

**Patient Satisfaction Survey**  
**373 Summit St., Elgin**  
**April 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 94%. 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.

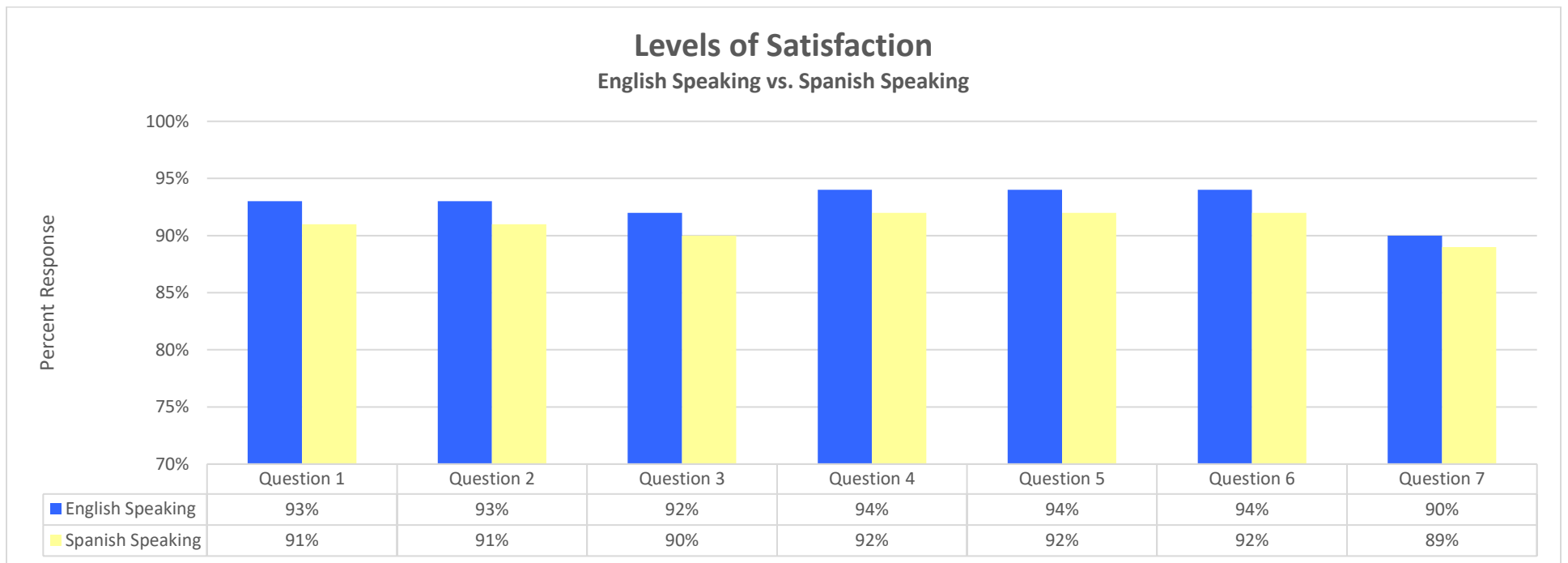
<b>373 Summit St., Elgin – Survey Questions</b>	<b>Level of Satisfaction April 2025</b>	<b>Level of Satisfaction January 2025</b>	<b>Level of Satisfaction October 2024</b>	<b>Level of Satisfaction July 2024</b>
1. The phone operator staff and call center	91%	93%	93%	92%
2. The reception staff	92%	93%	93%	93%
3. Receiving a timely appointment	91%	92%	92%	91%
4. Education and explanation of plan provided in a way that I can understand	93%	94%	93%	93%
5. The follow up and coordination of my care	92%	93%	93%	93%
6. The staff addressing my medical needs today	93%	94%	93%	94%
7. The time spent waiting	89%	90%	90%	89%
8. The respectfulness of staff	93%	94%	94%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	92%	92%	91%
10. The handling of my personal medical information in a private and confidential	93%	94%	93%	93%
11. Your medical assistant	93%	94%	94%	94%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	94%	94%	94%	94%
13. Overall, how satisfied are you with the Health Center?	93%	93%	94%	93%

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

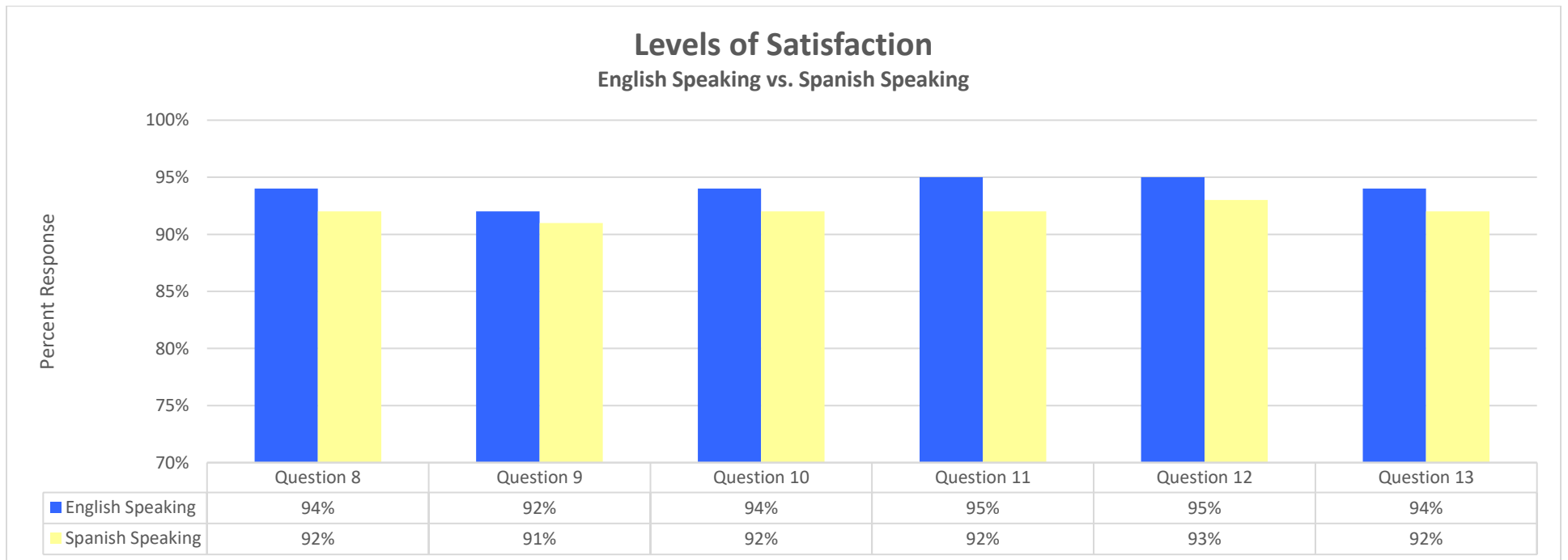
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	311 74%	397 69%	67 16%	129 22%	33 8%	29 5%	4 1%	5 1%	3 1%	18 3%
2. The reception staff	315 75%	403 70%	73 17%	132 23%	25 6%	22 4%	5 1%	2 1%	1 1%	17 3%
3. Receiving a timely appointment	305 73%	383 67%	73 18%	138 24%	36 9%	29 5%	2 1%	3 1%	2 1%	17 3%
4. Education and explanation of plan provided in a way that I can understand	318 76%	414 72%	69 17%	123 22%	27 7%	16 3%	3 1%	3 1%	1 1%	17 3%
5. The follow-up and coordination of my care	317 76%	411 72%	76 18%	121 21%	22 5%	21 4%	4 1%	4 1%	1 1%	16 3%
6. The staff addressing my medical needs today	321 77%	415 73%	72 17%	114 20%	21 5%	19 3%	4 1%	3 1%	1 1%	18 3%
7. The time spent waiting	279 66%	364 64%	73 17%	135 24%	60 14%	44 8%	6 1%	9 2%	2 1%	17 3%



