



**Patient Satisfaction Survey**  
**135 E. Irving Park Rd., Streamwood**  
**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 90% to 96%. The mean for all questions was 94% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

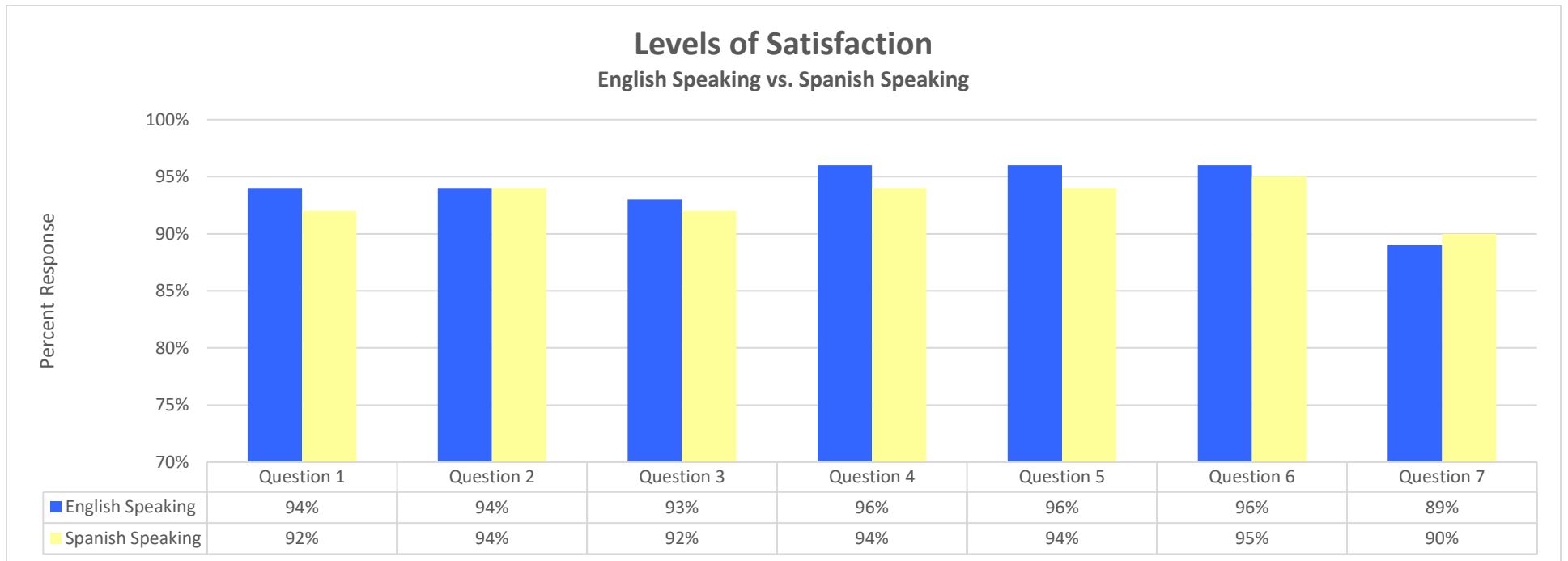
<b>135 E. Irving Park Rd., Streamwood – Survey Questions</b>	<b>Level of Satisfaction April 2025</b>	<b>Level of Satisfaction January 2025</b>	<b>Level of Satisfaction October 2024</b>	<b>Level of Satisfaction July 2024</b>
1. The phone operator staff and call center	92%	94%	94%	92%
2. The reception staff	94%	94%	94%	92%
3. Receiving a timely appointment	92%	93%	93%	91%
4. Education and explanation of plan provided in a way that I can understand	95%	95%	95%	94%
5. The follow up and coordination of my care	95%	94%	94%	94%
6. The staff addressing my medical needs today	95%	95%	95%	95%
7. The time spent waiting	90%	92%	91%	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	92%	94%	93%	92%
10. The handling of my personal medical information in a private and confidential	95%	95%	95%	94%
11. Your medical assistant	95%	96%	95%	95%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	96%	96%	95%
13. Overall, how satisfied are you with the Health Center?	95%	95%	95%	94%

