kind." "Muy amables." (6)
35. "They worry about my health." "Se preocupan por mi salud." (Westel)
36. "In everything I have asked for they help me." "En todo lo que eh pedido me ayudan." (Ariga)
37. "It is a very complete medical center with very competent and wonderful staff." "En un

60. "Being able to get in soon." (Luettkke)
61. "Monica Herdrich." (Herdrich)
62. "My medicine." (Ariga)
63. "It's good."
64. "It is the only option I have." (Le)
65. "Always explaining everything well."
66. "Very nice and helpful." (Dodis)
67. "The staff is very helpful." (Dodis)
68. "Having an understanding doctor and goes above and beyond to help me with my medications." (Westel)
69. "Referral and appointment." (Ariga)
70. "Everything." (2)
71. "The convenience that is close to me." (Bhowmick)
72. "The quick scheduling." (Westel)
73. "Appointment times." (Westel)
74. "The service." (Bhowmick)
75. "Service is good." (2)
76. "The doctor." (Ariga)
77. "Reminder." (Le)
78. "My doctor." (Bhowmick)
79. "Proximity to house." (Luettkke)
80. "Everything is very well explained." (Le)
81. "Nice nurses like the one today." (Le)
82. "The information they provide for me." (VanBrunt)
83. "What I like is how helpful the staff is and how good my dr helps me." (Luettkke)
84. "Scheduling appts." (Weaver)
85. "Understanding/Listened to my concerns." (Ariga)
86. "Service." (Luettkke)
87. "The help." (Reller-Anderson)
88. "Following up and the medical assistant." (Jamison)
89. "Appointment reminder calls." (Newbrander)
90. "Health." (Newbrander)
91. "Dr. Ariga, amazing doctor." (Ariga)
92. "The doctor & staff." (Newbrander)
93. "Front desk staff very friendly patient helpful MA's helpful, Emily Kind PA kind though Natalie Weaver helped today w/med times." "You all have been a blessing for my brother and his care. Thank you for the kindness and professionalism. Especially when Govt. and insurance companies are calling the shots." (Weaver)
94. "Location." (VanBrunt)
95. "See a doctor." (Jamison)
96. "Same day appt as my schedule changes." (Luettkke)
97. "Everyone is respectful and makes a pleasant experience." (Ariga)
98. "Front desk."
99. "Medicine."
 - centro medico muy completo con personal muy competente y maravilloso." (Westel)
 38. "They help you." "Te ayudan."
 39. "They are kind and profesional." "Son amables y profesionales." (Ariga)
 40. "The service and speed." "El servicio y rapidez." (Le)
 41. "Good service and attention." "Buen servicio y atención." (Reller-Anderson)
 42. "Service." "Servicio." (2)
 43. "Health." "Salud." (Westel)
 44. "All the service is good." "Todo el servicio muy bien."
 45. "Good attention." "Buena atención."
 46. "No." "No."
 47. "The consultation." "La consulta." (King)
 48. "It helps me a lot they speak my language, and I am heard." "Me ayuda mucho que hablan mi idioma y soy escuchado." (Dodis)
 49. "They have same day appointments, and you don't have to wait over a month for an appointment." "Que tienen citas el mismo día y no esperar por un mes por una cita."
 50. "Immediate medical attention." "Atención medica inmediata." (Jamison)
 51. "Everything, good service." "Todo, buen servicio."
 52. "They treat my children." "Atienden a mis hijos." (King)
 53. "The appointments for my child and myself." "Las citas para mis hijos y para mi." (Luettkke)
 54. "Be more informed about my child's health." "Estar mas informada sobre la salud de mis hijos." (Westel)
 55. "I think you guys are improving over time." "Creo que están mejorando con el tiempo." (Luettkke)
 56. "Maintain my health in control." "Mantener mi salud en control." (Ariga)
 57. "Kind people." "Gente amable."
 58. "The attention they give me." "La atención que me dan." (Herdrich)
 59. "Everything." "Todo." (8)
 60. "They help me." "Me ayudan." (Luettkke)
 61. "They always have translator, or they speak Spanish." "Siempre hay que traductora o hablan español."
 62. "They explain very well." "Me explican muy bien." (Westel)
 63. "All the good service." "Todo el buen servicio." (Reller-Anderson)
 64. "Ease and speed of making appointments." "Facilidad y rapidez para hacer citas." (Dodis)
 65. "It helps me a lot because when you need to go to the doctor, they give you appointments the same day." "Me ayuda mucho porque

