

Patient Satisfaction Survey
450 Dundee Ave., Elgin - Upper Level (OB/GYN/Dental)
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 88% to 95%. The mean for all questions was 92% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

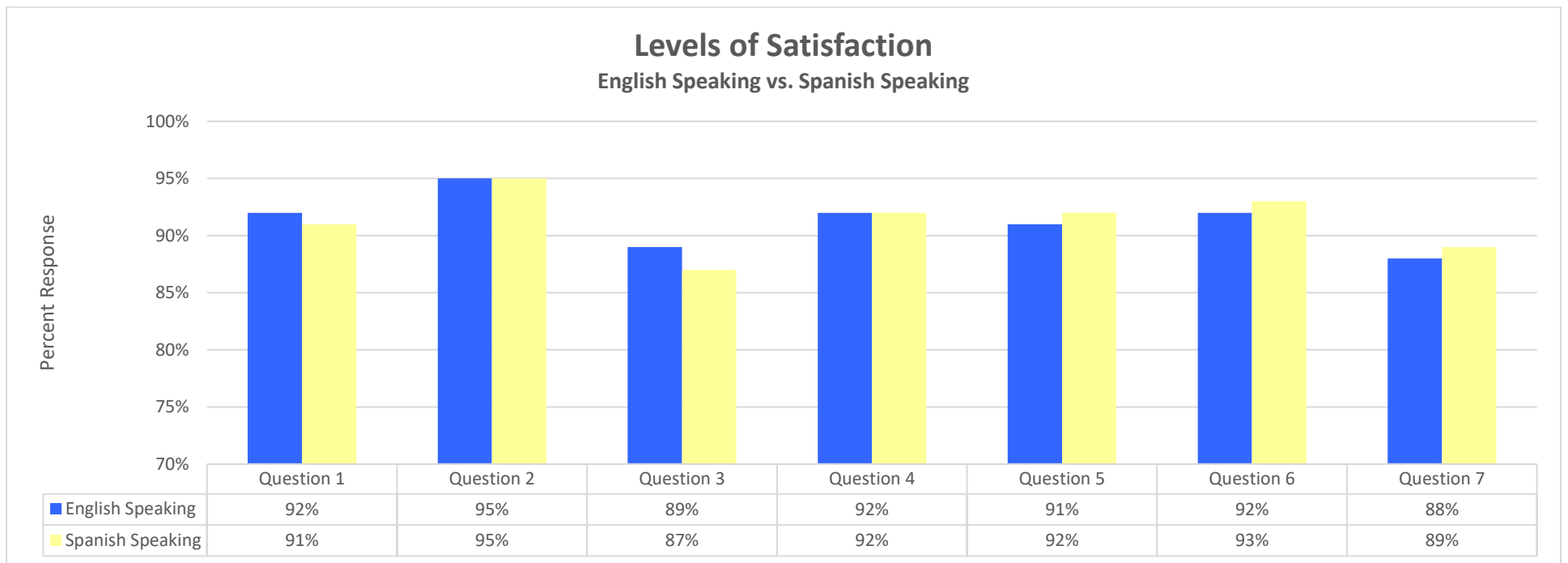
450 Dundee Ave., Elgin - Upper Level – Survey Questions	Level of Satisfaction January 2024	Level of Satisfaction October 2023	Level of Satisfaction July 2023	Level of Satisfaction April 2023
1. The phone operator staff and call center	92%	92%	96%	95%
2. The reception staff	95%	95%	97%	96%
3. Receiving a timely appointment	88%	91%	93%	92%
4. Education and explanation of plan provided in a way that I can understand	92%	94%	96%	96%
5. The follow up and coordination of my care	92%	94%	96%	96%
6. The staff addressing my medical needs today	92%	95%	97%	96%
7. The time spent waiting	89%	89%	90%	90%
8. The respectfulness of staff	94%	95%	97%	96%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	92%	95%	95%
10. The handling of my personal medical information in a private and confidential	93%	94%	97%	96%
11. Your medical/dental assistant	93%	93%	96%	96%
12. Your health/dental provider (MD/DO, nurse practitioner, midwife, PA, DDS/DMD, RDH)	93%	94%	96%	96%
13. Overall, how satisfied are you with the Health Center?	94%	95%	96%	96%

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%

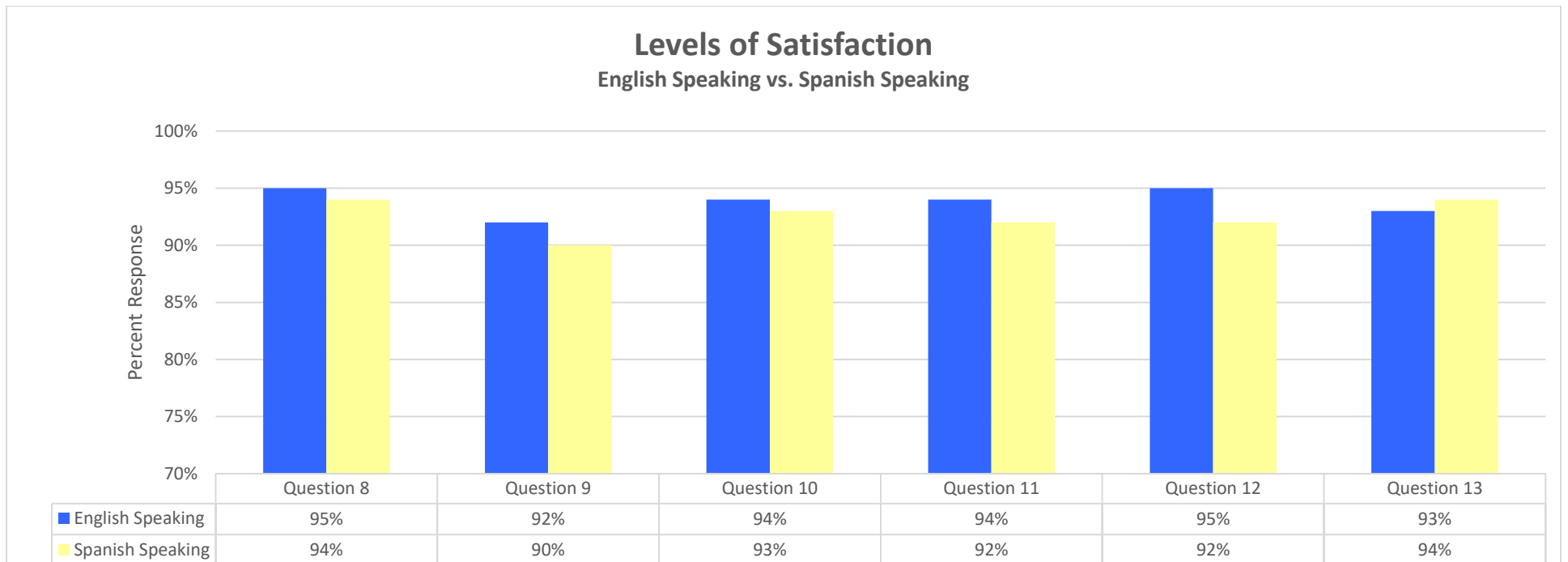
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	129 71%	194 65%	38 21%	81 27%	12 7%	19 6%	0 0%	2 1%	2 1%	1 1%
2. The reception staff	140 77%	230 77%	38 21%	62 21%	4 2%	3 1%	1 1%	1 1%	0 0%	1 1%
3. Receiving a timely appointment	114 62%	171 58%	45 25%	70 24%	19 10%	44 15%	0 0%	9 3%	0 0%	1 1%
4. Education and explanation of plan provided in a way that I can understand	123 68%	192 66%	48 26%	86 29%	11 6%	11 4%	0 0%	3 1%	0 0%	1 1%
5. The follow-up and coordination of my care	117 65%	197 66%	49 27%	87 29%	15 8%	11 4%	0 0%	1 1%	0 0%	1 1%
6. The staff addressing my medical needs today	122 69%	203 68%	43 24%	84 28%	12 7%	7 2%	1 1%	2 1%	0 0%	2 1%
7. The time spent waiting	105 59%	170 58%	44 25%	94 32%	24 14%	25 9%	4 2%	4 1%	1 1%	2 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	137 76%	214 73%	40 22%	68 23%	2 1%	8 3%	1 1%	1 1%	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	119 69%	172 59%	37 22%	102 35%	14 8%	10 3%	1 1%	4 1%	1 1%	2 1%
10. The handling of personal medical info in a private and confidential manner	132 74%	206 70%	39 22%	79 27%	6 3%	8 3%	1 1%	1 1%	0	1 1%
11. Your medical assistant	133 75%	181 64%	38 22%	85 30%	6 3%	14 5%	0	1 1%	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	133 75%	191 66%	39 22%	82 28%	5 3%	14 5%	0	1 1%	0	2 1%
13. Overall, how satisfied are you with the Health Center?	124 69%	218 74%	48 27%	68 23%	6 3%	5 2%	1 1%	2 1%	0	2 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: 57