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	330 79%	417 73%	61 15%	114 20%	21 5%	20 4%	3 7%	1 1%	3 1%	19 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	297 72%	380 68%	71 17%	140 25%	37 9%	23 4%	4 1%	1 1%	1 1%	17 3%
10. The handling of personal medical info in a private and confidential manner	326 78%	410 72%	67 16%	124 22%	22 5%	16 3%	3 1%	4 1%	2 1%	17 3%
11. Your medical assistant	336 80%	423 74%	59 14%	110 19%	20 5%	18 3%	4 1%	2 1%	1 1%	18 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	342 84%	429 75%	55 13%	109 19%	20 5%	15 3%	2 1%	1 1%	1 1%	18 3%
13. Overall, how satisfied are you with the Health Center?	319 76%	421 74%	70 17%	117 20%	25 6%	16 3%	4 1%	1 1%	1 1%	18 3%



## **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: 111

N/A: 37

YES: 5

#### **Comments:**

1. "Yes, ok."
2. "I got a very quick response! They were so kind!" (Zhu)
3. "It was very professional." (Hedberg)
4. "My experience was good."
5. "Still waiting for referrals."
6. "She didn't get the message."
7. "Yes, and they got back to me."
8. "Yes, great."
9. "Both ladies I met were absolutely wonderful."
10. "Yes, good."
11. "Usually quick to respond."
12. "Why was I being asked my income and ethnicity without being told it was optional or not."
13. "Today Camila was very nice and helped me with my questions."
14. "Came in as a walk-in they were so nice telling me how it was moving." (Westel)
15. "Best service and compassionate staff."

#### **Spanish**

NO: 121

N/A: 6

YES: 2

#### **Comments:**

1. "Everything was fast and kind." "Todo fue rápido y amable."
2. "Yes, excellent they returned my call." "Si, me devolvieron la llamada."
3. "Everything is good." "Todo esta bien."
4. "Yes, very good experience." "Si, muy buena experiencia."

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

#### **English**

1. "Bloodwork." (Hedberg)
2. "The advice and the time! They always work with me and answer all my questions!" (Zhu)
3. "Everyone was nice." (King)
4. "N/A." (18)
5. "My doctor." (Birkey)
6. "Helpful." (Luetke)
7. "My doctor the best care I have ever had." (Herdrich)
8. "The girls upfront." (Bhowmick)
9. "The one that helped me so nice named Camila and Daisy."
10. "Appointment reminders via email and phone call." (Birkey)
11. "To treat me with respect and not act like I'm not independent majority." (Reller-Anderson)
12. "None." (Zhu)
13. "When staff thoroughly explain everything." (Birkey)

#### **Spanish**

1. "Laboratory and medical service in the same location." "Laboratorio y servicio medico en la misma locacion." (Westel)
2. "Everything I need I get here." "Todo lo que nesesito me lo consigo aqui." (Zhu)
3. "I made my registration online, when I arrived at reception, I told them I had already registered, and the girl was not too kind. The cost of my appointment and my primary doctor is very professional." "Hice mi registro en linea, llegue a recepcion dije que ya me habia registrado y la chica no fue muy amable. El costo de las consultas y mi doctora primaria que es muy profecional." (Hedberg)
4. "Having people who speak Spanish." "Tener personas que hablen Espanol." (2)
5. "They are fast." "Son rapidos." (Hedberg)
6. "Everything is good." "Todo esta bien." (10)

14. "It's very easy to make an appointment." (Spencer)
15. "Doctors." (Zhu)
16. "The explanation of my visit/time to get called." (Herdrich)
17. "Everything." (6)
18. "The knowledge of the doctors." (King)
19. "Custom service and hospitality." (Hedberg)
20. "Good service." (Bhowmick)
21. "Being seen right away." (Bhowmick)
22. "The service." (Spencer)
23. "Communication." (Birkey)
24. "Having great doctors." (Westel)
25. "Dr. Birkey has been very helpful with my mental health." (Birkey)
26. "The understanding of the staff and relaxing environment." (Westel)
27. "Communication." (Hedberg)
28. "Being able to be prescribed PrEP way more easily." (Herdrich)
29. "The care." (Bhowmick)
30. "Very affordable." (Hedberg)
31. "Explanation of diagnosis." (King)
32. "The same day appointment when you call in the AM." (Hedberg)
33. "Detailed explanation." (Reller-Anderson)
34. "Staff is very helpful." (Herdrich)
35. "Time." (Reller-Anderson)
36. "Good." (Luettke)
37. "Accessible and Dr. Bhowmick is very nice." (Bhowmick)
38. "My provider Emily Westel."
39. "The staff."
40. "That they always remind me about my time to come in." (Luettke)
41. "Everyone in the facility is very welcoming and helpful." (Dodis)
42. "All staff." (9)
43. "Convenient times/open late/ meets appt." (Altenburg)
44. "I like the care and dr." (Dodis)
45. "Availability." (Altenburg)
46. "Not sure." (Reller-Anderson)
47. "They speak Spanish." (Altenburg)
48. "IDK." (3)
49. "Taking care of all my family needs." (Herdrich)
50. "The friendly atmosphere." (Blasinski)
51. "Easy to talk to."
52. "Close to home."
53. "Convenience."
54. "Lab is always late." (VanBrunt)
55. "Easy to get to." (Hedberg)
56. "None." (VanBrunt)
57. "Same day appt." (Hedberg)
58. "Everyone is very helpful." (Blasinski)
7. "The low cost to care for my health." "El bajo costo para cuidar mi salud." (Westel)
8. "They treat me good." "Me tratan bien." (Hedberg)
9. "I am happy." "Estoy contenta." (Luettke)
10. "The price." "El precio." (Luettke)
11. "Nothing." "Nada." (2)
12. "There are always appointments." "Siempre hay citas." (Zhu)
13. "They are kind and professional." "Son amables y profesionales." (Bhowmick)
14. "Attention with specialist in a reasonable time." "Atencion con especialistas en un tiempo razonable." (Hedberg)
15. "The attention they give." "La atencion que dan." (3)
16. "They help me with my health." "Que me ayudan con mi salud." (Bhowmick)
17. "Dr. Le helps me a lot." "El Dr. Le me ayuda mucho." (Zhu)
18. "The communication with the personnel." "La comunicacion con el personal." (Birkey)
19. "Treatment specification and respect from all personnel." "Especificacion de tratamiento y respeto de parte de todo personal." (Hedberg)
20. "The attention to the patient." "La atencion al paciente." (Hedberg)
21. "Everything helps me, everything is good." "Todo me ayuda, todo esta bien." (Herdrich)
22. "To improve my health." "A mejorar mi salud." (Bhowmick)
23. "Close to me, professionalism, all personnel is kind." "Cerca de mi, profesionalismo, todo el personal es muy amable." (Birkey)
24. "It is good." "Es bueno." (4)
25. "Kindness." "Amabilidad." (2)
26. "Everything, I am happy here, sometimes I miss appointments because I don't have someone to bring me, but everything is great." "Todo, porque estoy agusto aqui, aveces falte a las citas porque no hay quien me traiga pero todo bien." (Westel)
27. "The service is good." "El servicio es bueno." (Herdrich)
28. "The attention." "La atencion." (6)
29. "Medical service and prices." "Servicio medico y precios." (Westel)
30. "They treat me good." "Me atienden bien." (King)
31. "N/A." "N/A." (2)
32. "My referrals." "Mis referidos."
33. "Immediate help." "Ayuda inmediata."
34. "The provider Melissa is very good! She always pays attention to me." "La provedora Melissa es muy buena siempre me pone atencion." (Reller-Anderson)