100. "Dan a good doctor takes care of me as expected." (Newbrander)
101. "The servicing of ones medical needs in disrespectful & manner able away." (King)
102. "Availability of appointment." (Luettke)
103. "Today I walked in, I had a very bad social anxiety, she let me wait in the checking area." (Luettke)
104. "Service."
105. "They make me feel comfortable every time I visit." (Luettke)
106. "They always help me with everything." (Westel)
107. "Med refill." (Westel)
108. "Remember to check patient in was waiting an hour and "missed" appointment." (Hedberg)
109. "Medical care." (Ariga)
110. "I understand them when explain my health." (Bhowmick)
111. "They are so afraid to order meds!" (Luettke)
- cuando necesitas ir al médico te dan la cita el mismo día." (Bhowmick)
66. "The follow up appointments and the medical attention." "Las citas de seguimiento y la atención médica." (Ariga)
67. "N/A." "N/A."
68. "Be aware of my health." "Estar al pendiente de mi salud." (King)
69. "I like the collaboration of the employees with the people." "Me gusta la colaboración de sus empleados con las personas." (Le)
70. "The payments." "Los pagos." (Ariga)
71. "They treat you good." "Te atienden bien." (VanBrunt)
72. "The service is very good." "El servicio es muy bueno."
73. "Location." "Ubicación."
74. "Economical without insurance." "Lo económico sin aseguranza." (Reller-Anderson)
75. "They are truthful." "Son confiables." (Ariga)
76. "Answer doubts and questions." "Contestar dudas y preguntas." (Newbrander)
77. "Have control of my health." "Tener control de mi salud." (Herdrich)
78. "The help." "La ayuda." (VanBrunt)
79. "Always have availability." "Siempre tienen disponibilidad." (Herdrich)
80. "They listen and help me with my necessities." "Me escuchan y me ayudan con mis necesidades." (le)
81. "Dr. Ariga is very good, and he helps me." "Dr. Ariga me ayuda y es muy bueno." (Ariga)
82. "Your attention." "Su atención."
83. "Economic prices." "Precios económicos."
84. "Accessible hours." "Horas accesibles." (Reller-Anderson)
85. "Continue to treat patients like until now." "Continue tratando a los pacientes como hasta ahora."
86. "They treat me on time even when I don't have an appointment." "Me atienden a tiempo hasta cuando no tengo cita." (Le)
87. "Close to home." "Cerca a casa." (Bhowmick)

Question 16: How can we improve Greater Family Health?

English

1. "Everything is great." (Dodis)
2. "N/A." (16)
3. "I enjoy the way it is now."
4. "Appointments on schedule." (Luettke)
5. "Time." (Hedberg)
6. "All great." (Jamison)

Spanish

1. "No, everything is good." "No, todo bien." (2)
2. "To me it is good." "Para mi esta bien." (16)
3. "They made us wait a long time." "Nos hicieron esperar mucho tiempo." (Hedberg)

7. "Reduce wait time." (Herdrich)
8. "Less wait time." (Hedberg)
9. "Everything is excellent." (King)
10. "No comment." (2)
11. "Its fine." (Dodis)
12. "Everything good." (2)
13. "Faster IDK LOL it's fine."
14. "No answer." (Luettke)
15. "Doing a very good job so far with us."
(Westel)
16. "Improve on the system/structure working."
(Jamison)
17. "Hire doctors."
18. "N/A" (7)
19. "No problems."
20. "It is great." (Westel)
21. "Everything is A-ok." (Newbrander)
22. "Great job." (Bhowmick)
23. "By being quicker." (Jamison)
24. "Offer more medical services." (Dodis)
25. "Less wait time." (4)
26. "None." (4)
27. "I'm satisfied." (Reller-Anderson)
28. "You are good." (Herdrich)
29. "Can't think of anything."
30. "More mental therapist." (Ariga)
31. "It is wonderful now." (Le)
32. "Good." (Newbrander)
33. "Excellent." (Le)
34. "Maybe just the waiting too long." (King)
35. "Intake." (King)
36. "More time to ask questions."
37. "Great." (Newbrander)
38. "Just wait times but overall good."
39. "Nothing." (4)
40. "You all do an amazing job." (King)
41. "By allowing the patients to speak privately to
the nurse if they like." (Reller-Anderson)
42. "T.V. in the room." (Ariga)
43. "More timely for appointments other times I
spend more than 15 min past my appt time."
(Bhowmick)
44. "None." (3)
45. "Being more productive at the front with the
patient."
46. "Not as of right now." (Ariga)
47. "I think you guys are doing good." (Luettke)
48. "I think providers need to spend more time
with patients and check them more
thoroughly." (Luettke)
49. "I don't see any changes needed. I'm happy
with each visit." (Herdrich)
50. "I've only had good experiences here so not
much to say about it." (Le)
51. "Complementary bottle of water." (Luettke)
52. "More available times." (Le)
4. "I think they do their work very coordinated in
general." "Creo que hacen su trabajo muy
cordinados de manera general." (Dodis)
5. "Good." "Bien"
6. "I think you have good service." "Creo que
tienen buen servicio." (Westel)
7. "Continue the same." "Continue igual." (2)
8. "Wait time." "Tiempo de espera." (3)
9. "Helping us." "Ayudandonos." (Westel)
10. "Everything is good." "Todo esta bien." (19)
11. "Not having to wait a long time. In occasions
yes but not all the time." "No tener que
esperar tanto. En ocasiones si, pero no todo
el tiempo."
12. "It is excellent." "Es excelente." (3)
13. "Serving people well." "Atendiendo a la
gente bien." (Ariga)
14. "N/A." "N/A." (3)
15. "I don't have a comment." "No tengo
comentarios." (Hedberg)
16. "Nothing." "Nada." (6)
17. "There is nothing to improve." "No hay nada
que mejorar." (Westel)
18. "The service is excellent." "El servicio es
excelente." (3)
19. "Have stickers for kids, I bring my son and
they never have stickers." "Tener stickers
para los niños. Traigo a mi hijo y nunca hay."
20. "Everything is good, thank you." "Todo esta
bien gracias." (King)
21. "Everything is perfect." "Todo es perfecto."
(5)
22. "No." "No."
23. "Continue the same." "Continue igual."
(Reller-Anderson)
24. "There is nothing to improve." "No hay nada
que mejorar." (Reller-Anderson)
25. "Be on time." "Estar a tiempo." (King)
26. "Up until now the service is great." "Hasta
ahora el servicio es genial." (Herdrich)
27. "No comment." "No comentario."
28. "They work perfectly." "Trabajan perfecto."
(Ariga)
29. "Try to look for insurance plans to help those
who do not have insurance or social security
and are less 45 years old." "Tratando de
buscar ayuda con planes de aseguranza
accesibles para personas que no tenemos
seguro social y temenos menos de 45 años."
30. "Available same day appointments." "Citas
del mismo día disponibles." (Le)
31. "Nothing, super service." "Nada super
servicio." (Ariga)
32. "Continue being kind and attentive to the
needs of the patients." "Continue siendo