N/A: 24

YES: 1

Comments:

1. "Perfect." (Akroush)
2. "Yes, call was returned promptly." (Piper)
3. "Contacted Friday afternoon, was contacted Sat morning to find out that my lab work came back above average for Trisime 18, 3 weeks after lab test were done. No one communicated my lab work until I came in Saturday 1/20/2024 my lab work was done 12/26/2023-12/27/2023?" (Stern)
4. "Them are so awesome call me back really quick." (Guzman)
5. "I left a message to my OB & they contacted me that same day. Very good." (Guzman)
6. "Very fast & nice." (Piper)
7. "Yes, my call was return and I didn't have to wait long." (Piper)
8. "Previously, and just fine." (Piper)
9. "Good." (2)
10. "No, they always answer the phone." (Stern)

Spanish

NO: 102

N/A: 5

YES: 5

Comments:

1. "Very good." "Muy bien." (Uy)
2. "Very satisfied." "Muy satisfecha." (Akroush)
3. "I did not leave a message, but Heather Piper is always very kind and always explains everything very well." "No deje mensaje, pero Heather Piper siempre es muy amable y siempre me explica muy bien todo." (Piper)
4. "Very great." "Muy buena." (2)
5. "Great, they saw me later." "Bien, me atendieron luego." (Guzman)
6. "Yes, they helped me a lot by letting their personnel know." "Si me ayudaron mucho porque le dejan saber al personal." (Piper)
7. "Yes, they answered quickly." "Si han contestado rápido." (Guzman)
8. "Very great!" "Muy buena!" (2)
9. "Nothing." "Ninguna." (Quesea)
10. "My children required surgery and to this day I have not received a response despite making calls." "Mis hijos requieren cirugía y a la fecha no he recibido respuesta a pesar de hacer varios llamados." (Akroush)
11. "Regular." "Regular."
12. "It went well, it is always communicated to my gynecologist." "Fue buena, siempre comunican a mi ginecóloga." (Piper)
13. "Yes, they do not know how to interpret their messages well." "Si, no saben interpretar muy bien sus mensajes." (Piper)
14. "Great because they explain well and take care of us." "Buena porque explican bien y atienden." (Stern)
15. "Yes, experience was welcoming." "Si experiencia grata." (Stern)
16. "I appreciate how quickly I received a response." "Me encanto como me contestan el mensaje enseguida." (George)
17. "Very attentive and kind, thank you!!" "Muy atentos y amables gracias." (Safavinejad)
18. "Rescheduling my appointments has been helpful with the attention that has been provided to me." "Cambiano mis citas me

han ayudado mucho con la atención que me dan.” (Stern)

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

English

1. “N/A.” (3)
2. “So friendly.” (Guzman)
3. “Staff.” (4)
4. “Yes.” (Piper)
5. “Medical staff.” (Piper)
6. “Cost.” (Uy)
7. “Multiple doctors.” (Akroush)
8. “Very informed.” (Quesea)
9. “Accepts Medicaid.” (Quesea)
10. “Convenience.” (Akroush)
11. “Referral.” (2)
12. “Good staff.”
13. “Everything good.” (Safavinejad)
14. “Location.” (Akroush)
15. “Saturday appointments.” (Uy)
16. “My ob.”
17. “Information.” (Guzman)
18. “Good.”
19. “Great customer service.” (Akroush)
20. “Impressive service, caring for patient by giving useful information.” (George)
21. “Well, they can help with many things that you may need.” “Pues ellos te pueden con muchas cosas que uno necesite.” (Spanish response on an English survey)
22. “Just a referral first visit.”
23. “Receiving proper care.”
24. “Front desk was very welcoming and knowledgeable.” (Uy)
25. “My son’s doctor and my OBGYN.” (Piper)
26. “Able to make multiple appointments one location for my son and I.” (Uy)
27. “Being able to come to one place with my son for multiple appointments.” (Uy)
28. “The OB care for this pregnancy is excellent.” (Piper)
29. “Communication with desk/reception staff.” (Guzman)
30. “After hour nurses for urgent medical assistance.” (Nettleton)
31. “Explanations of services from staff.”
32. “Dental and ob.” (Stern)
33. “Labs are in same building and doctor is very caring for your health.” (Piper)
34. “Everything is good, staff very helpful.” (Piper)
35. “Availability for appts.”
36. “Staff being helpful.” (Piper)
37. “Close to home takes insurance.” (Uy)
38. “The patience the doctors and assistants have with my child.” (Quesea)

Spanish

1. “That they are very attentive to us.” “Que están muy pendiente de unos.” (Uy)
2. “N/A.”
3. “Everything is very good at the moment.” “Todo muy bien por el momento.” (Akroush)
4. “It is close to home.” “Esta cercade casa.” (Piper)
5. “Very good services.” “Muy buen servicio.”
6. “Regarding my health.” “Sobre mi salud.” (Guzman)
7. “They let me know about mu upcoming appointments ahead of time.” “Me dejan saber de mis citas a tiempo.” (Piper)
8. “Their kind service.” “Su servicio amable.” (Guzman)
9. “They do not have many requirements.” “No piden muchos requisitos.” (Guzman)
10. “The services they render and the information for my care.” “El servicio que brindan y su información para el cuidado de mi.” (Piper)
11. “Medications and everything.” “Medicamento en todo.” (Quesea)
12. “Medical services.” “Servicio médico.” (Akroush)
13. “A great help.” “Una gran ayuda.” (Akroush)
14. “Their accessible cost.” “Su servicio accesible.” (Piper)
15. “Regarding health, everything.” “En la salud todo.” (Stern)
16. “The bilingual assistance.” “La asístanse bilingüe.” (Stern)
17. “That it is a Health Center with many benefits and care.” “Que es una clínica con muchos beneficios y cuidados.” (George)
18. “It is a place where the attention towards the patient is very good.” “Es un lugar donde la atención al paciente es muy buena.” (Safavinejad)
19. “The medication my doctor prescribes me has helped me plenty.” “Las medicinas que me receta mi Doctora me han ayudado bastante. Todo bien con las ayudas.” (Stern)
20. “The location.” “La localidad.” (Quesea)
21. “Nothing.” “Nada.” (2)
22. “The attention.” “La atención.”
23. “Services.” “Servicios.” (Guzman)
24. “Everything.” “Todo.” (2)
25. “Satisfied.” “Satisfecho.”
26. “Good service.” “Buen servicio.” (Quesea)
27. “The information.” “La información.” (Quesea)