59. "They seen me with no problem." (Luettke)
60. "Fast in seeing the doctor." (Altenburg)
61. "Bridget rocks." (Hedberg)
62. "The continued care I feel whenever I or my family come for an appointment." (Dodis)
63. "Quick appointments and friendly staff." (Zhu)
64. "The amount of staff." (Luettke)
65. "Thank you for your help." (King)
66. "It is easy to get information." (Altenburg)
67. "Receptionist." (Luettke)
68. "They are great."
69. "The reminders." (Weaver)
70. "Appt reminders." (Reller-Anderson)
71. "The efficiency of getting in contact w/a provider & having my needs met." (Luettke)
72. "Close to have, accepts both my insurance."
73. "Provider."
74. "Staff, scheduling." (Altenburg)
75. "Availability, variety and services." (Spencer)
76. "The services provided and knowledgeable staff." (Reller-Anderson)
77. "Great staff, friendly and always smiling."
78. "Same day appointment." (King)
79. "The staff being very kind." (Reller-Anderson)
80. "Medication management and walk in appts." (Weaver)
81. "Psychiatric services (therapy w/Jason)" (Spencer)
82. "Care organization everyone kind & helpful from reception MA to PAs and Drs." (King)
83. "How helpful and understands." (Westel)
84. "Accurately speedy service, education." (Reller-Anderson)
85. "Great staff." (Herdrich)
86. "Quick appointment." (Westel)
87. "Knowledge and care." (Bhowmick)
88. "Getting results quickly." (King)
89. "Communication." (Altenburg)
90. "Bloodwork." (Altenburg)
91. "The environment." (Zhu)
92. "Staff is great." (Herdrich)
93. "Getting an appointment as walk-in." (Luettke)
94. "Availability of care." (Herdrich)
95. "Getting seen fast." (King)
96. "Affordable, local." (Hedberg)
97. "The open availability." (Reller-Anderson)
98. "Everyone is so nice."
99. "Respect the patients needs." (Zhu)
100. "Reception."
101. "Talking to the staff."
102. "All questions answered."
103. "Overall good service." (King)
104. "Appointments."
105. "Keeping timely appointments." (Newbrander)
35. "Economic." "Economico." (2)
36. "They treat me good, they give referrals." "Me atienden bien, y me dan referidos." (Zhu)
37. "Excellent medical attention." "Exelente atencion medica." (Zhu)
38. "They answer the calls and questions fast." "Que atienden rapido las llamadas y preguntas." (Reller-Anderson)
39. "Close to home." "Cerca a casa." (Spencer)
40. "The medication." "El medicamento." (Herdrich)
41. "To be calm." "A estar tranquilo." (Zhu)
42. "Have more providers." "Tener mas provedores."
43. "It helps me improve my daughter's health." "Me ayuda a mejorar la salud de mi hija."
44. "The attention." "La atencion." (Bhowmick)
45. "Everyone is very kind and respectful." "Todos muy amables y respetuosos."
46. "Good attention." "Buena atencion." (4)
47. "Having support and consults without insurance." "Tener apoyo y consultas sin asegurnaza." (Reller-Anderson)
48. "An option when you do not have insurance." "Una opcion cuando no tienes asegurnaza." (VanBrunt)
49. "Blood work." "Analisis de sangre."
50. "Very kind and good doctors." "Amables y buenos doctores."
51. "They speak Spanish." "Hablan Espanol." (VanBrunt)
52. "The medical attention." "La atencion medica." (Zhu)
53. "Accessible prices." "Precios asesibles." (Hedberg)
54. "A pregnancy test." "Un examen de embarazo." (Altenburg)
55. "The attention and punctuality." "La atencion y puntualidad." (Reller-Anderson)
56. "Same day appointments." "Citas el mismo dia." (Altenburg)
57. "Everything." "Todo." (3)
58. "Reception." "Recepcion."
59. "Schedule appointments." "Agendar citas."
60. "Find specialist depending on my medical needs." "Encontrar especialistas de acuerdo a mis nesesidades medicas." (Altenburg)
61. "Faster appointments." "Citas mas rapidas."
62. "Stay healthy." "Mantener saludable." (Bhowmick)
63. "Good nurses." "Buenos enfermeros."
64. "There are always appointments." "Siempre hay citas." (Zhu)
65. "They make me appointments fast." "Me hacen citas rapidas." (Castro)
66. "Very efficient." "Son eficientes."

