

**Patient Satisfaction Survey
450 Dundee Ave., Elgin - Upper Level (OB/GYN/Dental)
January 2025**

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.

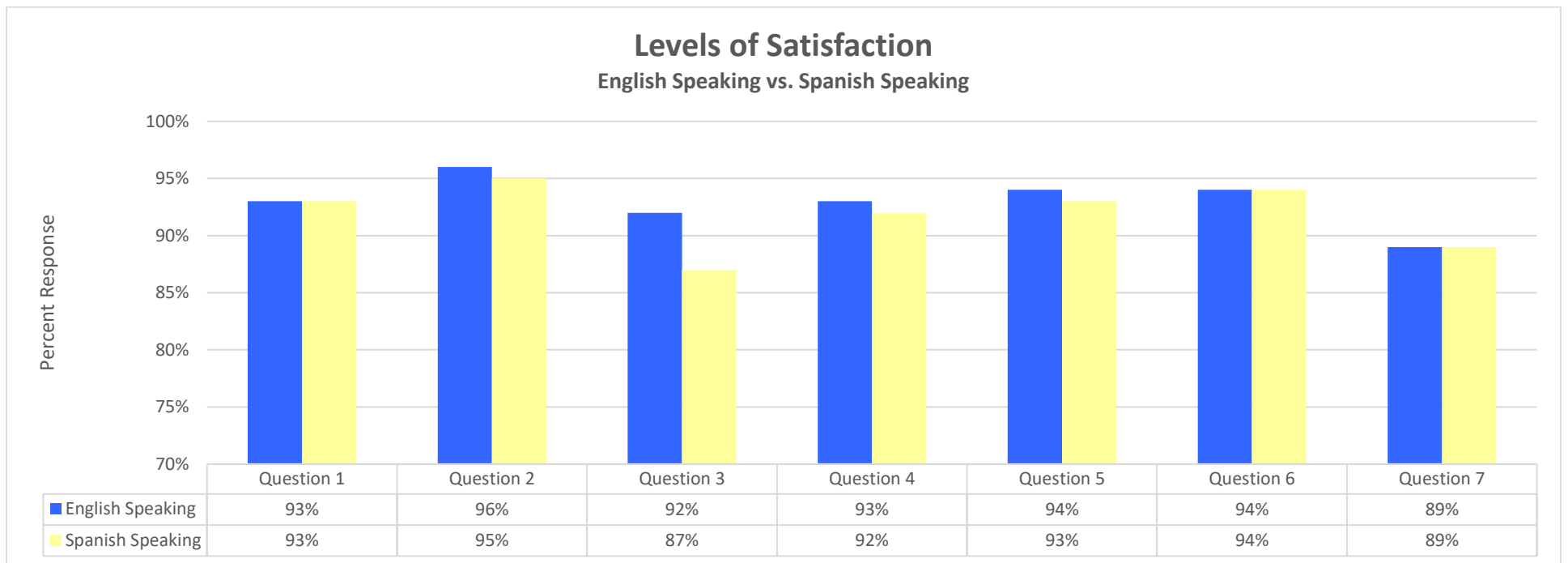
450 Dundee Ave., Elgin - Upper Level – Survey Questions	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024
1. The phone operator staff and call center	93%	94%	93%	93%
2. The reception staff	95%	96%	96%	96%
3. Receiving a timely appointment	89%	92%	90%	89%
4. Education and explanation of plan provided in a way that I can understand	92%	95%	94%	93%
5. The follow up and coordination of my care	94%	94%	93%	92%
6. The staff addressing my medical needs today	94%	95%	95%	94%
7. The time spent waiting	89%	92%	89%	90%
8. The respectfulness of staff	95%	95%	95%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	94%	92%	91%
10. The handling of my personal medical information in a private and confidential	94%	95%	95%	94%
11. Your medical/dental assistant	94%	94%	94%	93%
12. Your health/dental provider (MD/DO, midwife, nurse practitioner, PA, DDS/DMD, RDH)	94%	95%	94%	93%
13. Overall, how satisfied are you with the Health Center?	94%	95%	95%	93%

Total Greater Family Health Survey Question Responses	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024
1. The phone operator staff and call center	93%	94%	92%	93%
2. The reception staff	94%	94%	94%	94%
3. Receiving a timely appointment	93%	93%	92%	93%
4. Education and explanation of plan provided in a way that I can understand	94%	95%	94%	94%
5. The follow up and coordination of my care	94%	95%	94%	94%
6. The staff addressing my medical needs today	95%	95%	94%	94%
7. The time spent waiting	92%	92%	90%	91%
8. The respectfulness of staff	95%	95%	94%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	93%	93%	92%	93%
10. The handling of my personal medical information in a private and confidential	94%	95%	94%	94%
11. Your medical assistant	95%	95%	94%	95%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	95%	95%	94%	95%
13. Overall, how satisfied are you with the Health Center?	95%	95%	94%	94%

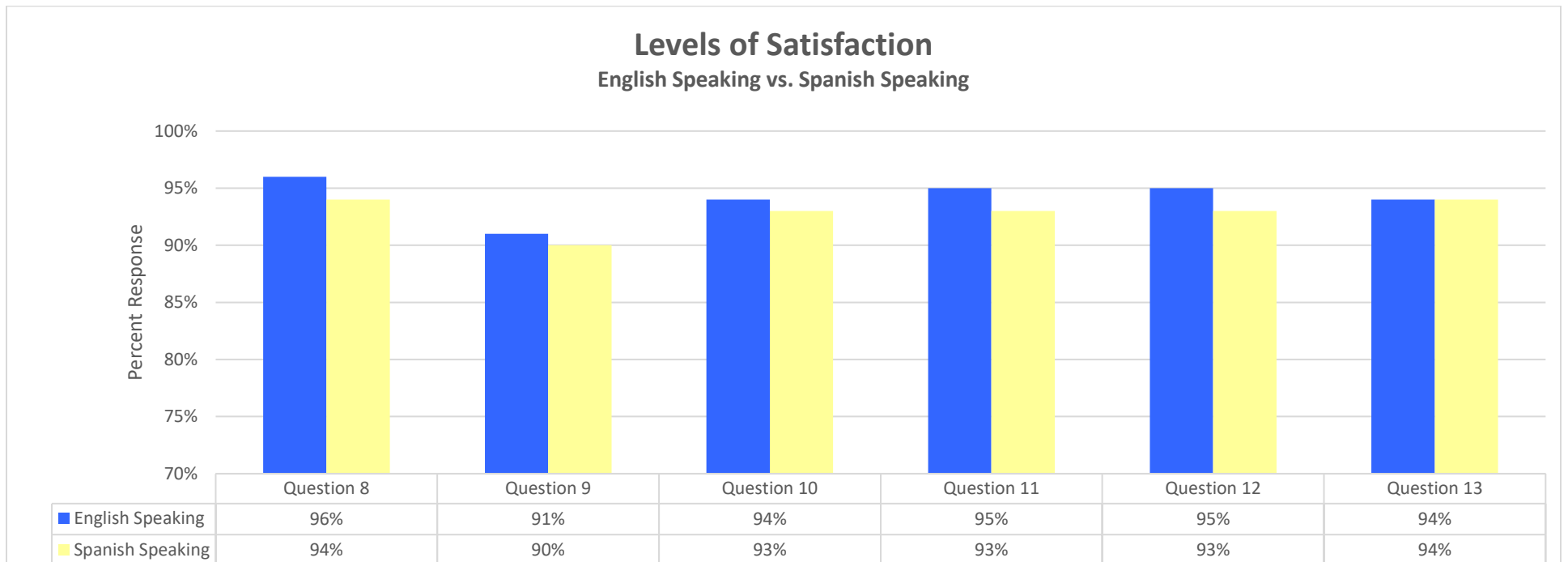
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	104 71%	167 68%	36 25%	76 31%	6 4%	1 1%	0	1 1%	0	1 1%
2. The reception staff	120 81%	190 78%	27 18%	49 20%	1 1%	4 2%	0	0	0	2 1%
3. Receiving a timely appointment	100 68%	132 55%	38 26%	69 29%	8 5%	32 13%	1 1%	4 2%	0	3 1%
4. Education and explanation of plan provided in a way that I can understand	103 71%	156 64%	35 24%	83 34%	8 6%	3 1%	0	0	0	2 1%
5. The follow-up and coordination of my care	109 75%	167 69%	32 22%	68 21%	5 3%	6 3%	0	0	0	1 1%
6. The staff addressing my medical needs today	102 70%	175 71%	39 27%	64 26%	4 3%	4 2%	0	1 1%	0	1 1%
7. The time spent waiting	88 60%	139 57%	41 28%	80 33%	14 10%	22 9%	3 2%	2 1%	0	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	119 82%	175 73%	24 16%	61 25%	3 2%	3 1%	0	0	0	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	90 64%	142 60%	35 25%	79 33%	14 10%	13 6%	1 1%	2 1%	0	1 1%
10. The handling of personal medical info in a private and confidential manner	105 72%	167 68%	37 26%	74 30%	3 2%	2 1%	0	0	0	1 1%
11. Your medical assistant	105 74%	156 70%	35 25%	63 28%	2 1%	4 2%	0	0	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	110 78%	160 69%	29 20%	70 30%	2 1%	1 1%	1 1%	0	0	1 1%
13. Overall, how satisfied are you with the Health Center?	108 74%	180 75%	32 22%	55 23%	6 4%	4 2%	0	0	0	1 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: 45