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%

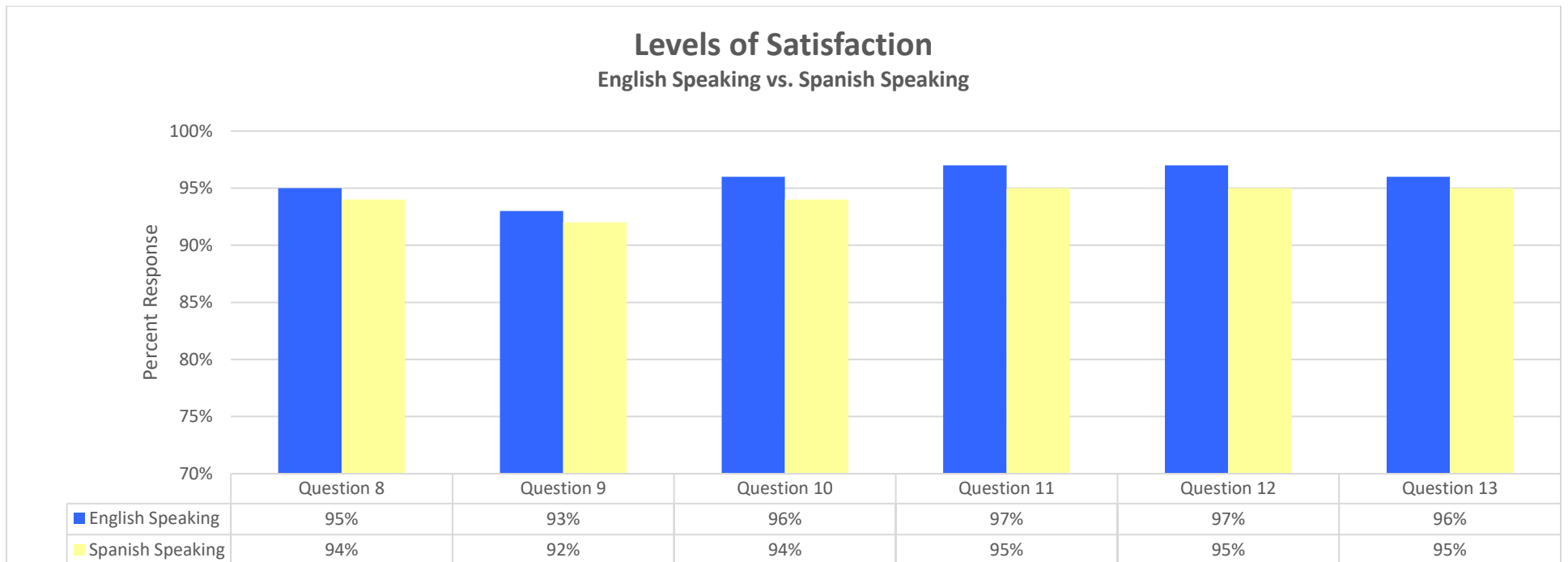
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	188 79%	345 74%	38 16%	77 17%	9 4%	23 5%	0 0%	12 3%	3 1%	10 2%
2. The reception staff	185 78%	354 77%	43 18%	81 18%	7 3%	18 4%	1 1%	2 1%	2 1%	7 2%
3. Receiving a timely appointment	176 75%	333 72%	43 18%	89 19%	12 5%	22 5%	0 0%	5 1%	4 2%	11 2%
4. Education and explanation of plan provided in a way that I can understand	198 84%	362 78%	35 15%	78 17%	1 1%	13 3%	0 0%	4 1%	2 1%	7 2%
5. The follow-up and coordination of my care	197 84%	362 79%	35 15%	76 17%	2 1%	12 3%	0 0%	1 1%	2 1%	8 2%
6. The staff addressing my medical needs today	197 84%	379 81%	31 13%	66 14%	3 1%	10 2%	1 1%	3 1%	2 1%	8 2%
7. The time spent waiting	156 66%	308 67%	45 19%	101 22%	24 10%	34 7%	5 2%	8 2%	5 2%	9 2%



Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
8. The respectfulness of staff	195 83%	365 80%	34 14%	68 15%	4 2%	13 3%	0	2 1%	3 1%	7 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	164 75%	315 71%	36 16%	90 20%	16 7%	31 7%	1 1%	0	2 1%	7 2%
10. The handling of personal medical info in a private and confidential manner	199 85%	358 78%	29 12%	76 17%	3 2%	15 3%	0	2 1%	2 1%	7 2%
11. Your medical assistant	200 86%	378 82%	31 13%	62 14%	1 1%	11 2%	0	1 1%	2 1%	8 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	208 89%	378 83%	23 10%	61 13%	1 1%	8 2%	0	1 1%	2 1%	8 2%
13. Overall, how satisfied are you with the Health Center?	197 84%	362 81%	32 14%	67 15%	3 1%	11 2%	1 1%	1 1%	2 1%	8 2%



## 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: 70

N/A: 16

YES: 12

#### **Comments:**

1. "Nice."
2. "Yes, provider responded within the same day." (McComb)
3. "They staff good." (McComb)
4. "Very well!" (Wenker)
5. "Good." (3)
6. "Great." (Tran)
7. "Amazing." (Tran)
8. "Yes, good got reply." (McComb)
9. "No all good nothing bad." (Ali)
10. "Yes, it was answered." (Shah)
11. "I am very happy with the staff they are very friendly and helpful." (White)
12. "It was helpful and excellent." (Carlton)
13. "Very helpful & always supportive." (Layton)
14. "Very nice, competent doctor. I appreciate her!" (Chaudhari)
15. "Very polite." (2)
16. "Everyone is so helpful." (Wenker)
17. "The results were positive." (Aragones)
18. "Awesome." (2)

#### **Spanish**

NO: 94

N/A: 7

YES: 17

#### **Comments:**

1. "Great." "Bien." (2)
2. "Satisfied." "Satisfecho." (2)
3. "Excellent." "Excelente." (3)
4. "Never." "Nunca." (McComb)
5. "Yes, to confirm the appointment." "Si para confirmar cita." (Wenker)
6. "Very great good service." "Muy buena buen servicio." (White)
7. "Very great." "Muy bien."
8. "Great." "Buena."
9. "Very good." "Muy buena." (3)
10. "Everything is very good." "Todo muy bien." (Shah)
11. "Everything is great." "Todo bien." (Aragones)
12. "None." (English response on a Spanish survey)
13. "Very satisfied with Doctor Aragones." "Muy satisfecha con el doctor Aragones." (Aragones)
14. "Everything is great they treated me well." "Todo bien me atendieron bien." (Wenker)
15. "No, I have not left messages." "No, he dejado mensajes." (Nettleton)
16. "Very great." "Muy bien." (2)
17. "Does not apply." "No aplica." (Ali)
18. "Great." "Bueno."
19. "Yes, pleasant and grateful to be reminded of my medical appointment for the week." "Si, agradable y agradecida al ser recordada tu cita medica de la semana." (Carlton)
20. "Great." "Buena." (McComb)
21. "Everyone is so kind and professional." "Todos muy amables y profesionales." (Aragones)
22. "No messages." "No mensajes." (Aragones)
23. "Quick response." "Respuesta rápida." (Carlton)
24. "No, but when I have, my expectations were met." "No, mas cuando he dejado, se cumplio mi expectativa."
25. "No, everything is very good." "No todo muy bien."

26. "Everything is excellent." "Todo excelente."
27. "Very great everyone was very kind." "Muy buena todos son muy amables." (Tran)

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

**English**

1. "Ease w/ getting appointments when needed."
2. "N/A." (7)
3. "Available appointment times."
4. "Morgan White." (White)
5. "The care." (Nettleton)
6. "The staff." (Carlton)
7. "Doctor + nurse wonderful + polite." (Carlton)
8. "Dr." (Carlton)
9. "Cost & communication." (Wenker)
10. "Convenience." (Wenker)
11. "Health." "Salud." (Spanish response on an English survey)
12. "Good service." (Nettleton)
13. "The assistants receptionists."
14. "Doctors." (McComb)
15. "All." (Friedlein)
16. "Close to home- friendly."
17. "Very friendly staff." (Wenker)
18. "Everything was good."
19. "Quick replies."
20. "Follow up." (Chaudhari)
21. "Information." (Wenker)
22. "Communication." (3)
23. "Friendly staff." (Shah)
24. "Quick appointments." (Ali)
25. "Appointment availability." (Tran)
26. "Getting the care I need." (Shah)
27. "The walk in service." (Chaudhari)
28. "Always at my aid." (Shah)
29. "Ease and timeliness." (Wenker)
30. "Close to home." (Chaudhari)
31. "There care concerns." (Nettleton)
32. "Online portal." (McComb)
33. "Staff." (3)
34. "Very friendly."
35. "Workers."
36. "Doctor care." (Nettleton)
37. "Access to care." (McComb)
38. "They are very helpful." (McComb)
39. "Very easy to access." (Wenker)
40. "Nearby." (White)
41. "Medical plan, service." (Tran)
42. "Wonderful attention." (Tran)
43. "So quick and nice."
44. "Staff are very nice and explain everything." (McComb)
45. "Explanations in detail." (Nettleton)