39. "The most helpful is the staff and provider." (Piper)
40. "Appointments are always on time."
41. "Making the reminder phone call voicemail day before appointment." (Uy)
42. "Here I know how to best improve my health condition." (Stern)
43. "Any questions I have are always answered. Someone is always available to help." (Guzman)
44. "The care was exceptional." (George)
45. "Close to my home and quick, easy appointment times." (Guzman)
46. "Phone service was very helpful." (Piper)
47. "The reminder calls." (Quesea)
48. "N/A you're doing good!" (Uy)
49. "The staff how there really helpful on answering any questions." (Piper)
50. "Being closer to my home is helpful to me." (Guzman)
51. "The time of appt." (George)
52. "Caring with promptitude my family's health." "Atender con prontitudes la salud de mi familia." (Spanish response on an English survey)
53. "Ob's midwives are helpful." (Stern)
54. "Appointments and dr explanation." (Stern)
55. "When we do call we always get an answer, they're always polite and helpful." (Uy)
56. "Making same day appointments." (Guzman)
57. "The movies they play in the lobby." (George)
58. "The communication + timely." (Quesea)
59. "Quick and easy reception." (2)
60. "Having Saturday's open." (Akroush)
61. "Friendly staff." (Akroush)
62. "They are great." (Piper)
63. "Working around the scheduling appointments."
64. "Its close by to where we live."
65. "Getting an appointment at a good time for me." (Akroush)
66. "I believe strongly in the integrated health services that GFH has to offer but your behavioral health services need immediate attention." (George)
67. "There are a lot of resources." (Piper)
68. "Making time for our appointment."
69. "Booking of appointment." (Piper)
70. "The time spent waiting." (Akroush)
71. "I liked everything today." (Uy)
72. "Friendship customer." (Akroush)
73. "Dr. Piper emergency online check ins or call be acceptable." (Stern)
74. "The appts so fast." (Guzman)
75. "The flexible hours." (Piper)
28. "Excellent service." "Servicio excelente." (George)
29. "The appointment availability." "La disponibilidad del horario." (Piper)
30. "Their opportune assistance." "Su atención oportuna." (George)
31. "The attention." "La atención."
32. "It is economic." "Lo económico." (2)
33. "With everything the service was great." "En todo el servicio es bueno." (Quesea)
34. "With my health." "En mi salud." (2)
35. "That they are bilingual." "Que son bilingües." (Akroush)
36. "The attention." "La atención." (Akroush)
37. "Their service-dental." "Su servicio – dental." (George)
38. "Translation in my language." "Traductores en mi idioma." (Safavinejad)
39. "The teeth." "Los dientes." (Akroush)
40. "Appointment cost." "Costo de las citas." (Akroush)
41. "With my dental treatment." "En mis tratamientos dentales." (Akroush)
42. "That they are very kind." "Que son muy amables." (Akroush)
43. "Everything location, personnel, etc." "Todo ubicación, personal, etc." (Quesea) (2)
44. "Excellent service." "Excelente servicio." (Stern)
45. "Their attention." "Su atención." (Uy)
46. "The services they provide." "Los servicios que provee." (Uy)
47. "Good service." "Su servicio." (Piper)
48. "Medical assistance." "Asistencia médica." (Piper)
49. "My appointments for the follow up of my pregnancy." "Mis citas para el seguimiento de embarazo." (Piper)
50. "Flexibility with the appointments and hours." "Flexibilidad con las citas y horarios." (Piper)
51. "Reasonable prices." "Precios razonables." (Uy)
52. "Consults are quick." "Consultas son rápidas." (Akroush)
53. "With my son's dental health." "Con la salud dental de mi hijo." (Akroush)
54. "The medical attention for my children." "La atención médica para mi hijo." (Akroush)
55. "With the continuation of my state of health and care." "En llevar seguimiento a mi estado de salud y cuidado." (Uy)
56. "That they are very efficient." "Que son muy eficaces." (Safavinejad)
57. "That I have control over my health." "Que tengo control con mi salud."

76. "Everyone is nice and I always have appointments available when I need one."
(Stern)
58. "Attention and hospitality." "Atención y hospitalidad." (Guzman)
59. "The medical attention." "La atención medica." (Guzman)
60. "The responsibility you have with the patients." "La responsabilidad que tienen con los pacientes." (Piper)
61. "The place is clean and the." "El lugar está limpio y las." (Akroush)
62. "The good and clear attention towards my children." "La buena y clara atención a mis hijos." (Uy)
63. "With everything relating to my health." "En todo relacionada con m embarazo."
(Guzman)
64. "The doctors are very kind." "Las doctoras son muy amables." (Guzman)
65. "That there is always personal that speaks my language." "Que siempre hay personal que habla mi idioma." (Quesea)
66. "That they offer many services on this same floor. Thank you for your help." "Que tienen muchos servicios en este mismo piso gracias por su ayuda." (Quesea)
67. "With everything, with whatever appointment I may need for my children." "En todo cualquier cita que necesito para mis hijos."
(Uy)
68. "They have helped me plenty with the medical attention for my daughter, Ximena Cuellar." "Me ha ayudado mucho con la atención medica de mi hija Ximena Cuellar."
(Akroush)
69. "They have rendered great services." "Nos han dado buen servicio." (Akroush)
70. "The available appointments." "Las citas disponibles." (George)
71. "It has great services." "Es un buen servicio."
(Akroush)
72. "They care for you well, with what we need." "Te atienden bien en lo que uno necesita."
(Piper)
73. "That they take care of you well and the Health Center is close by." "Que atienden bien y está cerca la clínica." (Piper)
74. "It helps me with the language and render great services 😊. Excellent service 😊."
"Me ayuda con el lenguaje y dan muy buen servicio 😊 Excelente servicio 😊." (Akroush)
75. "They tend to our necessities." "Atienden nuestras necesidades." (George)
76. "The good and clear attention for my children." "La buena y clara atención a mis hijos." (Uy)

77. "Maintaining my family healthy." "A mantener sana a mi familia." (Quesea)
78. "How they care for us and the great job." "Como atienden y el buen trabajo." (Piper)
79. "I do not have insurance and the prices are reasonable, the personnel is very kind and doctors." (Piper)
80. "Maintaining my family healthy." "A mantener sana a mi familia." (Quesea)
81. "They provide the information well." "Dan bien la información." (Akroush)
82. "Everything in general." "Todo en general." (Piper)
83. "The kindness from the personnel. Very professional." "La amabilidad del personal. Muy profesional." (Piper)
84. "That they tend to you well." "K atienden muy bien." (Quesea)
85. "The attention towards my personal health." "La atención a mi cuidado personal de salud." (George)
86. "That they speak Spanish and have great translators, excellent attention from the doctors, nurses, and reception." "Que hablan español y tienen buenos traductores excelente atención de doctores, enfermeras, y recepción." (Piper)
87. "They have the best attention and medical gynecologist." "Tienen la mejor atención y medico ginecólogo." (Piper)
88. "They provide great information." "Dan bien la información." (Akroush)
89. "Kind personnel, qualified, and translate in my language." "Personal amable y calificado, y traducción en mi idioma." (Stern)
90. "For now, with my pregnancy." "Po ahora en mi embarazo." (Guzman)
91. "Their experience." "Su experiencia." (Uy)
92. "Excellent service." "Excelente servicio." (George)
93. "The service and economic." "El servicio y económico." (Uy)
94. "With the language." "Con el idioma." (Quesea)
95. "The continuation of my pregnancy." "El seguimiento de mi embarazo." (Stern)
96. "The health services and transportation." "El servicio de salud y transporte." (Guzman)
97. "That they provide detailed information regarding everything that I need." "Que me dan la información detallada de todo lo que necesito." (Stern)
98. "The appointments are at a reasonable time." "Las citas son en tiempo razonable."