N/A: 15

YES: 11

Comments:

1. "Very helpful."
2. "Yes- I received a call back within 24 hours w/ an answer to my question." (Guzman)
3. "Yes, I have. Staff member returned my call regarding my concern." (Piper)
4. "It was a fast response." (Akroush)
5. "Yes, I got a call back in a timely manner." (Guzman)
6. "Phone messages have been answered but my portal messages never get an answer back." (Guzman)
7. "They were very quick to respond regarding concern." (Piper)
8. "Yes, very satisfied."
9. "Good service." (Uy)
10. "Yes, it was great." (Lamond)
11. "Received response in a timely manner." (Lamond)
12. "Yes, to receive a call back and never received one." (Stern)
13. "None."
14. "No message!" (Stetina)
15. "I have not."
16. "Yes, had a great experience this time." (Piper)
17. "Yes, I did I had left a message to a nurse that does all the paperwork for insurance purposes and has not gotten back to me. After several calls, I was able to get through to her and have paperwork done."
18. "Yes, got back with me next morning, great experience." (Guzman)
19. "Yes, they passed my message to the doctor, and she got back to me quickly." (McCormick)

Spanish

NO: 86

N/A: 9

YES: 0

Comments:

1. "Excellent." "Exelente." (Uy)
2. "Yes, great." "Si, bueno." (Uy)
3. "Very good." "Muy buena." (Uy)
4. "Very great." "Muy bien." (Stetina)
5. "Great." "Bien."
6. "Everything is great." "Todo bien." (Lamond)
7. "No, but when I needed help, they took my call that same day, appreciative of that since in a state of pregnancy we have many doubts and they were always kind, thank you." "No pero cuando he necesitado ayuda tomaron mi llamada ese mismo día, aprecio porq en el estado de embarazo tenemos muchas dudas, son muy amables, gracias." (Guzman)
8. "I needed to speak to my gynecologist, and I was told that she would return my call, but I never received a call." "Necesitaba hablar con mi ginecólogo y me dijeron que re regresara la llamada, pero nunca recibí la llamada." (Piper)
9. "Continue caring with love <3." "Sigan atendiendo con amor <3." (Piper)
10. "Yes, very good information and attention." "Si muy buena información y atención." (Quesea)
11. "I have not had to call yet." "No aun atendido que llamar." (Stern)
12. "Not in the last week, but once I was ill and I needed recommendations, and I never received a call back." "No en al ultima semana, pero una vez estuve enferma y cupaba recomendaciones y nunca me regresaron la llamada."

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

English

1. "Staff behavior."
2. "N/A." (3)
3. "The care." (Piper)
4. "Safe place." (Lamond)

Spanish

1. "N/A." (2)
2. "Everything." "Todo." (McCormick)
3. "El Access." "El acceso." (Quesea)
4. "Service." "Servicio."

5. "Scheduling." (Quesea)
6. "The staff." (5)
7. "Nice staff." (Piper)
8. "Everything." (Stern)
9. "That they speak Spanish." "Que hablan Espanol." (Spanish response on an English survey)
10. "Quality care." (Uy)
11. "Near my house."
12. "Friendly staff." (Stetina)
13. "Kind staff."
14. "I don't know." (Stetina)
15. "Availability and how affordable it is." (Akroush)
16. "They can help me figure things out about my health." (Stetina)
17. "Service in general."
18. "Everything is great."
19. "Referrals." (Uy)
20. "Quick appts." (Guzman)
21. "The care received." (Guzman)
22. "Staff is very kind." (Piper)
23. "Getting everything explained to my understanding." (Guzman)
24. "I'm always informed about my care." (Guzman)
25. "All needs being able to be met for whole family." (Uy)
26. "All staff very informative."
27. "The most helpful is the staff is always calling me to re-schedule after a missed appt and following up w/ me." (Akroush)
28. "All staff are very welcoming and talk to me in a respectful manner." (Guzman)
29. "Communication, when they call about my appointment reminder." (Guzman)
30. "Doctor Stern's advice." (Stern)
31. "Easily getting the appointments." (Lamond)
32. "Follow-up and reminder of scheduled appts." (Uy)
33. "Timely appointments." (Uy)
34. "The resources they offer." (Piper)
35. "The ability to have such affordable and amazing care while pregnant." (Piper)
36. "Easy access to appointments." (Stern)
37. "Scheduling availability." (Piper)
38. "Availability, appointments are available within a good time frame." (Quesea)
39. "Kind doctors + nurses." (Lamond)
40. "Dental, family practice, pediatrics." (Uy)
41. "Staff! Staff is amazing." (Piper)
42. "Staff is friendly and explain things." (Stern)
43. "Front desk is very helpful." (Piper)
44. "Doctors and staff were very nice." (Lamond)
45. "The service they explain and answer any questions." (Lamond)
5. "Great service." "Buen servicio." (Guzman)
6. "Everything is very great." "Todo es muy bueno." (Guzman)
7. "They are very attentive." "Son muy atentos." (Piper)
8. "Quality medical attention." "Atencion medica de Calidad." (Stetina)
9. "Tend to my health." "Atender mi salud."
10. "It's affordable." (English response on a Spanish survey)
11. "The assistance." "La asistencia."
12. "The attention." "La atencion." (Stetina)
13. "The service." "El servicio." (Akroush)
14. "Very great." "Muy bien." (Quesea)
15. "With everything." "En todo." (Lamond)
16. "That they speak Spanish." "Que hablan Espanol." (Lamond)
17. "Being great with health." "A estar bien con la salud." (Piper)
18. "Everything is normal." "Todo normal." (Quesea)
19. "That they speak Spanish." "Que hablan Espanol." (Quesea)
20. "To improve my health." "A mejorar mi salud." (Lamond)
21. "The great attention from the personnel to the providers." "La buena atención desde el personal, hasta los médicos." (Stern)
22. "Everything." "Todo." (Lamond)
23. "With my health." "Cin mi salud." (Akroush)
24. "They assist me with everything that I need." "Me ayudan en todo lo que necesito." (Stetina)
25. "They keep me informed regarding my health." "A mantenerme al tanto de mi salud." (Stetina)
26. "Schedule." (English response on a Spanish survey)
27. "Reminder of appointments with anticipation." "Recordatorio de citas con anticipación."
28. "Always having an available appointment." "A tener una cita disponible siempre."
29. "Their attention is very excellent- the only thing-." "Su atención muy excelente- lo único me ha."
30. "The attention for any appointment has always been excellent." "La atención para cualquier cita siempre ha sido excelente."
31. "That they tend to you well." "Que atienden muy bien." (Akroush)
32. "All of the care." "Todos los cuidados." (Uy)
33. "The availability in the afternoon hours." "La disponibilidad de horario por la tarde." (Safavinejad)
34. "Finding solutions to the health." "En encontrar en la salud."