106. "The service and help of the staff." (Herdrich)
107. "Reception was so kind." (Hedberg)
108. "It is close to home and quick visit."
109. "Dr. Daniel and todays nurse was very nice and knowledgeable." (Newbrander)
110. "Proper care." (Altenburg)
111. "Newbrander found what was wrong."
112. "Listen." (Luettke)
113. "The doctors, Judith Castro."
114. "How easy it is to get an appointment when calling." (Newbrander)
115. "Service is excellent." (Bhowmick)
116. "Availability." (Altenburg)
67. "The staff is very helpful." "El personal es muy colaborador." (Altenburg)
68. "Your attention." "Su atencion." (Castro)
69. "Continue my care." "Seguir mis cuidados."
70. "Improve my health." "Mejorar mi salud." (Luettke)
71. "I am new." "Soy nueva." (Zhu)
72. "Your attention." "Su atencion." (Luettke)
73. "The service." "El servicio." (5)
74. "It has helped me a lot." "Me ayudado mucho a mi." (Newbrander)
75. "Medical assistant." "Asistente medica." (Altenburg)
76. "All the attention the personnel gave us." "Las atenciones del personal." (Castro)
77. "They explain clear, and I understand thank you." "Me explican claro y entiendo gracias." (Castro)
78. "Continue to be kind." "Seguir siendo amables." (Westel)
79. "Good attention." "Buena atencion."
80. "Improve my health day to day." "Mejorar mi salud dia a dia." (Castro)
81. "The pace, nice doctors, efficient work, clean and welcoming." (Comment written in English on a Spanish survey)

#### **Question 16: How can we improve Greater Family Health?**

##### **English**

1. "Not being so strict on time for appointments for patients with time management, like ADHD." (Birkey)
2. "N/A." (39)
3. "Put on better movies." (Hedberg)
4. "Nothing! It's going very well." (Zhu)
5. "Everything was good." (3)
6. "Stop asking for my birthdate." (Bhowmick)
7. "There could be improvement as far as what "urgent" means. Also with pre-auth department." (Birkey)
8. "I'm not sure." (Birkey)
9. "Lightening." (Reller-Anderson)
10. "Wait times." (2)
11. "None." (7)
12. "Less wait preferably 😊." (Birkey)
13. "They should let us know the phone # not thinking it's a tele marker that why I didn't pick up the phone." (Birkey)
14. "Everything is great." (Birkey)
15. "Not sure." (3)
16. "Keep up the good work." (Bhowmick)
17. "Get back to voicemails faster." (Herdrich)
18. "N/A idk, I'd love if you guys took my insurance, but oh well." (Dodis)

##### **Spanish**

1. "Everything good." "Todo bien." (41)
2. "For the moment everything good." "Por el momento todo bien." (Zhu)
3. "I do not have to have too much time so they can see me." "No tengo que esperar mucho tiempo para que me atiendan." (Spencer)
4. "Maybe the wait time." "Quizás el tiempo de espera." (Zhu)
5. "Maybe more flexible with the 15 minutes." "Quizás mas flexible con los 15 minutos."
6. "Excellent." "Excelente." (3)
7. "Punctuality." "Puntualidad." (3)
8. "Punctuality on wait time." "Tiempo de espera puntualidad." (Hedberg)
9. "They are the best." "Son lo mejor."
10. "I don't know." "No se." (Hedberg)
11. "Allow my family to sign for me because I can't see, and my family fills out my paperwork." "Dejar que mi familia pueda firmar por mi, yo no veo bien y mi familia me llena los papeles." (King)
12. "More kindness with reception and less wait time." "Mas amabilidad en recepción y menos tiempo de espera." (Hedberg)
13. "N/A." "N/A." (5)

19. "Hire more Bridgets." (Hedberg)
20. "Only lab is problem." (VanBrunt)
21. "You are great." (Hedberg)
22. "You guys are AI no changes needed."  
(Reller-Anderson)
23. "Your good." (Herdrich)
24. "Just keep doing what you all do, thank you."  
(Altenburg)
25. "In my opinion ok to get here 15 min before,  
this is not military, there are things like traffic,  
construction and waiting in line."  
(Newbrander)
26. "Continue what you keep on doing." (king)
27. "Nothing." (2)
28. "Keep it up." (Bhowmick)
29. "None that I know of." (Altenburg)
30. "Wait times." (Castro)
31. "They did great job." (Reller-Anderson)
32. "None, facility is great!" (Dodis)
33. "I have no complaints." (Luettke)
34. "You guys are doing great."
35. "Reception staff at checkout need to be more  
friendly and not rude."
36. "Move closer to Batavia." (Dodis)
37. "Probably include specialist within the  
facility." (Bhowmick)
38. "None, everything was great."
39. "More therapists." (King)
40. "Getting appointments is hard, many people  
have almost no availability."
41. "Just fine." (2)
42. "Be kind."
43. "Slow down once in a while."
44. "Communication between appointments."  
(Luettke)
45. "Well organized." (Castro)
46. "It's good." (Weaver)
47. "Reception should smile more. Be more  
welcoming in the front." (King)
48. "None, I can't think of." (2)
49. "No complaints." (Bhowmick)
50. "Everything went smooth, no improvement  
needed." (Newbrander)
51. "Faster service." (Altenburg)
52. "When calling and leaving a voicemail needs  
to be more volume and clear." (Newbrander)
53. "Doing a great job." (Newbrander)
54. "I'm officially grateful for the service, maybe  
add little play area for the toddlers." (Zhu)
55. "Improve trans care and support." (Herdrich)
56. "No idea." (Zhu)
57. "Time management with appointments."  
(Altenburg)
58. "No current suggestions." (King)
59. "Call center, could be more personable."  
(Bhowmick)
14. "It is excellent no need to improve." "Es  
excelente no necesita mejorar." (Zhu)
15. "So far good, no complaints with Dr. Westel  
but improve on giving more time with  
appointment for patient with doctor 15  
minutes is not enough- feel – patients are  
just being rushed to leave the office and not  
enough time for patients to address their  
needs of concern." (Comment written in  
English in a Spanish survey)
16. "I think it is good." "Creo que es bueno."  
(Zhu)
17. "The calls, I called, and it gave me a lot of  
options and I was never able to connect with  
anyone." "Las llamadas, estuve llamando y  
me daba muchas opciones y al final no logre  
conectarme." (Hedberg)
18. "It is excellent." "Es excelente."
19. "Nothing." "Nada." (3)
20. "No comments, everything is perfect." "No  
comentarios, todo es perfecto." (Bhowmick)
21. "Excellent." "Excelente." (Dodis)
22. "15 minutes not enough for patient to  
address questions or concerns- in general  
no complaints with dr. Bridget." (Comment  
written in English on a Spanish survey)
23. "I'm satisfied with the service." "Estoy  
satisfecha con el servicio." (Altenburg)
24. "To me it is good." "Para mi es bueno." (8)
25. "Honor the time of the appointment."  
"Honrar el tiempo de la citas."
26. "Speed with referrals." "Rapidez con los  
referidos." (Bhowmick)
27. "Everything is normal." "Todo esta normal."  
(Castro)
28. "They treat me good." "Me tratan bien."
29. "Appointments take too long." "Citas toman  
mucho tiempo." (Altenburg)
30. "Satisfied." "Satisfecha." (King)
31. "The receptionist could be kinder." "Las  
recepcionistas pueden ser mas amables."  
(Newbrander)
32. "The service is good." "El servicio es  
bueno."
33. "More kindnes." "Mas amabilidad." (Zhu)
34. "No need for improvements it is good." "No  
necesitan mejorar esta muy bien." (Hedberg)
35. "Less wait time." "Menos tiempo de espera."  
(Luettke)
36. "The bathrooms." "Los banos." (2)
37. "The service is good." "El servicio esta  
bien." (Newbrander)
38. "There is nothing to improve it is excellent."  
"No hay nada que mejorar es excelente."