**Spanish**

1. "Very great service." "Muy buen el servicio." (Aragones)
2. "Everything." "Todo."
3. "N/A."
4. "Great service." "Buen servicio."
5. "Very great." "Muy bien." (2)
6. "N/A." (Friedlein)
7. "Excellent." "Excelente."
8. "The attention." "La atencion." (McComb)
9. "Vaccines." "Vacunas."
10. "My health." "Mi salud." (White)
11. "The attention." "La atencion." (2)
12. "The language." "El lenguaje." (Poggensee)
13. "My health." "Mi salud." (Aragones)
14. "With my attention." "En mi atencion."
15. "Everything is excellent." "Todo exelente." (McComb)
16. "Location." "Ubicacion."
17. "Their efficiency." "Su eficacia." (Carlton)
18. "The service." "El servicio." (2)
19. "They are bilingual." "Son bilingues." (White)
20. "Maintaining me healthy." "Mantenerme saludable." (Shah)
21. "The medical attention." "La atencion medica." (McComb)
22. "Access and reasonable cost." "Accessible y costo reasonable." (White)
23. "Their personnel are excellent." "Su personal es excelente." (McComb)
24. "Feeling confident." "Sentirme con confianza." (Shah)
25. "The accessibility of the care." "La assecibilidad para el cuidado."
26. "With health." "Con la salud."
27. "Taking care of my health." "Cuidar mi salud."
28. "Only to always be kind it feels good to be received with a smile and attention." "Solo ser mas amables siempre es bueno recibir una sonrisa y atencion." (McComb)
29. "The immediate help." "La ayuda immediate." (Wenker)
30. "Their quickness." "Su rapidez."
31. "They are very kind." "Son muy amables."
32. "The entire personnel are very good." "Todo el personal muy bien." (McComb)
33. "Their great attention." "Su buena atencion." (Mccomb)