46. "The great answers to questions." (Akroush)
47. "Blood test." (Uy)
48. "The care received."
49. "Helpful staff." (Stern)
50. "Staff is knowledgeable." (Akroush)
51. "They always make away to help." (Akroush)
52. "Everything is helpful." (Stern)
53. "The patience and timing." (Akroush)
54. "Explaining everything I need to know."
(Stern)
55. "Patience and timing." (Akroush)
56. "Explaining things, I'm not familiar."
(McCormick)
57. "Health checkups availability." (Akroush)
58. "Always getting a call reminder about apt."
(Piper)
59. "Quick appointments for scheduling, can get
an appt quickly."
60. "Having the same ob." (Piper)
61. "The helpful resources." (Guzman)
62. "The number of available appointments
times." (McCormick)
63. "We love how we don't have to go to a million
places and love Greater Family." (Uy)
64. "I love Dr. Heather Piper. She is great w/
communicating and explaining everything to
me."
35. "Thet tend to my necessities." "Atienden mis
necesidades." (Safavinejad)
36. "Payments without medical insurance
accessible." "Pagos sin Seguro medico
asecible."
37. "Low prices." "Precios bajos." (Uy)
38. "I have flexibility for my necessities, it is close
to home and on timely appointments."
"Tengo flexibilidad para mis necesidades,
esta serca de casa y las citas a tiempo."
(Akroush)
39. "Having control of my health." "A llevar un
control sobre mi embarazo." (Piper)
40. "The doctors and assistants are very kind and
tend to my medical necessities." "Los
doctores y asistentes son muy amables y
atienden bien mis necesidades medicas."
(Uy)
41. "With the language and attention." "En el
idioma y a atención." (Akroush)
42. "That the personnel speak my language, and
the prices are accessible." "Que me atiende
un personal en mi idioma y que los precios
son axecibles." (Akroush)
43. "Everything helps me." "Todo me allude."
(Akroush)
44. "The appointments and explanations from the
nurse." "La citas y explicaciones de la
enfermera." (Guzman)
45. "Having follow up regarding my health and
preventative care." "Tener siguiamiento de mi
salud y cuidado preventetivo." (Guzman)
46. "With the control of my pregnancy." "El
control de mi embarazo." (Guzman)
47. "Excellent personnel, very good attention and
great medical attention." "Excelente
personal, muy buena atencion y buenas
atenciones medicas." (Guzman)
48. "Thank you for the attention." "Gracias po la
atencion." (Akroush)
49. "Great information, great attention." "Buena
informacion, buena atencion." (Uy)
50. "It helps me with prenatal care, they are kind
and punctual to be seen." "Me ayuda con
mis chequeos prenatales ellos son amables y
son puntuales para atendidos."
51. "I can say that all three of my cesarean
deliveries have been here and the treatment
has been great, I hope it remains as such I
have been coming here for years with my
children." "Puedo decir q mis tres cesarias
an sido aqui, ojala se se quede asi he venido
aquí por anos con mis niños." (Guzman)
52. "Their great attention." "Su buena atencion."
(Stern)

53. "Good service." (English response on a Spanish survey)
54. "Their medical attention is excellent." "Su atencion medica es excelente." (Uy)
55. "That there is always someone that translates to your language." "Que siempre hay quien te tradusca a tu idioma." (Quesea)
56. "The prices are very accessible." "Los precios que son muy accesibles." (Uy)
57. "The great attention very kind." "La buena atencion muy amables." (Lamond)
58. "Help with everything in regard to health it is treated." "Ayuda en todo, en cuanto a la salud se trata." (Lamond)
59. "They always meet my necessities." "Cumple siempre con mis necesidades." (Piper)
60. "Quite enough the service is perfect." "Bastante el servicio es perfecto." (Stern)
61. "That they do anything possible to us at the time we require." "Que hacen lo posible por atender en el tiempo que lo requieren." (Quesea)
62. "The closeness and the ease of scheduling appointments (programing, and also the accessibility of the system)." "La cercania y la facilidad en la solicitud de las citas (programación, así como también la accesibilidad al sistema)." (Quesea)
63. "The programs that help and the attention from the personnel." "Los programas de ayuda y la atencion del personal." (Lamond)
64. "The attention in my state of pregnancy. They are always attentive." "La atencion en mi estado de embarazo. Están atentós siempre." (Stern)
65. "Their punctuality with their appointments, the attention is very good." "Su puntualidad con las citas, la atencion es muy buena." (Lamond)
66. "The price and service in the language." "El precio y servicio del idioma." (Uy)
67. "Attention in Spanish ad location." "Atencion en Espanol y ubicacion." (Piper)
68. "That they speak Spanish." "Que hablan español." (Lamond)
69. "Very good in my pregnancy appointments." "Muy bien en mis citas de embarazo." (Stern)
70. "That they always provide very good attention and collaboration with what they can and ease of appointments." "Que siempre tienen muy buena atencion y colaboracion con lo que pueden y facilidad las citas." (Quesea)
71. "Very great attention." "Muy buena atencion." (Uy)
72. "It is close to home." "Cerca de casa." (Akroush)

73. "Great service." "Buen servicio." (Uy)
74. "Economic." "Económico."
75. "Their attention." "Su atención." (Stetina)
76. "More accessible prices." "Precios mas accesibles." (Uy)
77. "That they do whatever they can to help people with appointments." "Que asenlo posible por ayudar a las personas en citas." (Safavinejad)
78. "In my experience, they help me by being kind people and respectful with what we need." "Mi experiencia me han ayudado son persona amable y respetoso en lo que necesita."
79. "They tend to children very well." "Atienden muy bien a los niños."
80. "With my medical and dental consultations." "Mis consultas medicas y dentales."
81. "The nurses are very kind, and almost always help with the translation to Spanish." "Las enfermeras son muy amables y casi siempre ayudan con la traducion al español." (Uy)
82. "That when we need a same day appointment, I can receive one and I do like that, and they care for really well." "Que cuando necesita una cita el mismo di la tengo y eso me gusta y atienden muy bien." (Stetina)
83. "The Price is accessible and for those of us that do not have insurance, and we can help ourselves in our health." "El precio para los que no contamos con aseguranza y nos podemos ayudar en la salud." (Akroush)
84. "That it is close to home, and they provide a great service." "Que me queda serca de casa y me brindan un buen servicio." (Akroush)
85. "That they are very accessible in the hours of operation." "Que son muy accesibles en horarios." (Uy)
86. "That they help me and guide me to improve my health, thanks." "Que me ayudan y me orientan a como mejorar mi salud, gracias." (Stetina)
87. "With the quick appointments." "Con las citas rapido." (Stern)
88. "The services and availability on weekends." "Los servicios y disponibilidad en fines de semana." (Akroush)
89. "They are very kind with their service." "Son muy amables en su servicio." (Akroush)
90. "That they have appointments available at my time." "Que tiene citas accesible a mi horario." (Stern)
91. "In being able to receive medical attention for any member of the family at accessible costs