- 60. "I have no idea." (Zhu)
- 61. "Nothing everything is good." (Herdrich)
- 62. "More clinics like this." (Herdrich)
- 63. "No need to improve." (Zhu)

- 39. "I'm satisfied with the attention." "Estoy satisfecha con la atención." (Reller-Anderson)
- 40. "The medical service is excellent." "El servicio medico esta excelente." (Altenburg)
- 41. "Eliminating the 15 min before appointment." "Eliminando los 15 min antes de cita." (Spencer)
- 42. "Continue like until now." "Continue como hasta ahora." (Newbrander)

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

**English**

- YES: 343
- NO: 5

**Spanish**

- YES: 446
- NO: 1

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

**English**

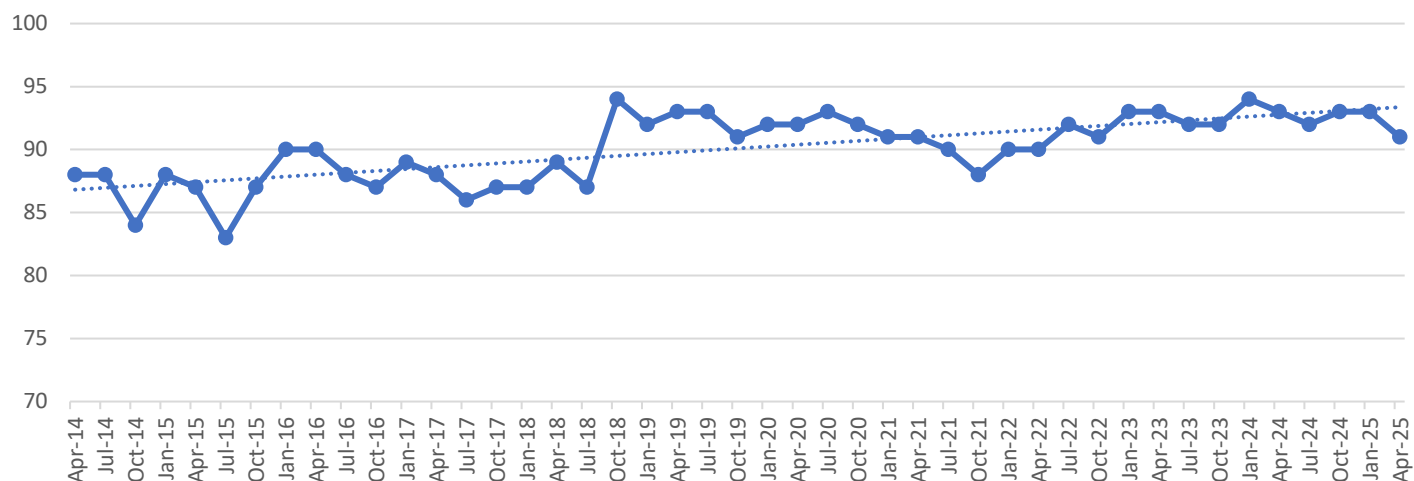
- Altenburg: 55
- Bhowmick: 71
- Blasinski: 4
- Birkey: 34
- Castro: 26
- Dodis: 7
- Hedberg: 59
- Herdrich: 33
- King: 48
- Luettkke: 53
- Newbrander: 33
- Reller-Anderson: 58
- Spencer: 17
- Van Brunt: 8
- Weaver: 13
- Westel: 53
- Zhu: 60

**Spanish**

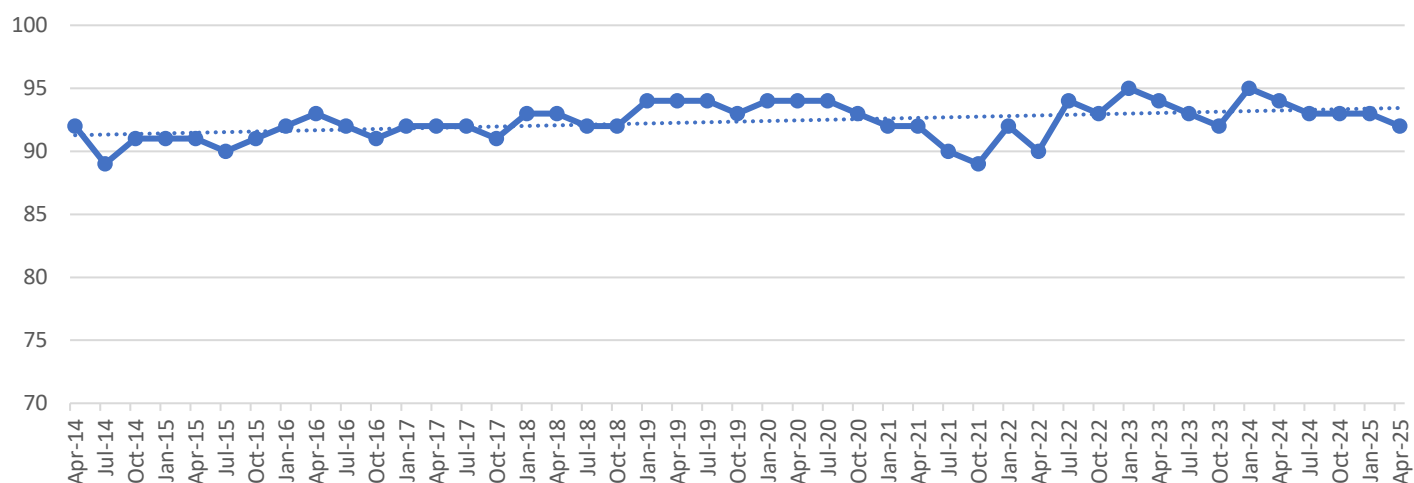
- Altenburg: 45
- Bhowmick: 27
- Birkey: 4
- Castro: 40
- Dodis: 6
- Hedberg: 46
- Herdrich: 27
- King: 38
- Le: 1
- Luettkke: 34
- Newbrander: 26
- Reller-Anderson: 44
- Spencer: 10
- Van Brunt: 21
- Weaver: 2
- Westel: 52
- Zhu: 69