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| <p>53. "Nothing everything great." (Dodis)</p> <p>54. "You don't its great." (Dodis)</p> <p>55. "It is alright."</p> <p>56. "Provide in person therapist." (Ariga)</p> <p>57. "No clue- Very satisfied." (Newbrander)</p> <p>58. "Updating patients who are waiting to see a provider; I've waited 45 minutes before to see provider & no one noticed." (Luettke)</p> <p>59. "More therapists Doung Cx twice for me." (Weaver)</p> <p>60. "It's fine." (Reller-Anderson)</p> <p>61. "Wait- time."</p> <p>62. "Everything is great."</p> <p>63. "Electronical medical records, text reminder instead of voicemail." (Weaver)</p> <p>64. "I don't know." (Reller-Anderson)</p> <p>65. "Fine." (Luettke)</p> <p>66. "Keep doing what you're doing." (Ariga)</p> <p>67. "Better timing." (King)</p> <p>68. "As of right now nothing." (Luettke)</p> <p>69. "I don't see anything wrong at all, everything is fine the wait it is." (Weaver)</p> <p>70. "Already doing a great job." (Westel)</p> <p>71. "More diverse doctors."</p> <p>72. "I called saying on my way due to bad roads & defer & my appointment was cancelled which was a bummer." (Newbrander)</p> | <p>amable y atentos a las necesidades de los pacientes." (Le)</p> <p>33. "I don't know." "No se." (3)</p> <p>34. "I think you have to work on wait time. See us at the time of our appointment." "Creo que tienen que trabajar en el tiempo de espera, atendernos al tiempo de la cita." (Luettke)</p> <p>35. "The doctor to explain a little more because the doctor today did not explain good and did not answer my questions." "Que la doctora explicara un poco mas porque la doctora hoy no me explico y no contesto mis preguntas." (King)</p> <p>36. "Appointments without waiting too long." "Citas sin larga espera." (Bhowmick)</p> <p>37. "Timely appointments." "Citas mas cercanas." (2)</p> |
|---|--|