- and very good attention.” “El poder a recibir atención medica para cualquier miembro de mi familia a costos assecibles y muy buena atención.” (Akroush)
92. “The attention is very great, what helps us feel well.” “La atención es muy buena, lo que hace sentirnos bien.” (Safavinejad)
93. “How accessible it is economically.” “Lo accesible que es económicamente.” (Akroush)
94. “With the control and care during my pregnancy.” “Con el control y cuidado durante mi embarazo.” (Stern)
95. “Their attention is favorable.” “Todas sus atenciones son favorables.”
96. “The quality of the medical service, the ease of the payment that is offered, cleanliness of the consultation room, the empathy from the doctor.” “La Calidad del servicio medico, las facilidades de pago que ofrecen, limpieza de los consultorios, la empatía por parte de la doctora.” (Safavinejad)
97. “Maintaining my health how it should be without any rejection because of nationality.” “Mantener mi salud como debe de ser sin ningun rechazo por nacionalidad.” (Stern)
98. “They have helped me with everything.” “Me ha ayudado en todo.” (Safavinejad)
99. “The help with applications for medical insurance.” “La ayuda con aplicaciones del seguro medico.” (McCormick)
100. “As a low-income family, they help me understand my physical care in a manner that is professional and with excellent primary care.” “Como familia de bajos recursos, me ayuda a entender mis cuidados físicos de una manera profesional y con excelente cuidado de primaria.” (Safavinejad)
101. “The medical services and dental that allow me to be up to date with my children’s health.” “Los servicios medicos y dentales que me permiten estar al día de la salud de mis hijos.” (2)

Question 16: How can we improve Greater Family Health?

English

1. “N/A.” (17)
2. “Nothing.” (Akroush)
3. “Reduce waiting time.”
4. “The staff.” (Stern)
5. “Very good.” (Stern)
6. “Having a Dental Clinic close to my home Sycamore.” “Tener una clinica dental cerca

Spanish

1. “No comments.” “Sin comentarios.”
2. “Nothing.” “Nada.”
3. “N/A.” (2)
4. “Everything is great.” “Todo bien.” (3)
5. “Everything is very great.” “Todo es muy bueno.” (Guzman)
6. “Everything is very good.” “Todo esta muy bien.” (Uy)

- de mi casa domicilio Sycamore.” (Spanish response on an English survey)
7. “Everything is perfectly fine.” (Stetina)
 8. “I don’t know.” (Stetina)
 9. “Good doctors but they leave your facility. Doctors keep on changing is not very helpful.”
 10. “Referrals.” (Uy)
 11. “Everything is fine.” (Guzman)
 12. “Nothing great experience.” (Akroush)
 13. “Wait time. Sometimes too long for a 15 min appointment.” (Piper)
 14. “Nothing everything is excellent.” (Guzman)
 15. “Expand per visit limitations. Send referrals by email.” (Uy)
 16. “Just the patient portal needs to improve.” (Guzman)
 17. “You’re doing great!” (Lamond)
 18. “More staff?” (Lamond)
 19. “Already the best!” (Piper)
 20. “More medical staff, shorter wait for appointment scheduling.” (Uy)
 21. “Keep doing what your doing.” (Piper)
 22. “Give me snacks...jk.” (Quesea)
 23. “Better follow up appointments.” (Uy)
 24. “The time spent waiting.” (Piper)
 25. “I’ve had a good experience, in the past, none that I could think of.” (Piper)
 26. “More lenient with patients being late.” (Stern)
 27. “No need to improve everything is great and such great help.” (Stern)
 28. “Following up on receiving and documenting test results.”
 29. “Communication, responding to messages on the portal.” (Piper)
 30. “If we leave messages and specially to nurses to please get back to us. I am not happy w/ this. Just sometimes it needs to have more communication.”
 31. “Good qualified doctors. I was waiting too long and take everything.” (Uy)
 32. “Everything is good.” (Akroush)
 33. “More availability.” (Akroush)
 34. “Everything is fine.” (Piper)
 35. “Using a patient portal.” (McCormick)
7. “They are great.” “Están bien.” (Stern)
 8. “It is great.” “Es bueno.” (Akroush)
 9. “It is fine.” “Esta bien.”
 10. “Continue this way.” “Siga nasi.” (Uy)
 11. “Everything is excellent.” “Todo es excelente.” (Guzman)
 12. “For me, it is great.” “Para mi esta vien.” (Lamond)
 13. “I think that they all do well.” “Creo que todo lo hacen muy bien.”
 14. “It appears very great.” “Me parece muy bien.” (Stetina)
 15. “I am satisfied.” “Estoy satisfecho.” (Uy)
 16. “The health.” “La salud.” (Quesea)
 17. “Everything is great.” “Todo esta bien.” (2)
 18. “I am happy with the attention.” “Estoy Feliz de la atención.” (Quesea)
 19. “Continue with the way it is!” “Sigan asi!” (Piper)
 20. “Try not to schedule appointments after a month when someone needs medical assistance.” “Tratar de no dar las citas hasta despues de un mes para cuando uno necesita asistencia medica.” (Stetina)
 21. “For the moment, everything appears great.” “Por el momento, para mi todo esta bien.”
 22. “It is very great how it is now, congratulations.” “Esta muy bien a como esta felicitaciones.”
 23. “Timely appointments and time spent waiting.” “Citas mas cercanas y tiempo de espera.” (Guzman)
 24. “Reducing time spent waiting.” “Reducir tiempos de espera.” (Piper)
 25. “The reception personnel should be more kind (not all of them).” “El personal de recepcion ser amables (no todos).” (Uy)
 26. “With more treatments like crowns and caps etc.” “Con mas tratamientos, como, coronas, placas, etc.” (Akroush)
 27. “Continue the excellent service.” “Exelente servicio continuen.” (Uy)
 28. “Continue to have great personnel.” “Seguir teniendo un buen personal.” (Guzman)
 29. “Having specialists.” “Tener especialistas.” (Akroush)
 30. “For me everything is perfect and nothing needs improvement.” “Para mi todo esta perfecto y no tengo que mejorar algo.” (Piper)
 31. “I think that the service is great, in asking is giving. I am always king when arriving and the personnel is also. I only have one complaint, but it is with the “laboratory.” I felt very unwell in their clinic I was vomiting a lot and no one came out to help me, it was my worst experience I was pregnant at the time

and the nurses in charge only ignored me.”
“Creo que el servicio es bueno, en el pedir esta el dar. Siempre soy amable al llegar y el personal por igual. Solo tengo una queja pero es con “laboratorio”. Me puse mal en su clínica vomite mucho y nadie salió ayudarme, fue mi peor experiencia estaba embarazada aun y las enfermeras a cargo solo me ignoraron.” (Guzman)

32. “Well, provide my daughter with more timely appointments.” “Pues que le den a mi hija las citas mas pronto.” (Quesea)
33. “I do not have a comment your service is excellent.” “No tengo ningun comentario su servicio es excelente.” (Uy)
34. “When the clinic cancels an appointment, provide a new appointment at a maximum of 1 week and not 1 month.” “Que cuando la clinica cancele una cita, den una cita nueva en máximo 1 semana y no 1 mes.” (Quesea)
35. “Perhaps having more personnel to provide quicker service.” “Quizas teniendo mas personal para brindar un servicio mas rápido.” (Uy)
36. “I do not have any complaints, thanks.” “No tengo ninguna queja. Gracias.” (Lamond)
37. “For the moment, the service is perfect. I can’t complain everyone is very kind.” “Por lo pronto el servicio es perfecto no me puedo quejar todos son amables.” (Stern)
38. “Being able to receive an appointment as timely as possible.” “Poder recibir una cita en el mejor tiempo posible.” (Quesea)
39. “Sometimes the cancellations and the change of appointments.” “A veces solo la cancelación o cambios de citas.” (Stern)
40. “The service I receive is very good, for the moment it does not have to improve.” “El servicio que recibi es muy bueno, por el momento no tengo mejorar.” (Piper)
41. “Not cancelling medical appointments and seeing us even if we arrive late.” “No cancelando la citas medicas y atendernos si llegamos poco tarde.” (Lamond)
42. “Tending to us well like always and with patience.” “Atendiendo bien como siempre y con paciencia.” (Stern)
43. “Dedicating more time when speaking, not doing it in a quick manner so that with ease, we can be rendered attention.” “Dedicando un poco mas de tiempo al hablar no hacerlo de manera rápida para que con facilidad se preste atención.” (Quesea)
44. “They are doing a great job.” “Estan asiendo buen trabajo.” (McCormick)