99. "The great service from the doctors and group of workers." "El buen servicio de los doctores y grupo de trabajadores." (Stern)
100. "Having services on weekends." "Teniendo servicios en fin de semana."
101. "The attention and the language." "La atención y el idioma." (George)
102. "The attention and all the services rendered." "La atención y todos los servicios que nos provee." (Safavinejad)
103. "They do not charge a lot and tend to us well." "No cobran mucho y atienden bien."
104. "Everything is great assistance good in the personal they tend to my necessities." "Todo bien asístanse bien el personal atienden mis necesidades."
105. "The kindness and the first quality care for my health, the accessible prices." "La amabilidad y el cuidado de salud es de primera calidad, los precios accesibles." (Safavinejad)
106. "The location is close to me." "La ubicación es cerca mí." (Piper)
107. "Very well treated and excellent work from the dentist." "Muy bien tratada y excelente trabajo de mi dentista."
108. "To tend to us at our appointment time since we arrive 15 minutes earlier and sometimes there is a wait. That is the only inconvenience everything else is fine." "Que atendieran a tiempo ya que llegamos 15 minutos antes y algunas veces ahí mucha demora es el único inconveniente de lo demás esta bien." (Akroush)
109. "Helps me remain control of my pregnancy." "Ayuda a tener un control en el embarazo." (Piper)
110. "Well medically really good. Dental very good." "Pues medicamente muy bien dentista muy bien." (Safavinejad)
111. "It is very easy to communicate over the phone." (Piper)
112. "it has helped me with the adequate services for my children." "Me ha ayudado con los servicios adecuados para mis hijos."
113. "Their attention, their communication felt very comfortable and well tended to. Thank you for your labor." "Su atención, su comunicación me siento muy conforme y bien atendida gracias por sus labores." (Piper)
114. "The personnel that speaks Spanish." "El personal que habla español." (Queseas)
115. "Helping me maintain my state of health in an adequate form." "Ayuda a

- mantener mi estado de salud de forma adecuada.” (Akroush)
116. “It helps me a lot because they speak Spanish and they explain every recommendation very well.” “Me ayuda mucho por que hablan español y explican muy bien cada recomendación.” (Guzman)
117. “That they are consistent people, respectful, and everything helpful.” “Que son consistentes, respetosa, sobre todo servicial.” (Safavinejad)
118. “Kelyn is very professional.” “Kelyn muy profesional.”

Question 16: How can we improve Greater Family Health?

English

1. “N/A.” (23)
2. “Very satisfy.” (George)
3. “All good.”
4. “Communication.” (Akroush)
5. “Good.” (2)
6. “There good.”
7. “No comment.” (Guzman)
8. “Waiting time.” (Guzman)
9. “Be kind.” (Akroush)
10. “It’s perfect.” (Aroush)
11. “Not at all.” (Piper)
12. “Streamwood location, patients always get turned away even after arriving before appt time.” (Piper)
13. “I appreciate how friendly the staff is.” (Akroush)
14. “Less wait time when going in to see the doctor.” (Piper)
15. “Not having to wait so long to get an appointment.”
16. “You guys are great! 😊.” (Piper)
17. “Call back sooner/faster after leaving an emergency call (ob experience).” (Piper)
18. “Better accommodations with scheduling.” (Uy)
19. “Appointments distance.” (Quesea)
20. “I wish the call center was more aligned with the physical location.” (Akroush)
21. “Take up more procedures.”
22. “Days for appointment and timely manner.” (Akroush)
23. “It’s good. I’m grateful.” (Uy)
24. “Receive people at their time. They have us come in 15 min early but then we have to wait 30-40 min passing our time appointment.” (Guzman)
25. “Patient portal should be better more information.” (Piper)

Spanish

1. “For me, everything is very good.” “Para mi todo está muy bien.” (4)
2. “N/A.” (3)
3. “Nothing.” “Nada.”
4. “Neutral.” (English response on a Spanish survey)
5. “Everything is great.” “Todo está bien.” (6)
6. “Everything is great.” “Todo bien.” (4)
7. “Everything is very good.” “Todo muy bien.” (2)
8. “Everything is excellent.” “Todo excelente.” (2)
9. “I am satisfied with the services up to this moment.” “Estoy satisfecho con los servicios de hasta ahora.” (Guzman)
10. “They do a great job.” “Asen buen trabajo.” (Piper)
11. “More frequent visits to the dentist from 1 month to 15 days.” “Has visita más frecuentes al dentista de pasar 1 mes a 15 días.” (Guzman)
12. “More orientation with the services.” “Mas orientación sobre los servicios.” (Quesea)
13. “Major opportunity with the appointments, more efficiency in the attention.” “Mayor oportunidad en las citas, más eficiencia en la atención.” (Akroush)
14. “With more services.” “Con más servicios.” (Akroush)
15. “Provide timely appointments.” “Dar citas más cercanas.” (Stern)
16. “Everything is great with you all.” “Todo bien esta con ustedes.” (George)
17. “The phone number for the appointment services, the robot does not understand at times...” “El número del servicio para citas el robot no entiende a veces...” (Safavinejad)
18. “When.” “Cuando.” (Akroush)
19. “Satisfied.” “Satisfecho.” (2)

26. "Providing information about location/branch you intend your patient to visit when on phone calls for appointment." (George)
27. "Keep doing what you're doing." (Piper)
28. "Let me know they can't perform the treatment a head of time. Would have found one from the start."
29. "Nothing in my opinion everything is great." (Piper)
30. "Sometimes the wait times are over an hour." (Piper)
31. "Providers should spend more time with patients."
32. "Everything is great." (Piper)
33. "N/A everything is great staff always friendly." (Guzman)
34. "Doesn't need improvement." (Quesea)
35. "Everything is great how it is." (Piper)
36. "I think it's a great clinic." (George)
37. "Having greater coverage in case of solicitation of priority appointments." "Tener una cobertura mayor en caso de solicitar citas priorizadas." (Spanish response on an English survey)
38. "Sooner available appointments." (Stern)
39. "Everything is perfect." (George)
40. "Everything good." (Piper)
41. "GFH needs better psychiatric services, I have quit coming for behavioral health because you only provide one APN, not a real psychiatrist who can give actual diagnoses. This is very sad considering the high demand for services and your lack thereof!" (George)
42. "More timely appointments/less wait time." (Akroush)
43. "Not to be scared to give patients bad news, bad lab work, be honest and considerate w/ time just how its expected for us to be 15 min early, wait 2 hours to be seen." (Stern)
44. "If there was a direct way to get in touch w/ a nurse or patient portal to leave messages for doctor." (Piper)
45. "Waiting time sometimes is longer." (Stern)
20. "Normal." "Normal" (Safavinejad)
21. "Everything ok." "Todo ok." (Akroush)
22. "Everything is perfect with the service." "Todo está perfecto servicio." (George)
23. "Everything is great." "Es todo bien."
24. "It is great how it is now." "A si esta muy bien." (George)
25. "For me, the kindness." "Para mi la amabilidad." (Safavinejad)
26. "I liked the service." "Me gusto el servicio." (Safavinejad)
27. "No comment." "No comentarios." (Akroush)
28. "For me, everything is excellent." "Para mi todo es excelente." (Piper)
29. "It is great how it is." "Así está bien." (Akroush)
30. "It is satisfactory." "Es satisfactorio." (Akroush)
31. "They are an excellent team." "Son excelente equipo." (Stern)
32. "You are now perfect." "Ya son perfectos." (Akroush)
33. "More timely appointments." "Citas mas rápidas." (Safavinejad)
34. "There are times that the medical assistants are rude and do not provide time to explain. I ask that they do not do this any longer and to improve this." "Algunas veces los asistentes del médico se portan groseros y no dan tiempo para explicar, pedir que no lo hagan así y que lo mejoren." (Uy)
35. "There should be more of a grace period to arrive to the appointment time because something could happen on the way and many of us leave work to be able to come." "Deberían dar más tiempo para llegar porque puede pasar algo en el camino y muchas not salimos del trabajo para poder venir." (Safavinejad)
36. "Everything is great the only thing is scheduling timely dental appointments. By that I mean the appointments should not be so far out." "Todo está bien lo único las citas para dentista ojalá se pudieran hacer más pronto me refiero no tan lejanas en tiempo de fechas." (Akroush)
37. "There has been a delay in the arrival of the insurance." "Ha tardado mucho en llegar la seguridad." (Safavinejad)
38. "Available appointments in a short time span." "Citas disponibles a corto plazo." (Safavinejad)
39. "Well, making timely appointments more available the appointments are very far out." (Quesea)
40. "For now, we have been satisfied." "Hasta ahorita emos estado satisfechos." (Safavinejad)