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

English

- YES: 286
- NO: 4

Spanish

- YES: 404
- NO: 4

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

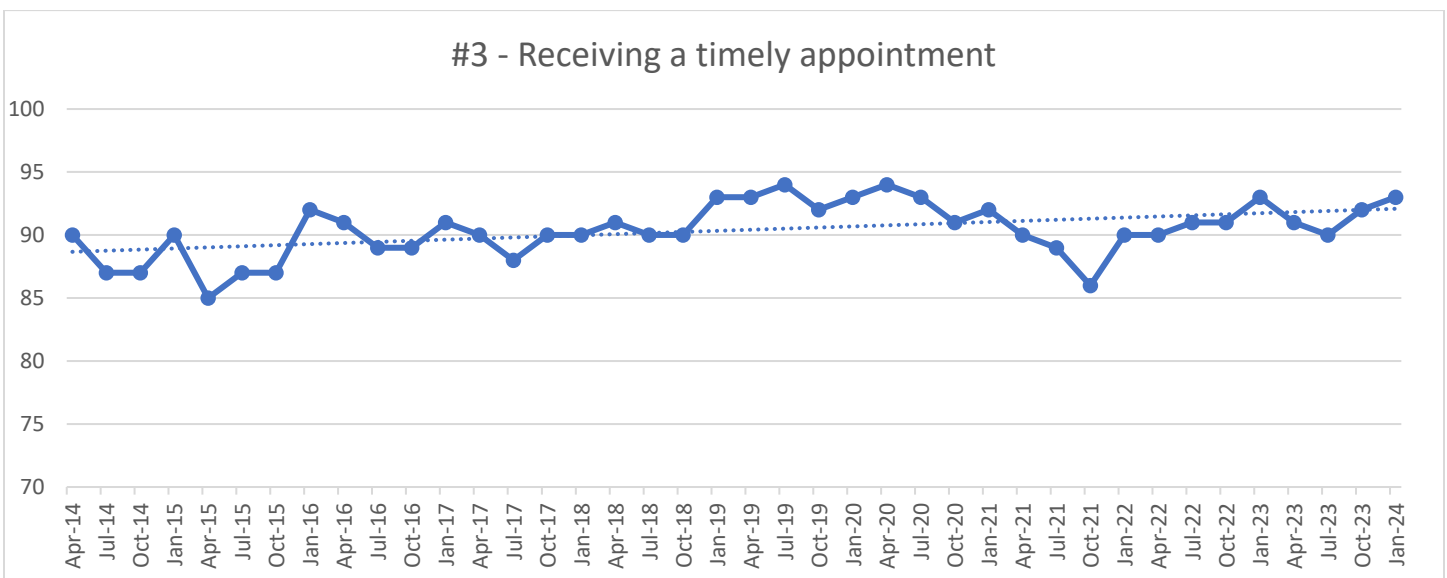
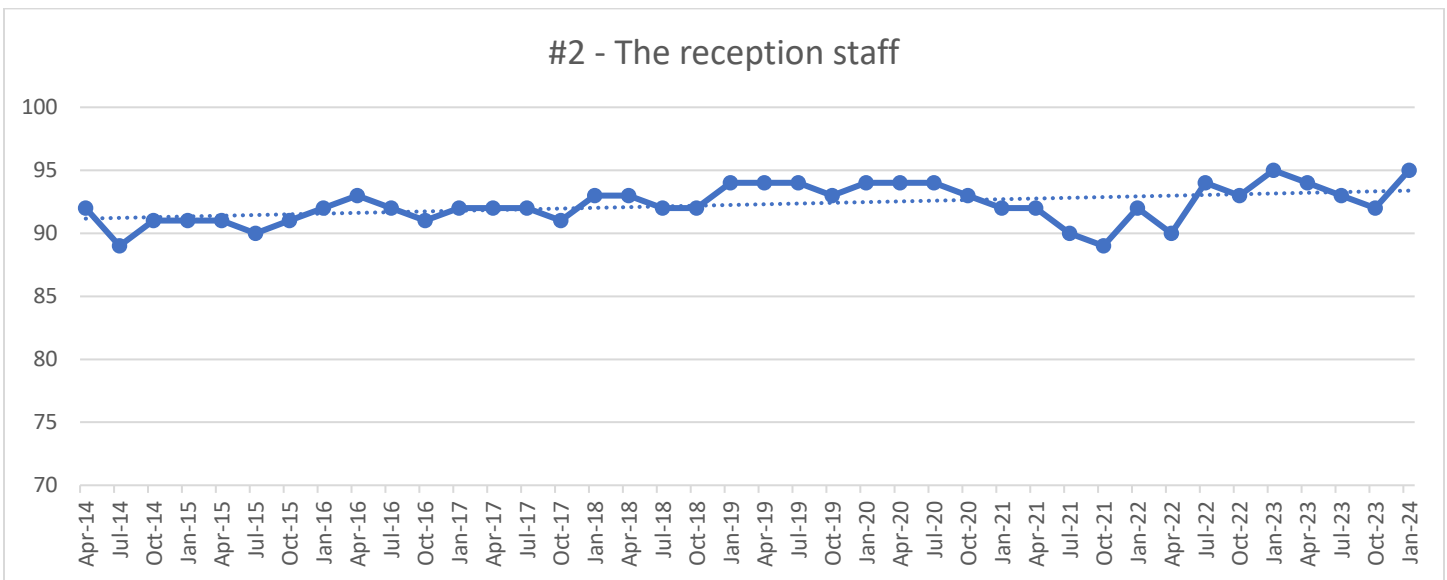
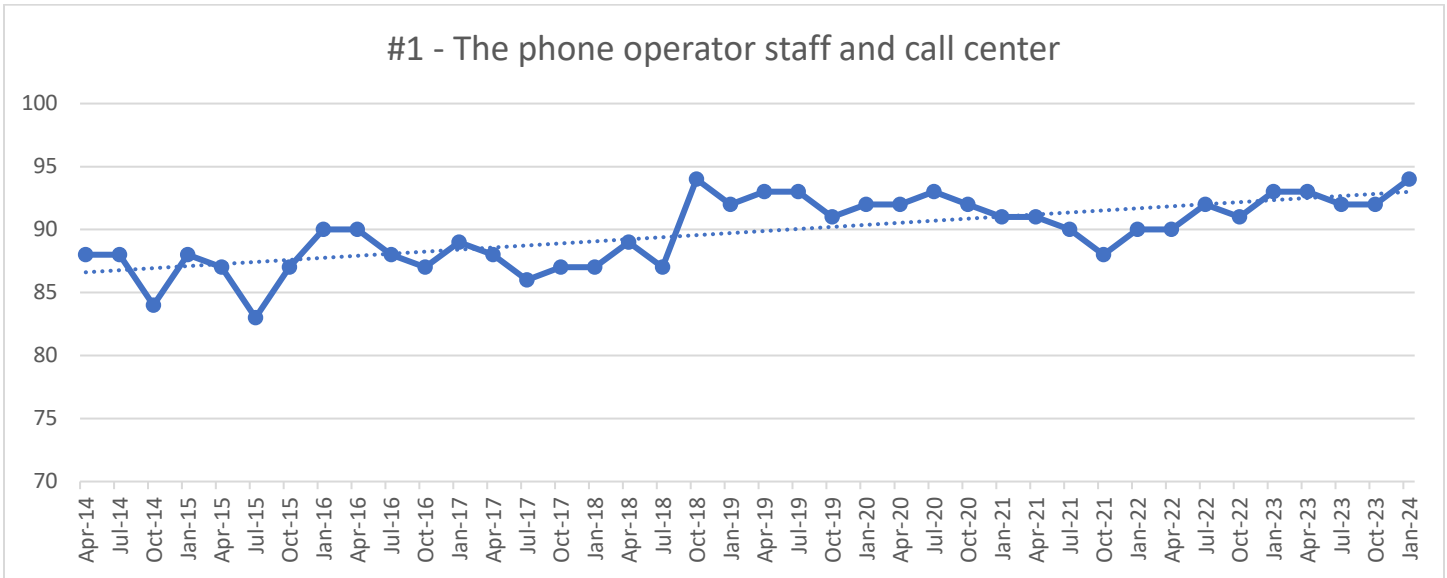
English