45. "More appointments for ultrasounds." "Mas citas para ultrasound." (Stetina)
46. "Continue with the great service." "Continuar con su buen servicio." (Akroush)
47. "You are doing it well." "Lo estan hacienda bien." (Safavinejad)
48. "They need to have a digital portal for laboratory results and medical appointments." "Necesitan tener un portal digital para resultados de laboratorio y citas medicas."
49. "On the regular, the people receiving people are in a bad mood. I know they do not have to smile but they need to treat with respect. I have recommended 3 people in my family, and they have all been treated very badly. It appears that working during a survey or when they know they are being evaluated they are kind. They should always be surveyed." "Por lo regular las personas que están recibiendo las personas siempre están de mal humor. Se que no tienen que sonreír, pero deben tratar con respeto. He recomendado a 3 personas de mi familia y las han tratado muy mal. Parece que trabajando bajo encuesta, o cuando saben que están siendo evaluados son amables. Deberían tener encuestas siempre." (Akroush)
50. "Initiate the treatment on the first visit." "Iniciar el tratamiento en la primera visita." (Uy)
51. "Do not have people wait so long." "No hacer esperar tanto a la gente."
52. "Sometimes we have to wait long for appointments." "A veces uno espera mucho para su cita." (Uy)
53. "There could be improvement during the appointments because sometimes we are not seen until 20 minutes after, that is all." "Podrian mejorar la hora de las citas por que luego te atienden hasta 30 min después eso estodo."
54. "For me, everything has been great, they are all very kind." "Para mi todo esta muy bien todos son muy amables." (Stetina)
55. "They offer assecible insurance, for those of us that do not have enough money." "Ofrecer aseguranza accesible, para los que no temenos suficiente dinero." (Akroush)
56. "With the dental portion of the appointments- timely appointments for follow up care." "En la parte de las citas son muy largas para la siguiente atención." (Akroush)
57. "In the dental area, I would love if in this same place, if necessary, molar extractions would be performed." "En la aria dental, me encantaría que aquí mismo si es necesario

podieran extraer las muelas d dientes.”
(Safavinejad)

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

English

- YES: 143
- NO: 0

Spanish

- YES: 216
- NO: 3

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

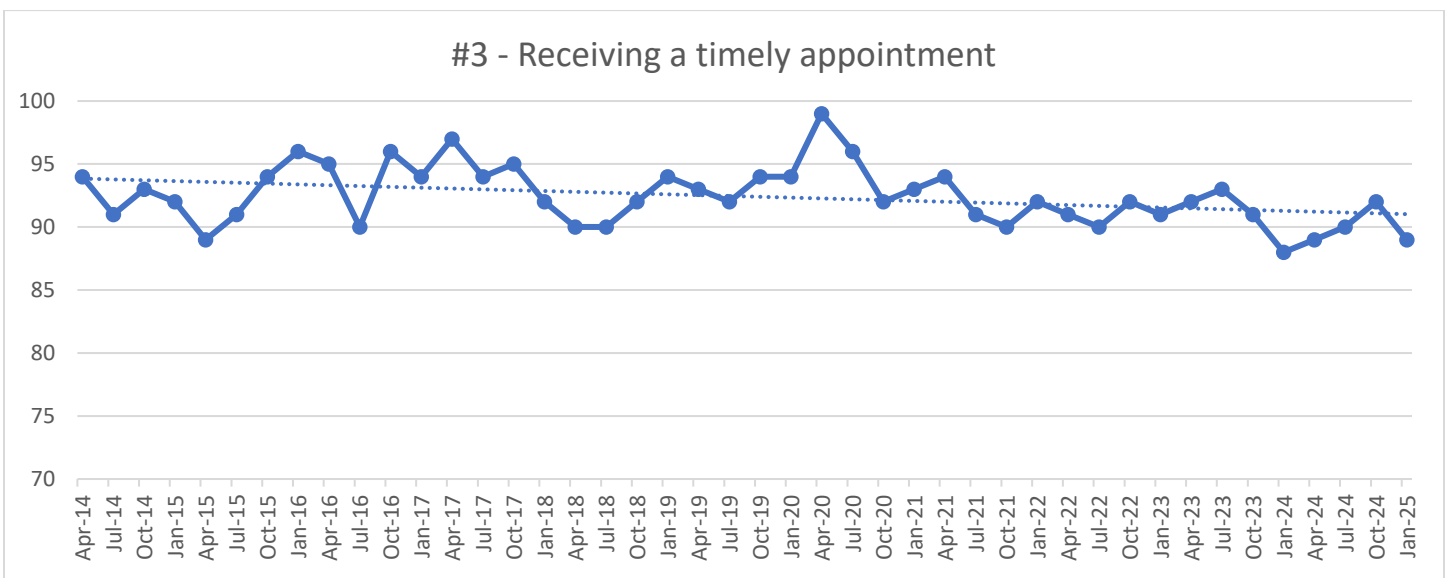
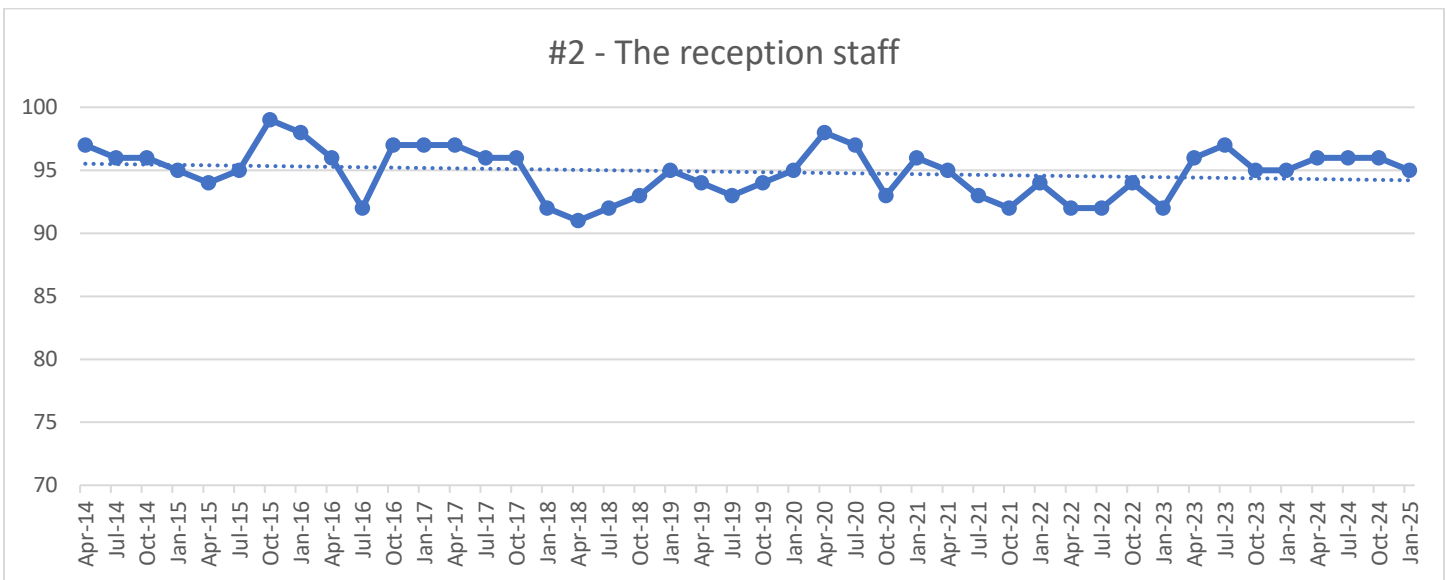
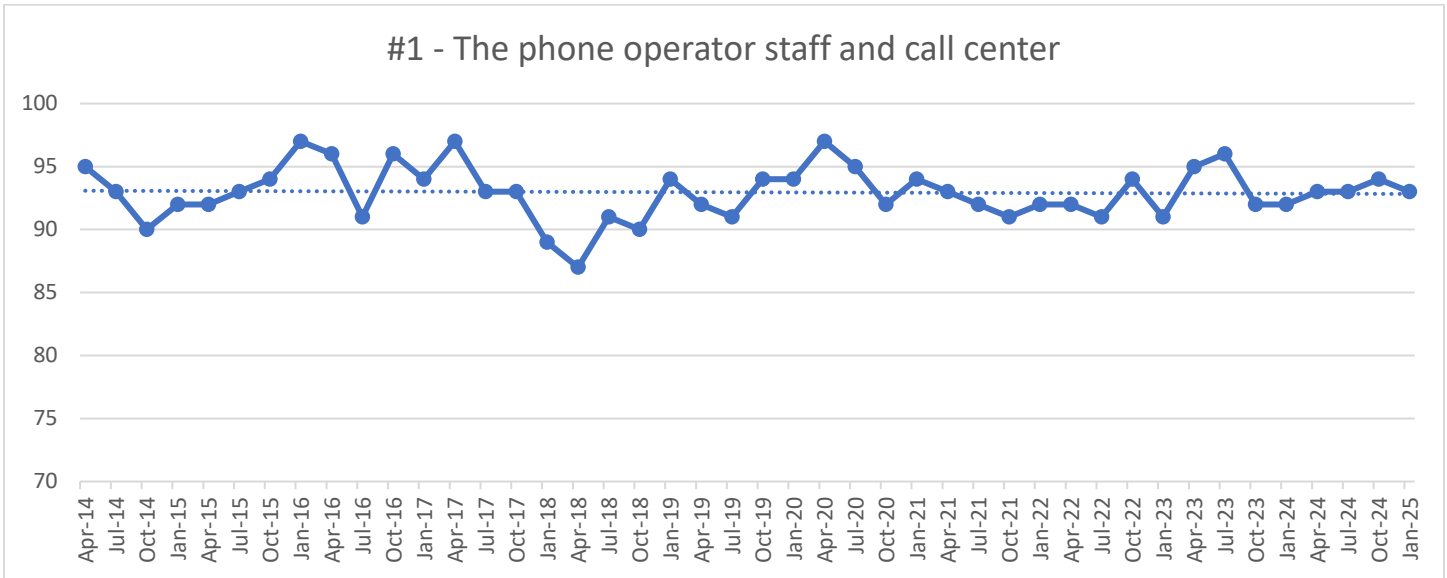
English