41. "Everything seems great to me, sometimes the time spent waiting is long." "Todo me parece muy bien, solo a veces el tiempo de espera es mucho." (Piper)
42. "Tending to calls in a timely manner." "Que se atiendan las llamadas mas pronto." (Akroush)
43. "Everything is great. Thank you for your services." "Todo muy bien. Gracias por el servicio." (Uy)
44. "Time to resolve the patients doubts." "Tiempo para resolver las dudas de los pacientes." (Uy)
45. "Being more available in regard to appointments." "Estar más disponible en cuestión de citas." (Piper)
46. "Sincerely, nothing needs to improve for me everything is great." "Sinceramente no necesita ninguna mejorar para mi todo esta bien." (Piper)
47. "Keeping the personnel competent to continue to render an excellent service." "Manteniendo al personal bien capacitado para seguir dando un servicio de excelencia." (Uy)
48. "Great lately it has been good. For me they have been more kind." "Bueno últimamente está bien para mí son más amables." (Akroush)
49. "Having more availability in the assignment of appointments." "Un poco de mas disponibilidad en la asignación de las citas." (2)
50. "Have more specialists to not be referred to other places." "Que haiga especialistas para no ser referido a otros lugares." (Quesea)
51. "It seems to be great." "Me parece que así está bien." (Akroush)
52. "Having more timely appointments." "La citas que sean más cerca." (Akroush)
53. "Having an excellent service." "Tienen un excelente servicio." (Piper)
54. "Everything is excellent, always kind and ready to help." "Todo excelente, siempre amables y dispuestos ayudar." (Piper)
55. "The service is great. The appointments should not be so delayed." "El servicio es bueno las citas que no sean tan demorada." (Akroush)
56. "More timely appointments." "Con citas más próximas." (Stern)
57. "Everything has been very good up to today." "Todo muy bien hasta hoy." (George)
58. "For the moment, everything appears to be great." "Hasta el momento todo lo veo muy bien." (Stern)

59. "The calls take long to be answered and the laboratory results should be over the phone."
60. "For me, the attention is excellent and the treatment that I have received from the personnel." "Para mí es excelente la atención y el trato que he recibido de todo el personal." (Safavinejad)
61. "Having that same kindness with the clients." "Teniendo esa misma amabilidad con los clientes." (Safavinejad)
62. "There have been times where I have waited longer than an hour for my consult." "Algunas veces he estado más de una hora en espera para mi consulta." (Akroush)
63. "Providing timely appointments for ultrasounds and clearly leaving the laboratory exams. They have you complete so many exams but never tell you what you may have." "Dando las citas pronto para ultrasonido, y dejando claro los exámenes de laboratorio. Te hacen muchos exámenes pero nunca te dicen que es lo que tienes." (Piper)
64. "I am very satisfied with the service." "Yo estoy satisfecha como está el servicio." (Piper)
65. "It is perfect how it is: may God bless you and thank you for your assistance." "Son perfectos como son: Dios los bendiga y gracias por su atención." (Piper)
66. "Continue with the follow-up for the patients." "Continuar con el seguimiento de los pacientes." (Akroush)

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

English

- YES: 156
- NO: 4

Spanish

- YES: 235
- NO: 3

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

English

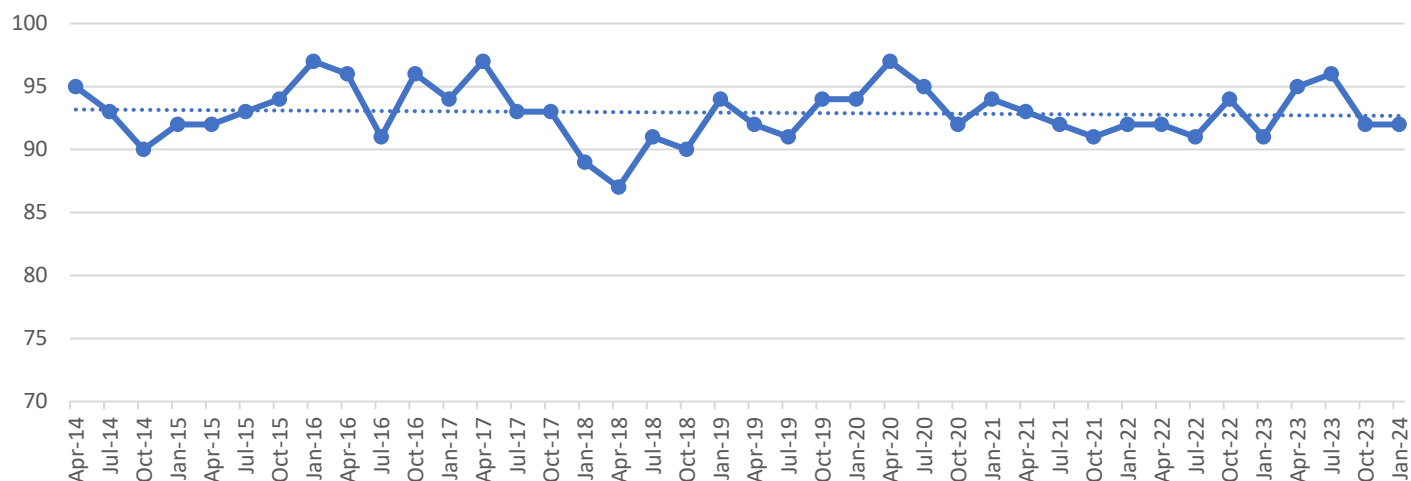
- Akroush: 25
- George: 29
- Guzman: 14
- McCormick: 1
- Nettleton: 1
- Piper: 37
- Quesea: 20
- Safavinejad: 4
- Stern: 16
- Uy: 24