## Individual Question Results with Trendlines

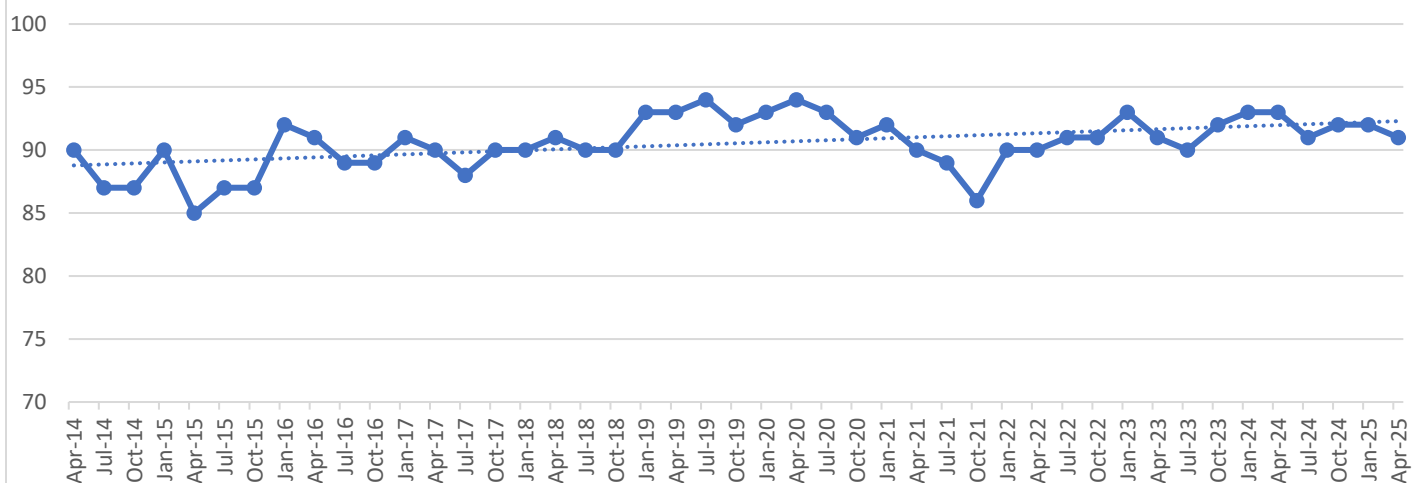
### #1 - The phone operator staff and call center