- Akroush: 6
- Guzman: 13
- Lamond: 8
- McCormick:
- Piper: 17
- Quesea: 5
- Safavinejad: 1
- Stern: 9
- Stetina: 3
- Uy: 18

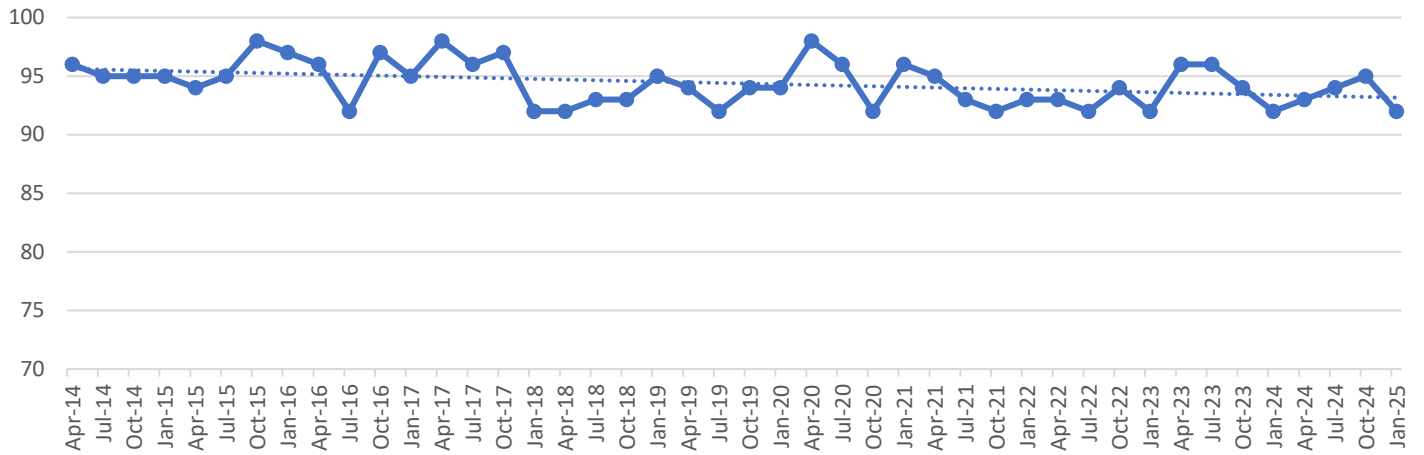
Spanish

- Akroush: 47
- Guzman: 14
- Lamond: 14
- McCormick: 13
- Piper: 29
- Quesea: 21
- Safavinejad: 15
- Stern: 27
- Stetina: 28
- Uy: 39

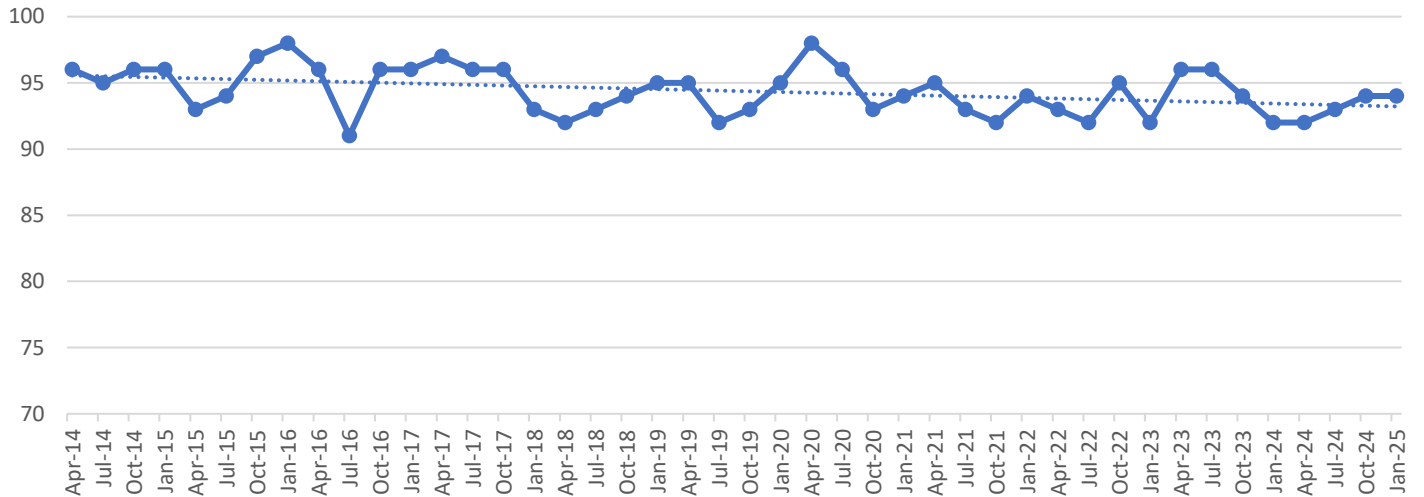
Individual Question Results with Trendlines