Spanish

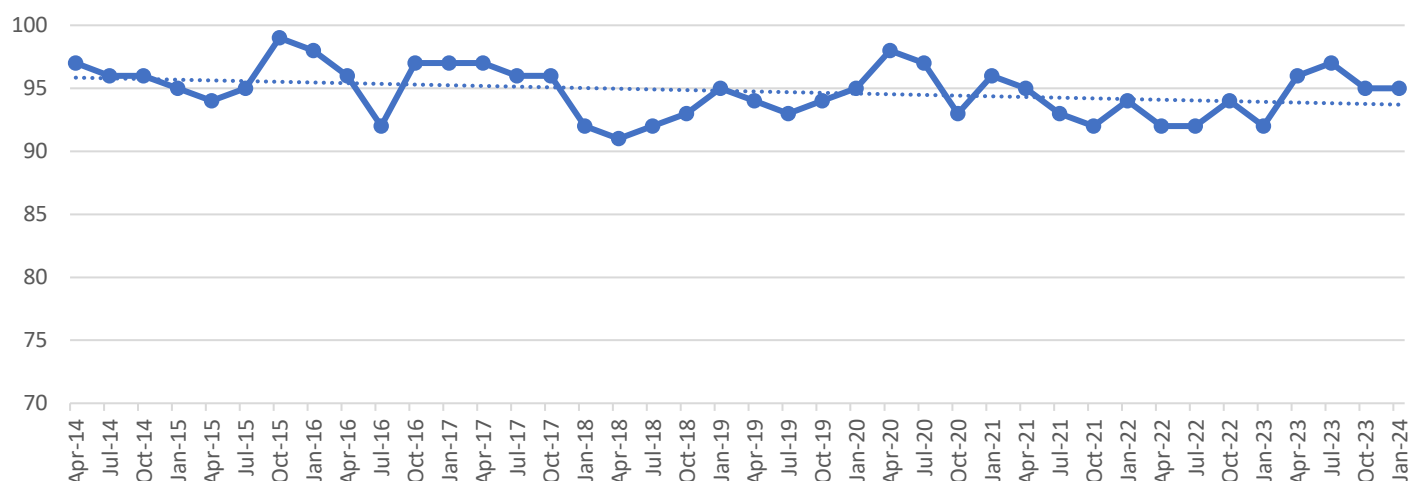
- Akroush: 54
- George: 37
- Guzman: 21
- Piper: 44
- Quesea: 33
- Safavinejad: 16
- Stern: 21
- Uy: 40

Individual Question Results with Trendlines

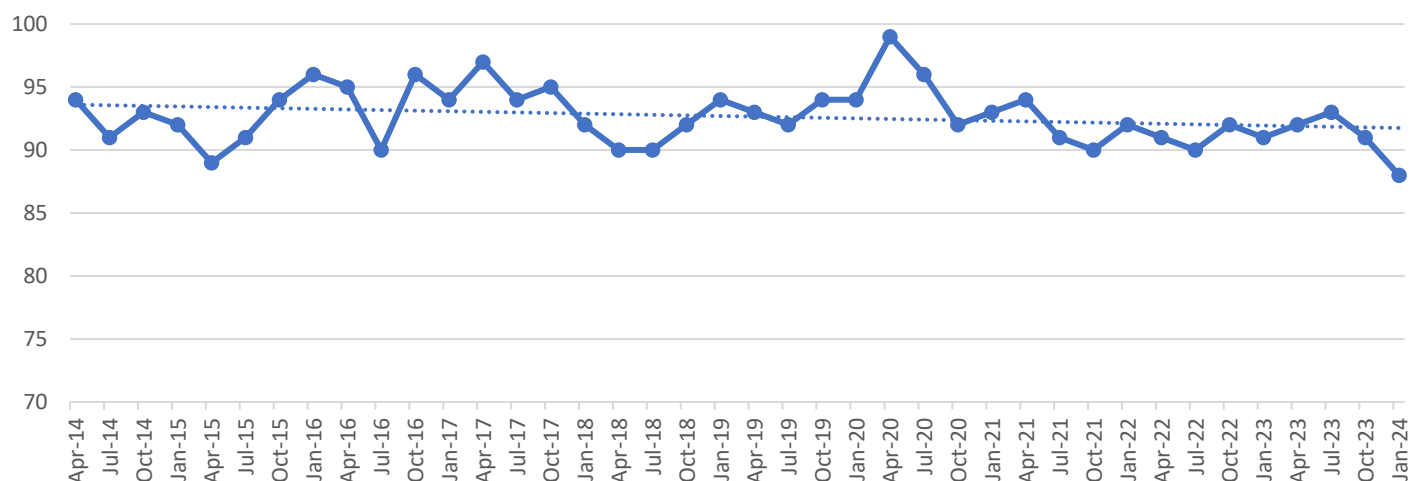
#1 - The phone operator staff and call center