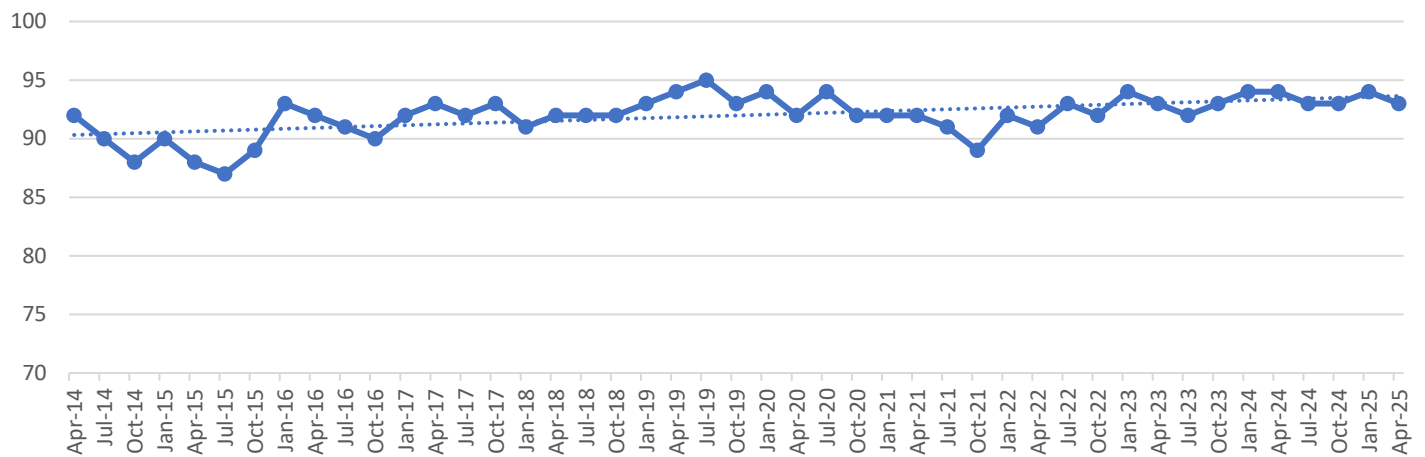
### #2 - The reception staff



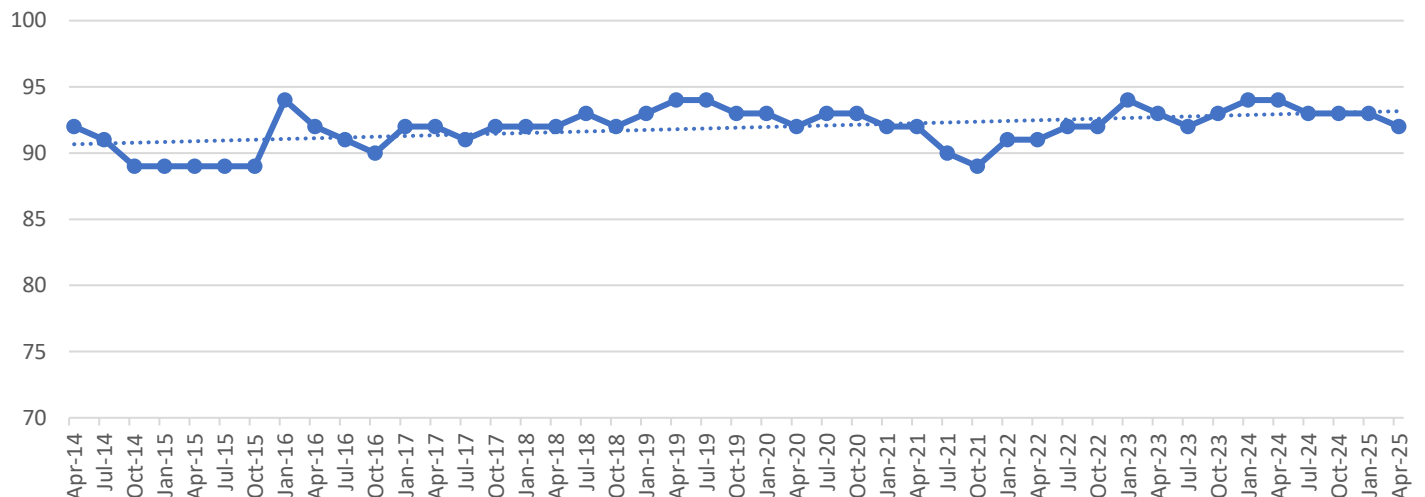
### #3 - Receiving a timely appointment



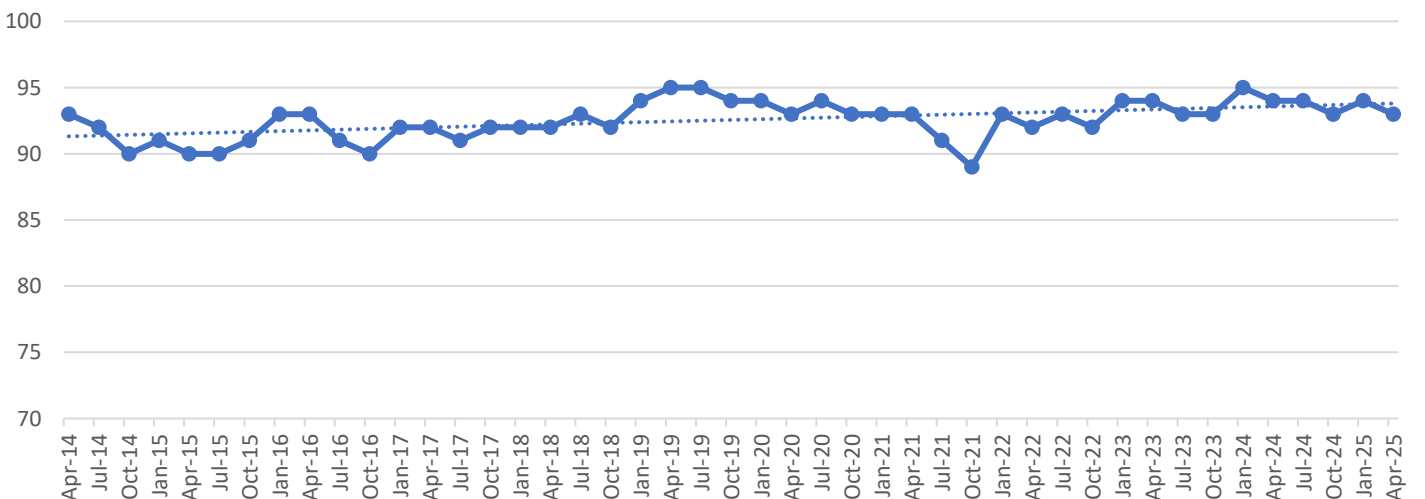
#### #4 - Education and explanation of plan provided in a way that I can understand



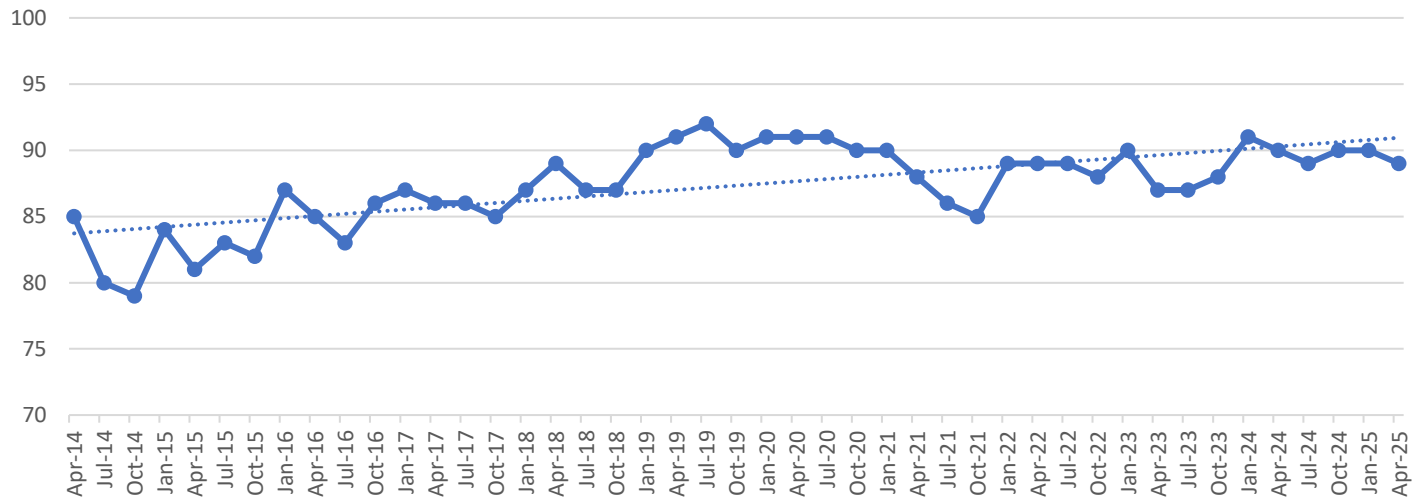
#### #5 - The follow-up and coordination of my care



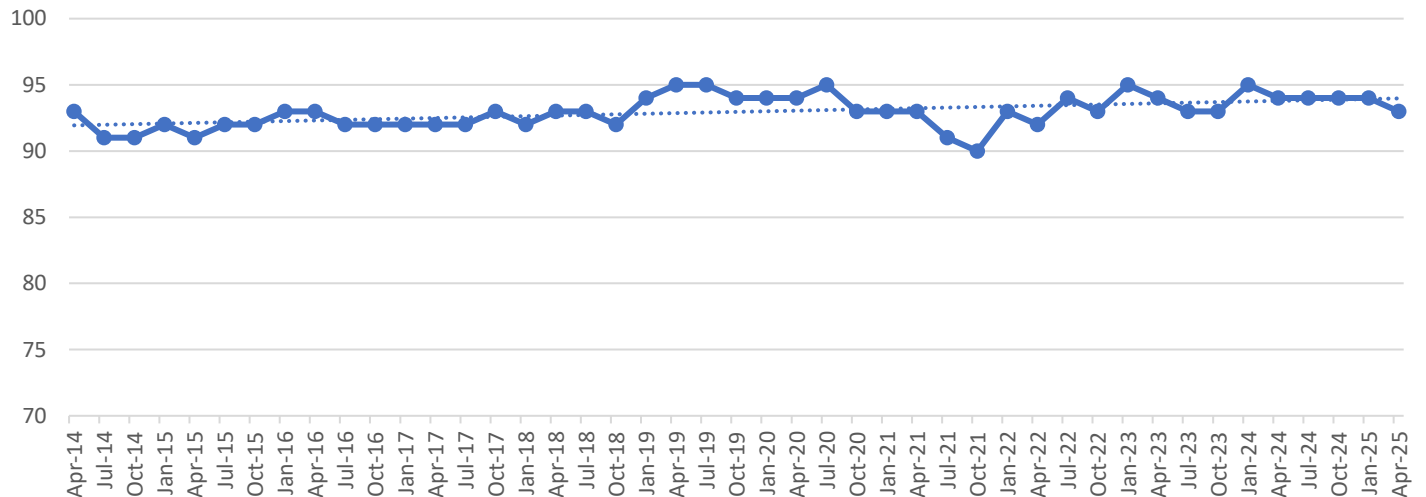
#### #6 - The staff addressing my medical needs today