- Ariga: 27
- Bhowmick: 24
- Castro: 2
- Dodis: 11
- Hedberg: 19
- Herdrich: 23
- Jamison: 20
- King: 27
- Le: 33
- Luettke: 35
- Newbrander: 22
- Reller-Anderson: 29
- Van Brunt: 17
- Weaver: 8
- Westel: 26

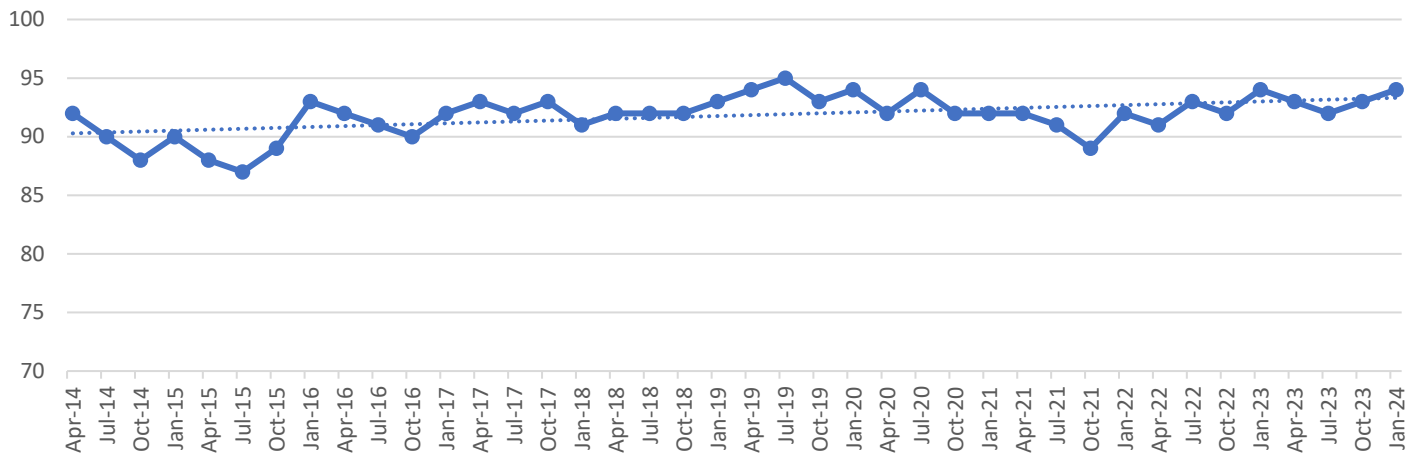
Spanish

- Ariga: 45
- Bhowmick: 37
- Castro: 5
- Dodis: 19
- Hedberg: 39
- Herdrich: 28
- Jamison: 42
- King: 44
- Le: 57
- Luettke: 45
- Newbrander: 20
- Reller-Anderson: 54
- Van Brunt: 14
- Westel: 51