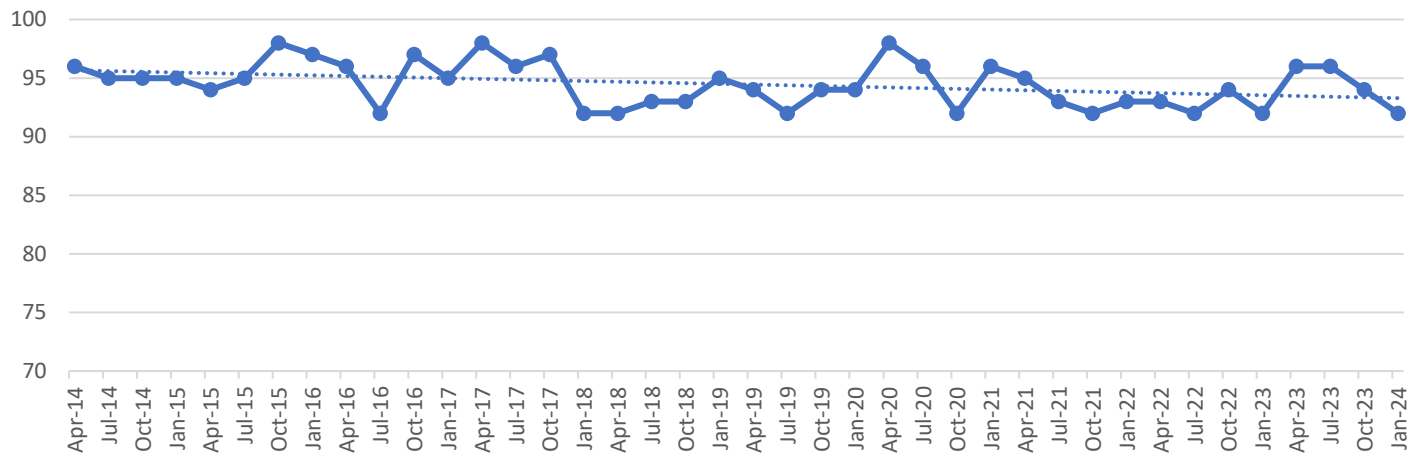
#2 - The reception staff



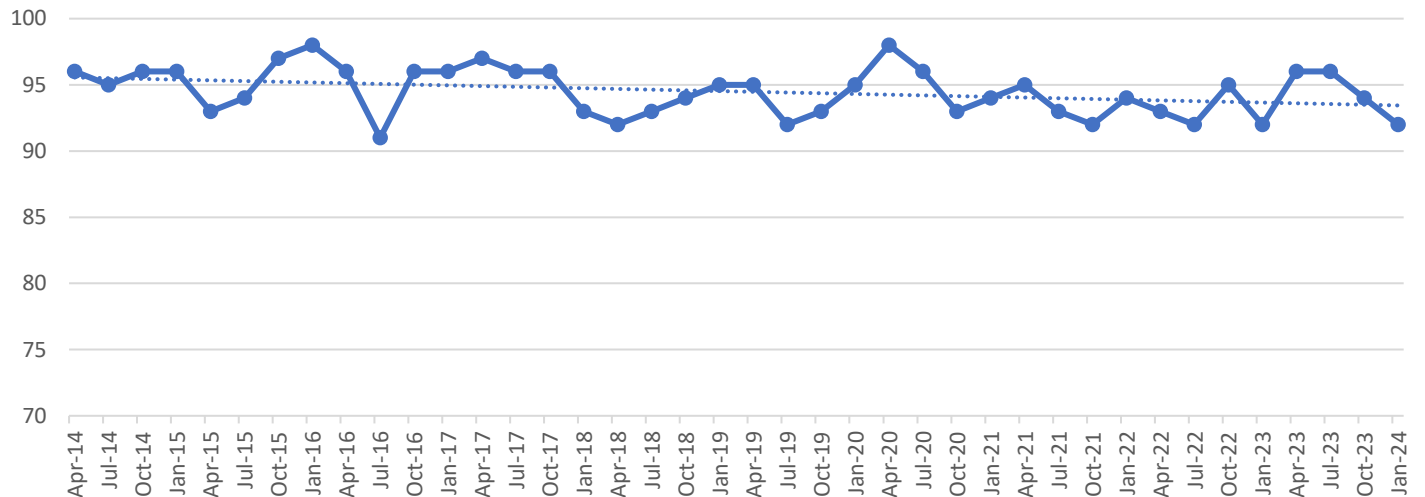
#3 - Receiving a timely appointment



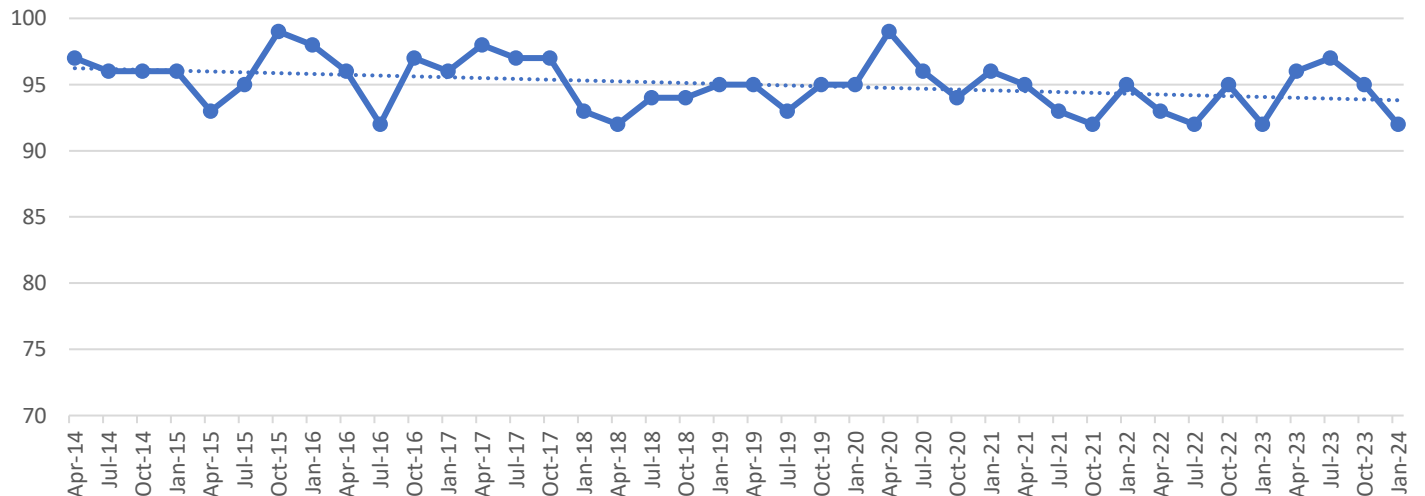
#4 - Education and explanation of plan provided in a way that I can understand



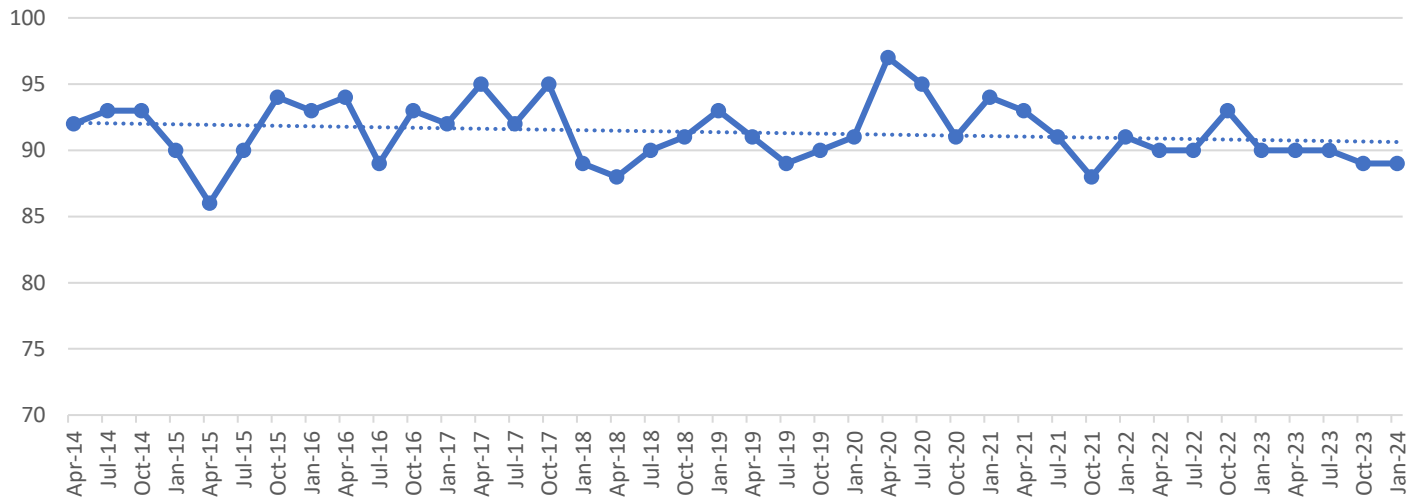
#5 - The follow-up and coordination of my care



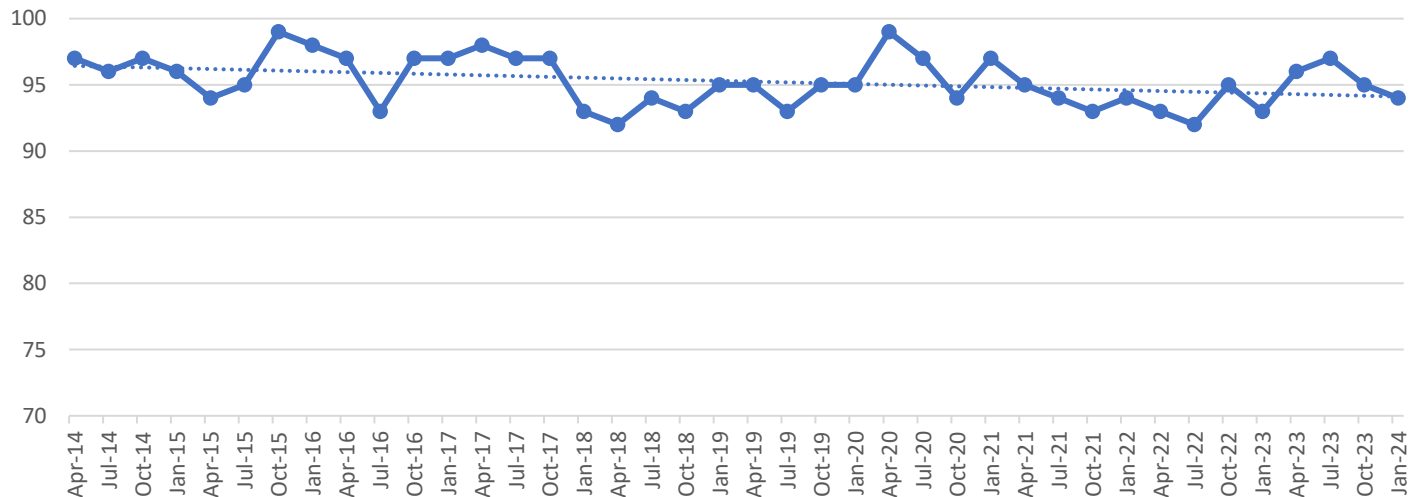
#6 - The staff addressing my medical needs today