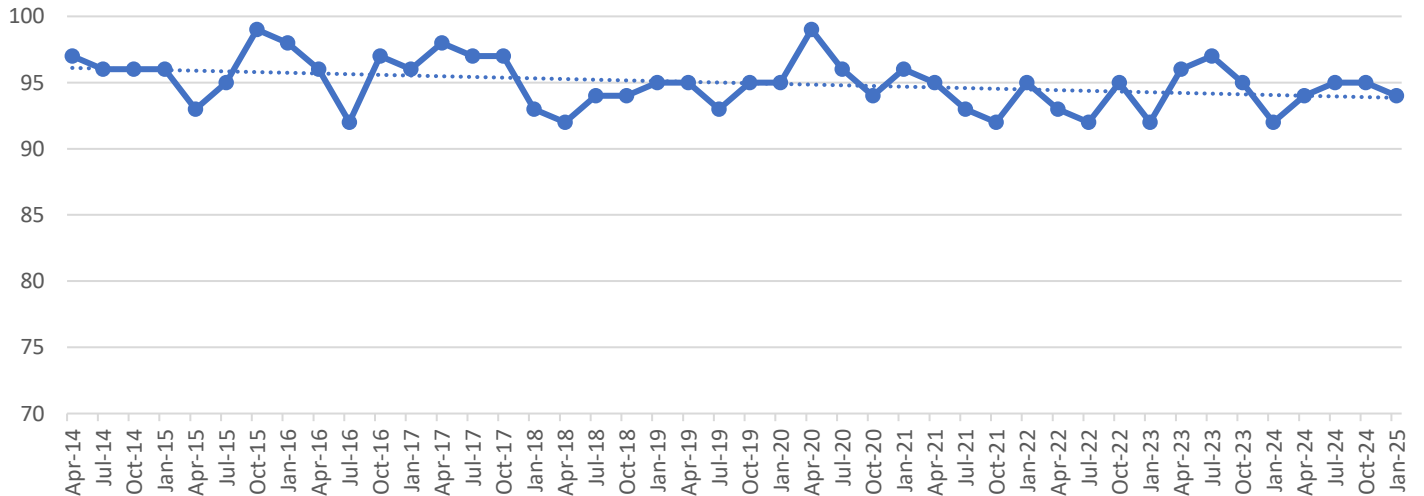
#4 - Education and explanation of plan provided in a way that I can understand



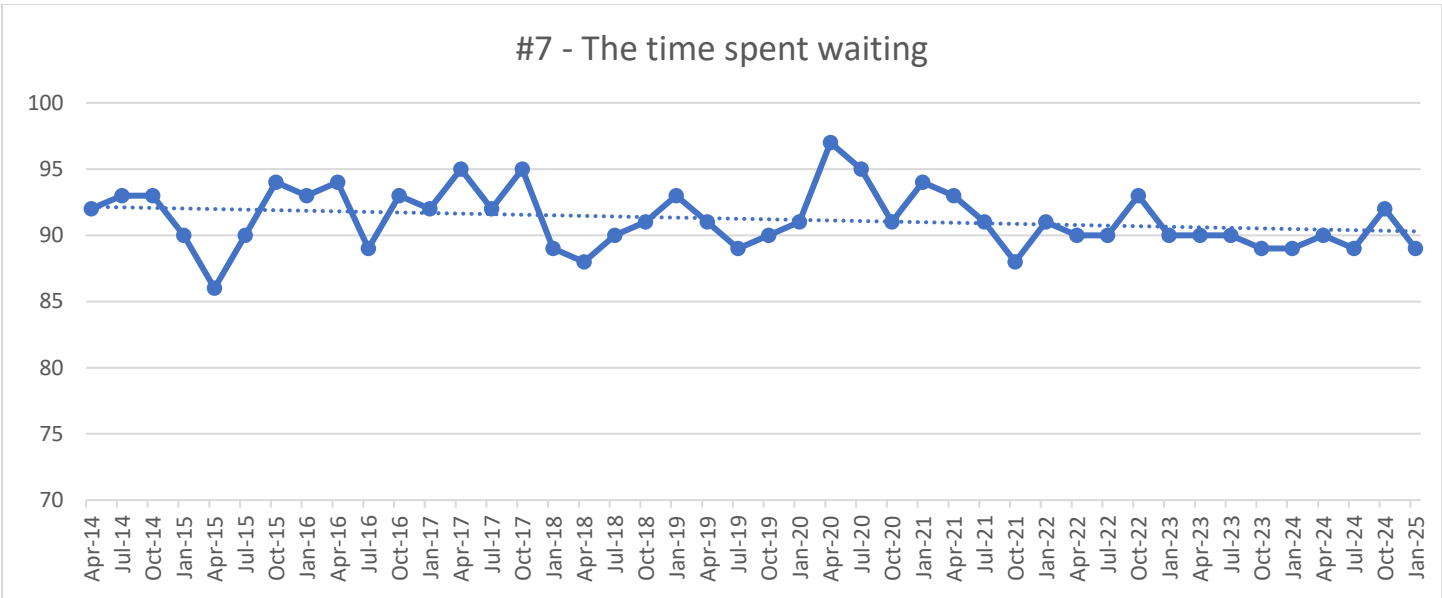
#5 - The follow-up and coordination of my care



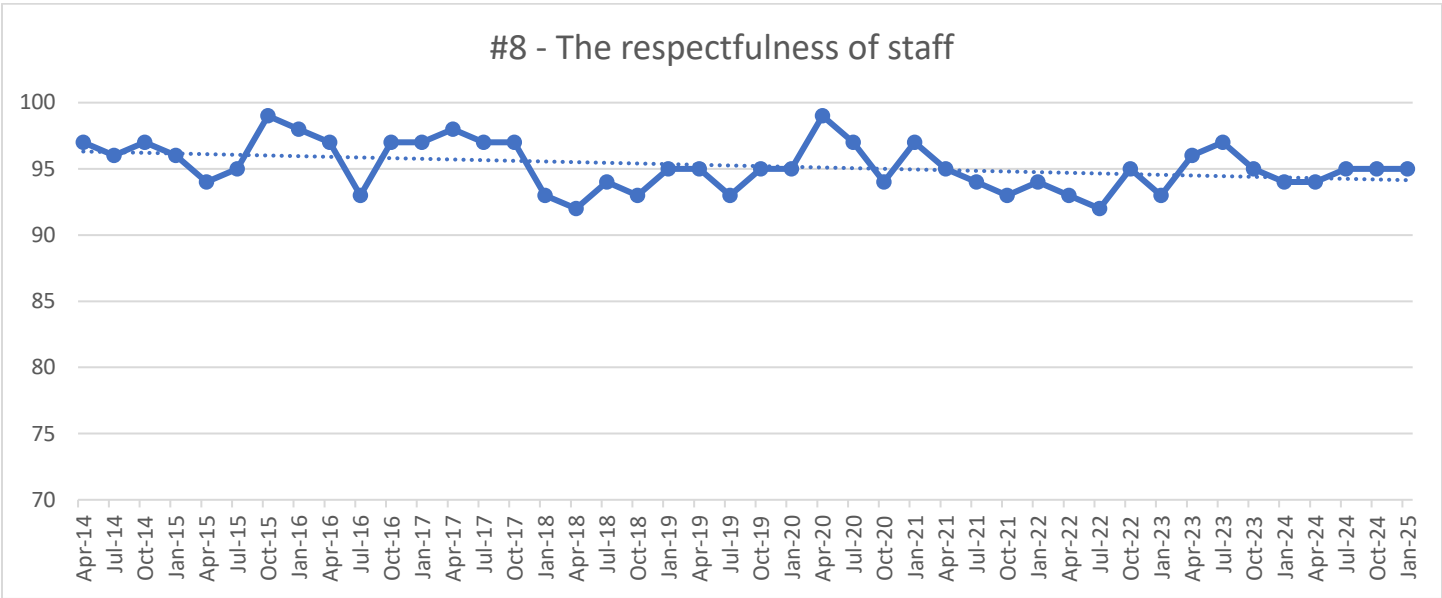
#6 - The staff addressing my medical needs today