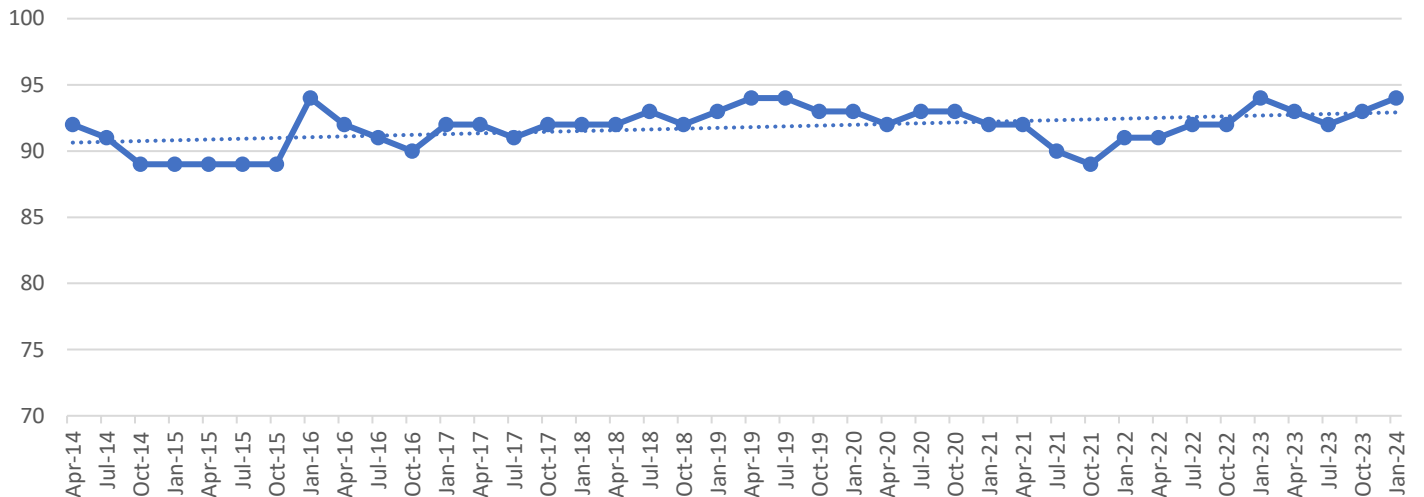
Individual Question Results with Trendlines



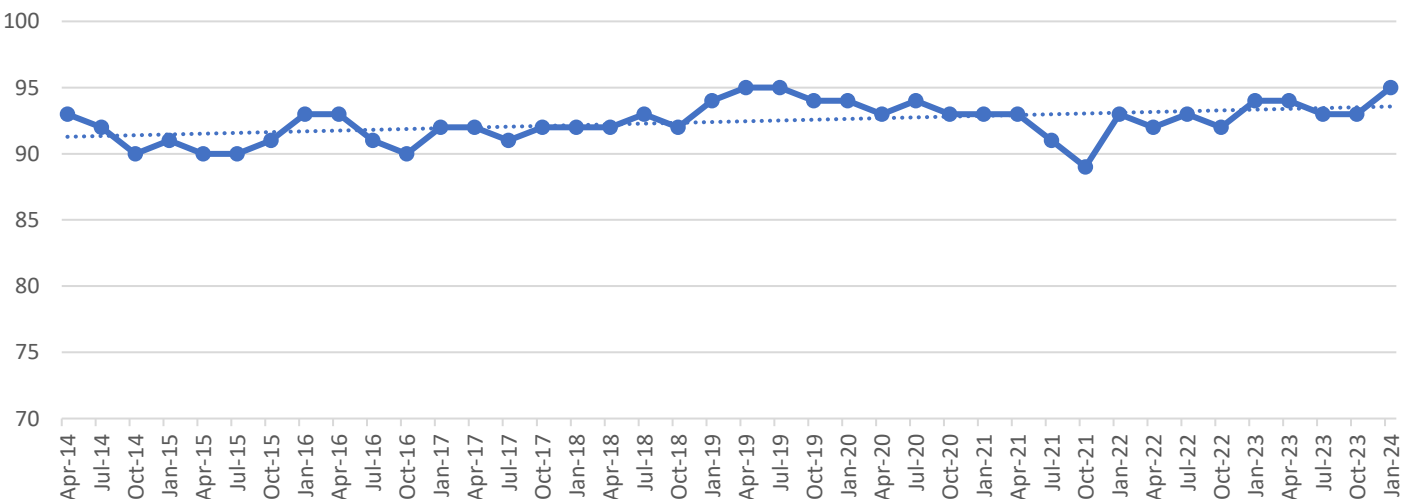
#4 - Education and explanation of plan provided in a way that I can understand



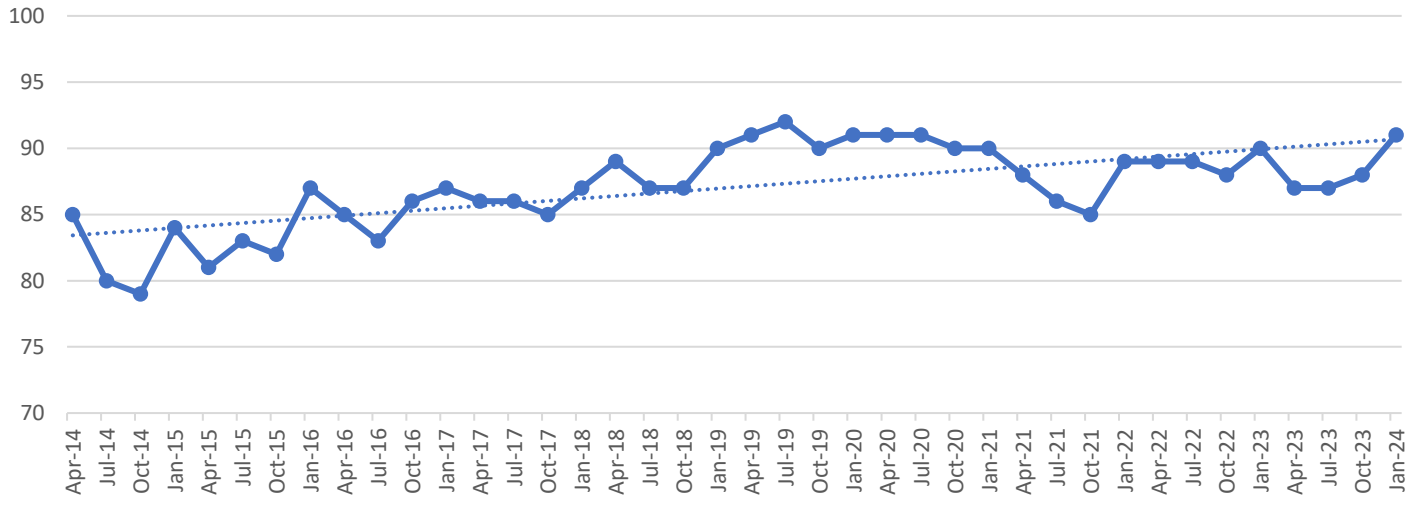
#5 - The follow-up and coordination of my care