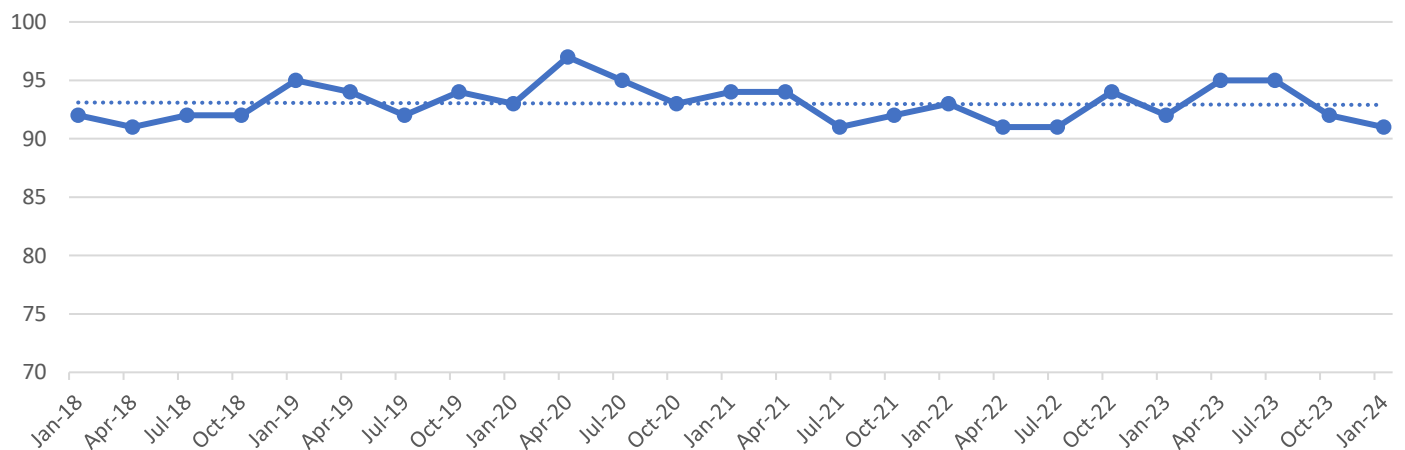
#7 - The time spent waiting



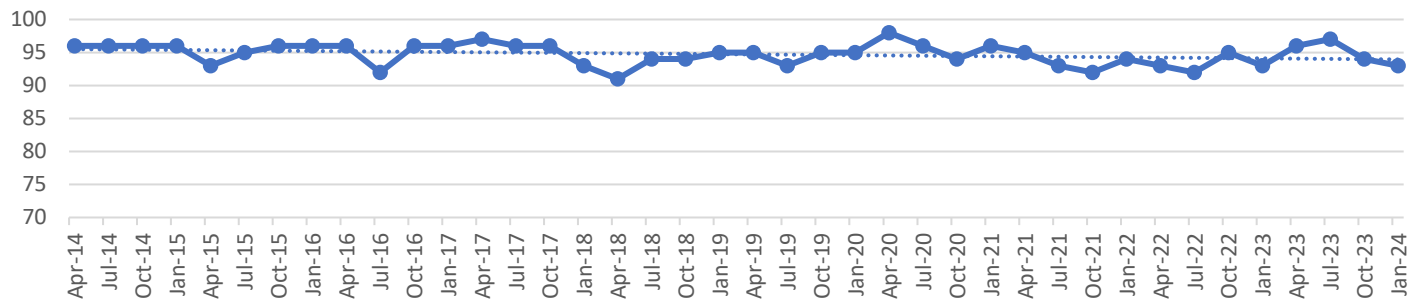
#8 - The respectfulness of staff



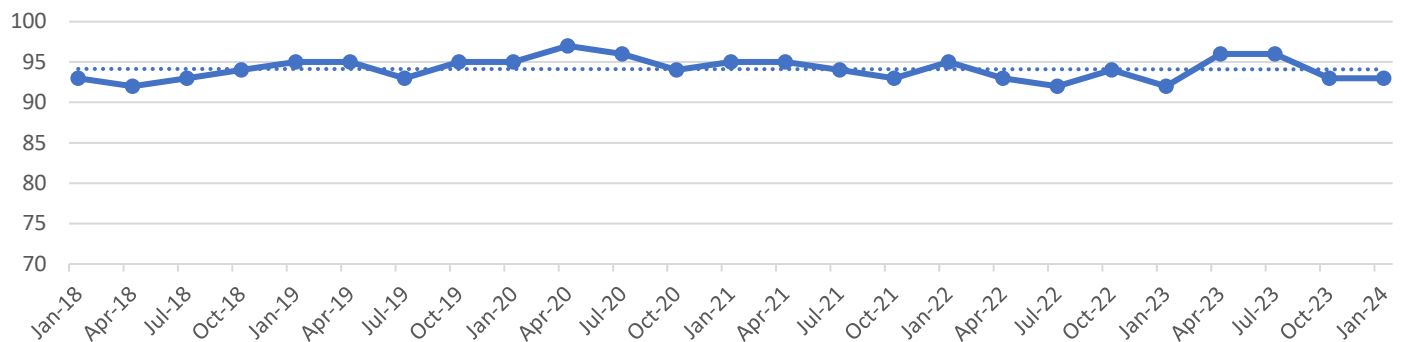
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



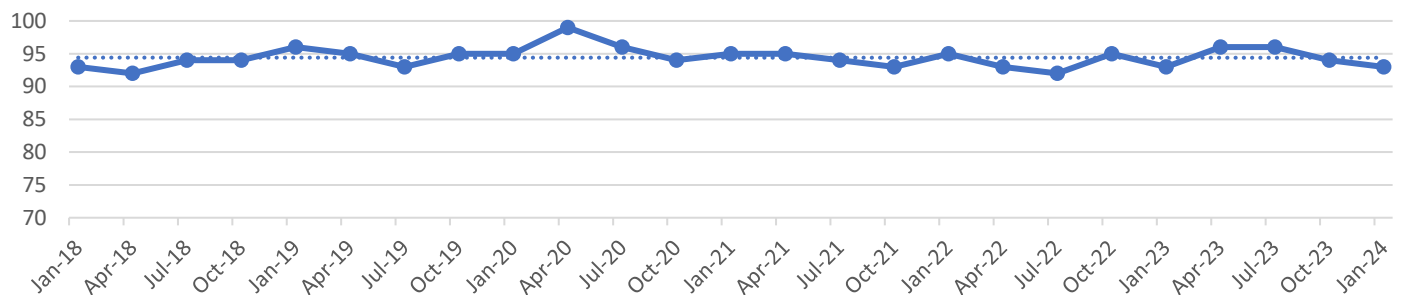
#10 - The handling of my personal medical information in a private and confidential manner



#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?