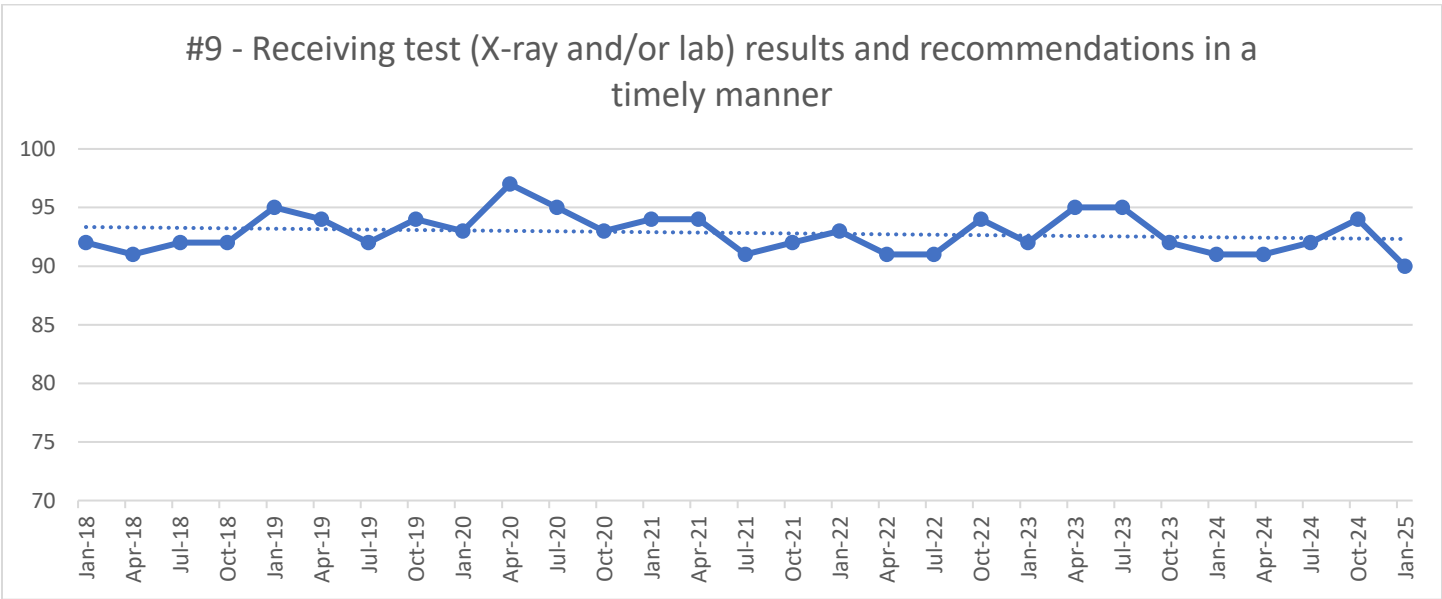
#7 - The time spent waiting



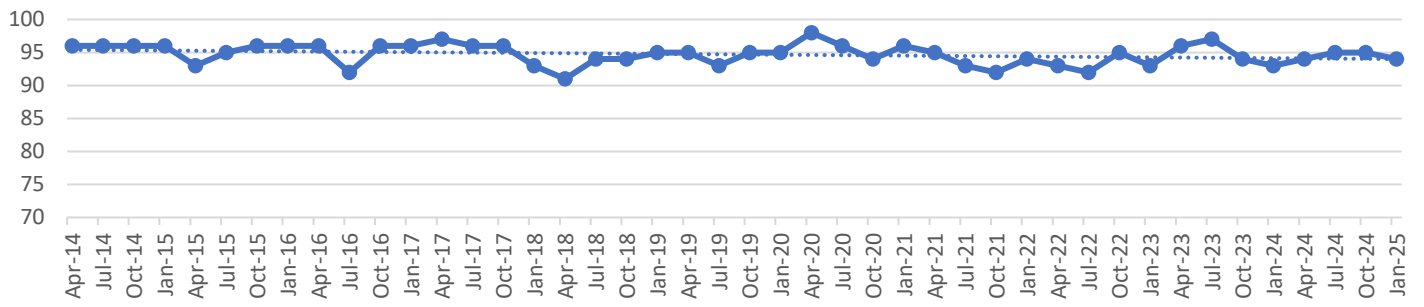
#8 - The respectfulness of staff



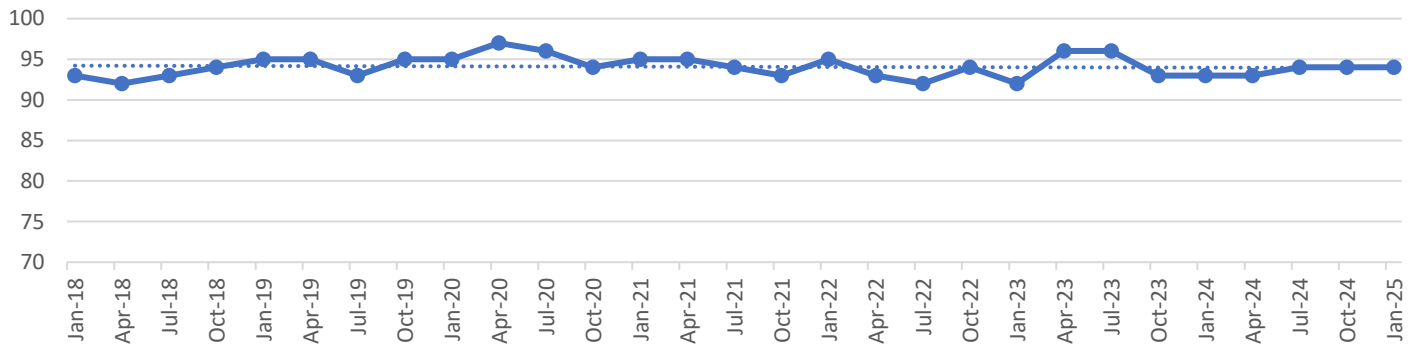
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



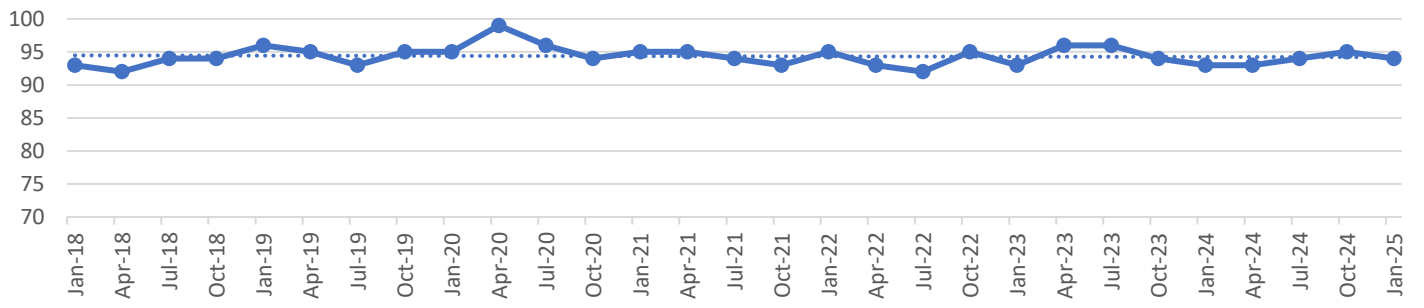
#10 - The handling of my personal medical information in a private and confidential manner



#11 - Your medical assistant



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



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