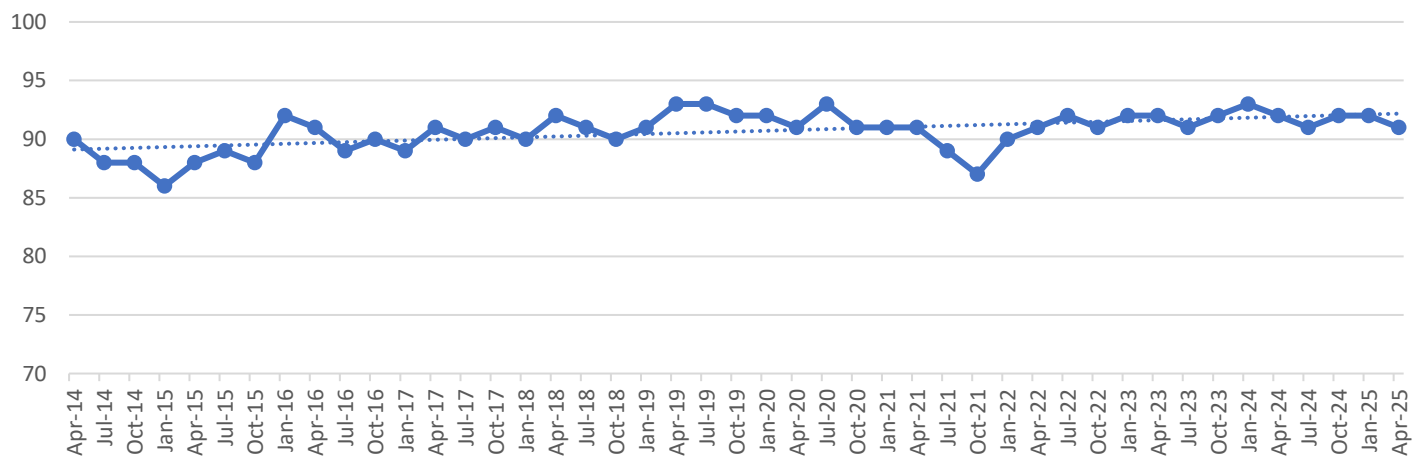
#7 - The time spent waiting



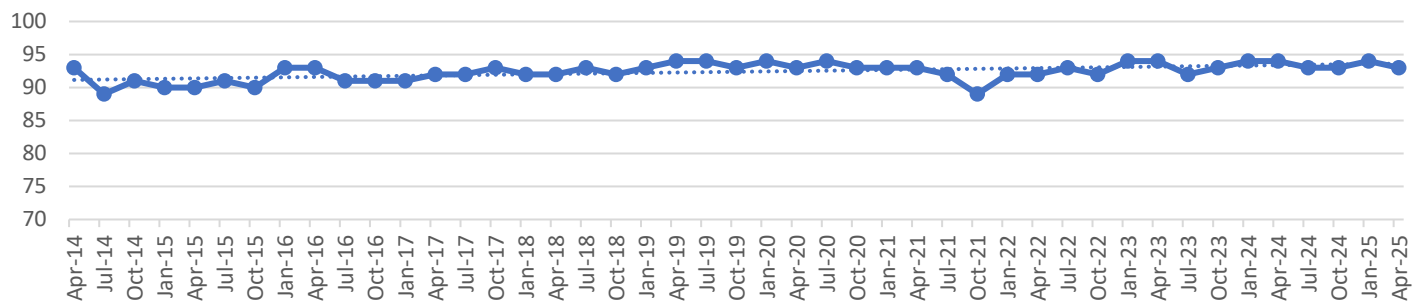
#8 - The respectfulness of staff



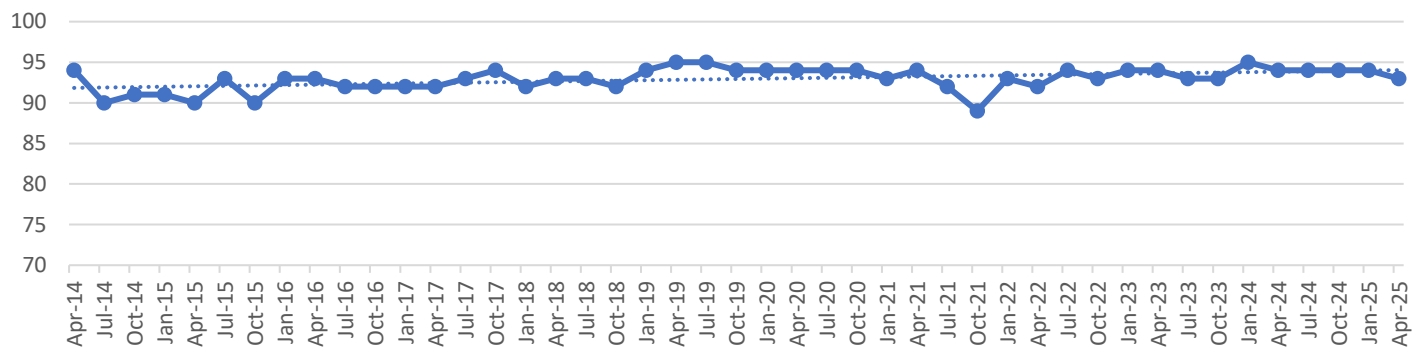
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



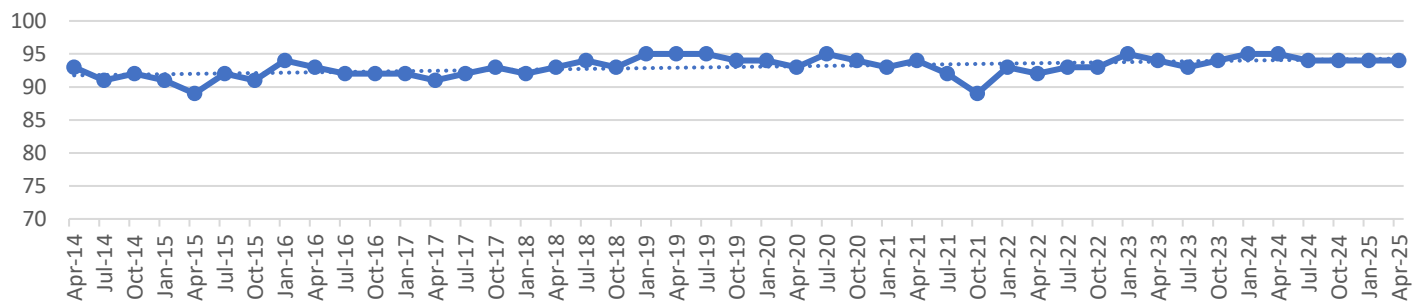
## #10 - The handling of my personal medical information in a private and confidential manner



## #11 - Your medical assistant



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



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