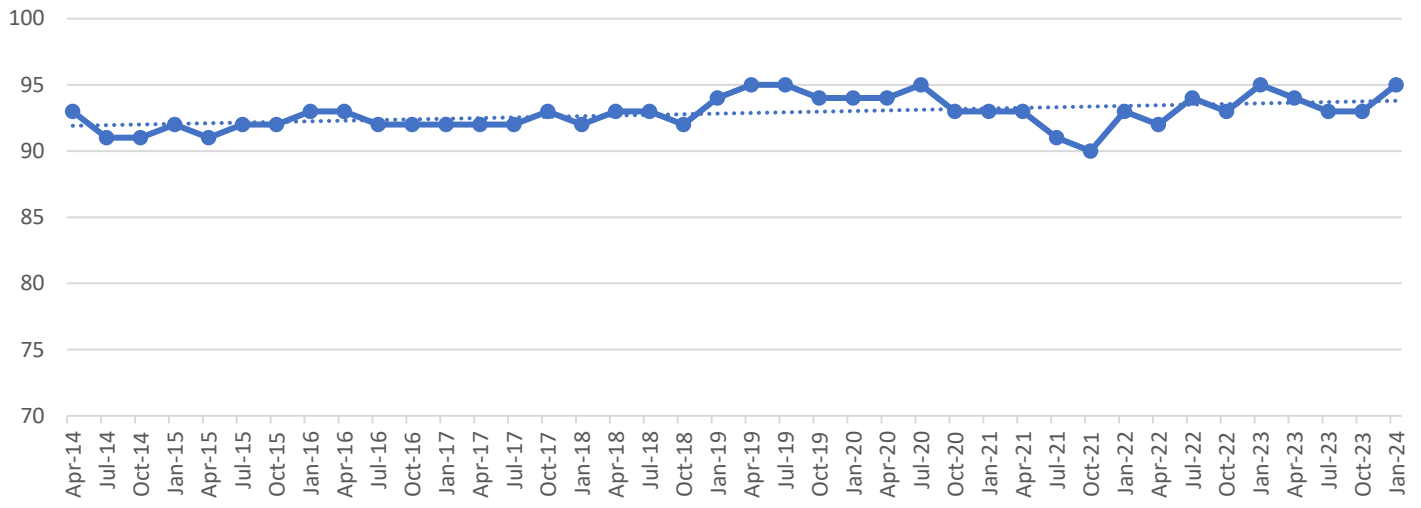
#6 - The staff addressing my medical needs today



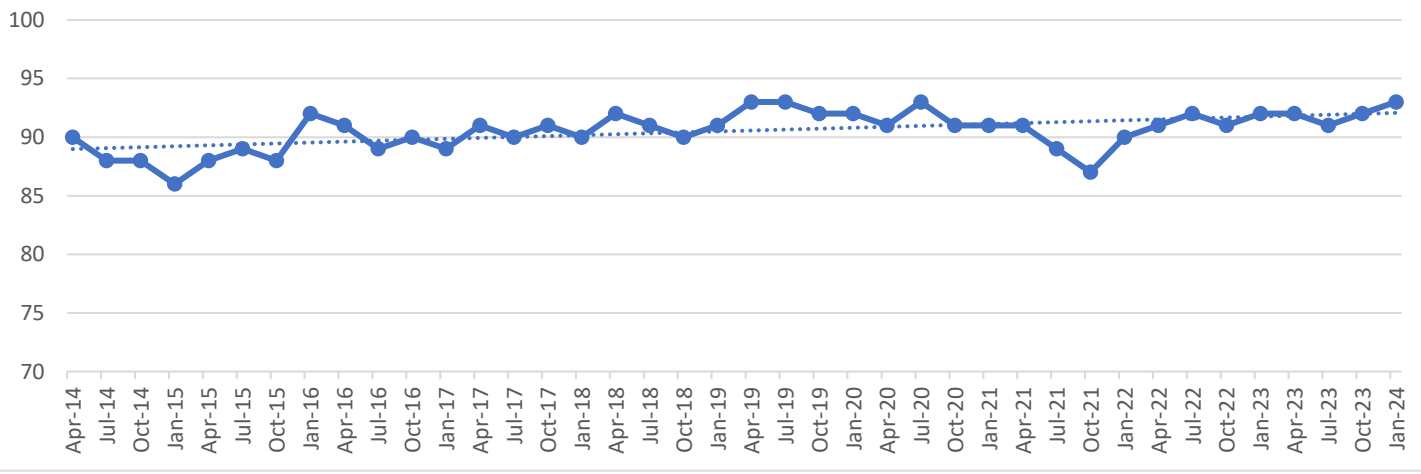
#7 - The time spent waiting



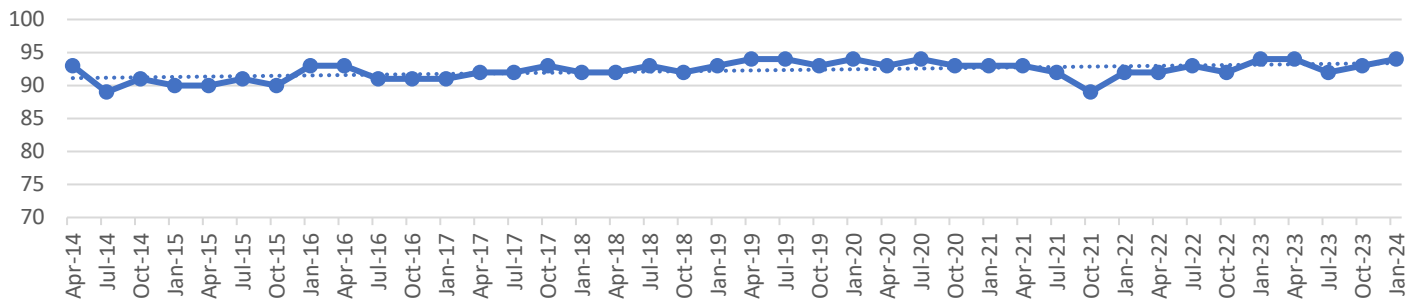
#8 - The respectfulness of staff



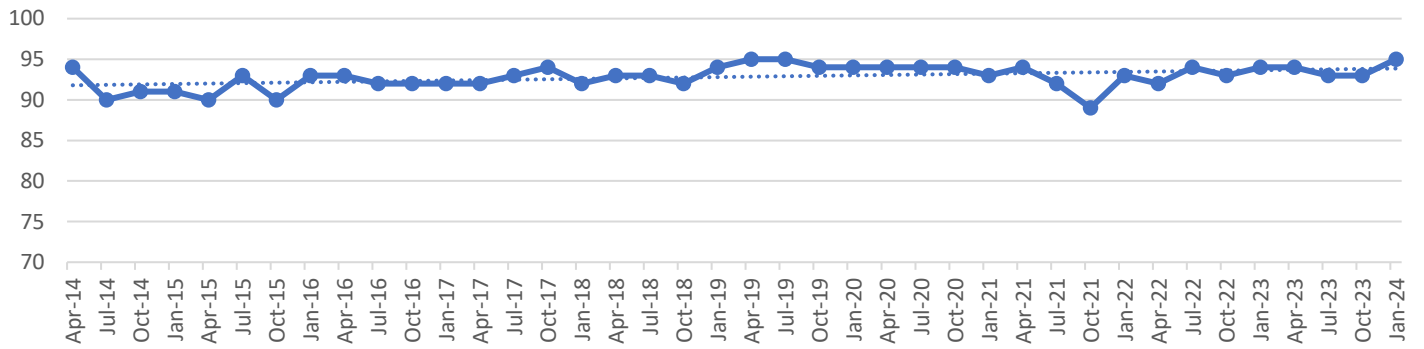
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



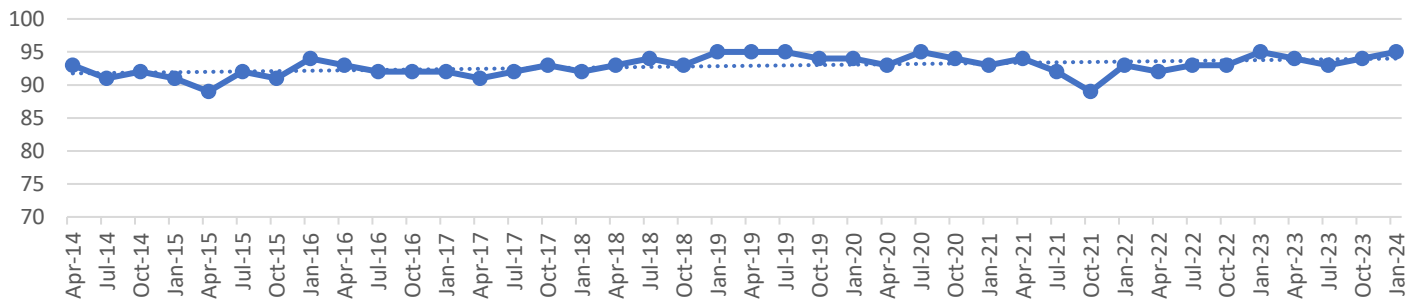
#10 - The handling of my personal medical information in a private and confidential manner



#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?