46. "Explanations health care professionals give us patients."
47. "Close to home. Lots of providers." (Tran)
48. "The whole staff." (Chaudhari)
49. "It is very close to home and they speak Spanish." "Esta muy cerca de mi casa y hablan español." (Spanish response on an English survey)
50. "Quick appointments, knowledge and efficiency." (Friedlein)
51. "Dr. Lorena was very helpful & provides a lot of information."
52. "The really nice nurse & doctor." (Tran)
53. "They take good care and check up!" (Shah)
54. "The P.A. McComb and patient portal." (McComb)
55. "The people at the front desk." (Ali)
56. "That everyone speaks Spanish and understand my needs." (White)
57. "Very helpful, friendly staff." (White)
58. "The staff was very professional on assisting on my needs." (McComb)
59. "Very thorough Dr. Ariel." (McComb)
60. "Helping me choose the time and day according to my timing." (McComb)
61. "I really appreciate the care provided by Ariel McComb. She's the first PC I've found here that I'll insist on seeing exclusively." (McComb)
62. "Primary care."
63. "Online retrieval of med hx."
64. "Easy apt."
65. "The customer service." (Carlton)
66. "How fast the care is."
67. "Close to home." (Tran)
68. "I feel comfortable."
69. "Multiple locations."
70. "Overall staff. Attention." (Aragones)
71. "Support from, staff and education." (Nettleton)
72. "Schedule availability." (Wenker)
73. "Convenient location-also get appointment right away." (Carlton)
74. "Prompt care & less waiting time."
75. "The services provided and how helpful everyone is." (Piper)
76. "The medical assistant are very helpful." (Aragones)
77. "Everyone is very friendly." (White)
78. "The doctors and the staff." (Carlton)
79. "Go an appointment in walk in."
80. "Portal, scheduling, proximity." (Chaudhari)
81. "Polite staff." (2)
82. "Friendly."
83. "Excellent care." (Wenker)
34. "It is accessible." "Fue accesible." (White)
35. "Check ups for my daughter's." "Chequeos para mis hijas." (Friedlein)
36. "Laboratory results." "Resultados de laboratorio." (McComb)
37. "There are always appointments when I need them." "Siempre hay citas cuando necesito." (Wenker)
38. "They help me with caring from my health." "Me ayudan a poder cuidar mi salud."
39. "The medical attention." "La atención médica." (Shah)
40. "With my family's health." "Con la salud de mi familia."
41. "The service is reasonable." "El servicio es razonable." (McComb)
42. "Punctuality and medical attention." "Puntualidad y atención médica."
43. "Tending to when necessary." "Atender cuando necesario." (Wenker)
44. "Convenient very close to my home." "Conveniente muy cerca de mi domicilio." (White)
45. "It is close to my home, and the doctors and receptionists are very kind." "Esta cerca de mi casa, y los doctores y recepcionistas son muy amables." (Tran)
46. "It is close to home." (English response on a Spanish survey)
47. "Having timely appointments, remind me of appointments." "Tener citas a tiempo, recordarme mis citas." (Ali)
48. "I like that they are kind and cordial (employees)." "Me gusta que son amables y cordiales (empleados)."
49. "Thank you for your kindness and your help you are very kind thank you for the excellent service." "Gracias por su amabilidad y su ayuda son muy amables gracias por el excelente servicio."
50. "It is very close to my home, and they are very professional." "Es muy cerca de mi hogar y son muy profesionales." (Wenker)
51. "The attention towards my person and my children everytime that I remember coming to my consult." "En la atención a mi persona a mis hijos cada vez que recuerdo venir a mi consulta."
52. "That they help me obtain medical service." "Que me ayudan para obtener el servicio médico."
53. "I am satisfied with their attention." "Que estoy satisfecho con su atención."
54. "The monetary help and the doctor are professional." "La Asistencia monetaria y los doctores son profesionales." (McComb)

84. "The receptionist team helped me a lot."  
(Wenker)
85. "Doctor interest in child's wellbeing."  
(Chaudhari)
86. "Pre register access prior to arriving on-site  
for appointment." (Nettleton)
87. "Good doctor, nice staff + close to where I  
live." (Aragones)
88. "Great staff that works with you."  
(Poggensee)
89. "Morgan is fast but answers all questions."  
(White)
90. "The variety of care provided." (Tran)
91. "Staff are always polite & my doctor is  
excellent in communicating with me."  
(Carlton)
92. "Nice visits now on warts I choose this my  
primary care." (Tran)
55. "Excellent service, great attention, cordial."  
"Excelente servicio, buena atencion,  
cordialidad." (White)
56. "Their profesional." "Su profesionalismo."
57. "Service." "Servicio."
58. "The service." "El servicio."
59. "Their accomodations." "Su comodidad."
60. "Responsible." "Responsables."
61. "Quick attention." "Atención rápida."
62. "Health and dentist." "Salud y dentista."  
(Friedlein)
63. "Service, accessible." "Servicio, accessible."  
(Aragones)
64. "They speak Spanish." "Ablan Espanol."
65. "The very great attention." "La muy buena  
atencion." (Nettleton)
66. "They treat well." "Atienden bien." (Carlton)
67. "Great explanation." "Buena explicacion."
68. "Health." "Salud."
69. "Their attention." "Su atencion."
70. "Yes." "Si." (Wenker)
71. "Doctor." "Doctor."
72. "The efficiency." "La eficiencia." (Aragones)
73. "The attention and that everyone is bilingual."  
"La atencion y que son bilingües todos."
74. "The care for my health." "El Cuidado de mi  
salud." (Aragones)
75. "The time spent waiting is reasonable at my  
time." "El tiempo de espera razonable a mi  
tiempo."
76. "Staying informed of my health." "Estar  
informacion de mi salud."
77. "Excellent service from the nurses and  
doctors." "Excelente servicio de las  
enfermeras y doctor." (Wenker)
78. "The attention is quick." "La atencion es  
rapida."
79. "The doctor explains everything very clearly."  
"El doctor explica muy claro."
80. "The laboratory is included in the building."  
"El laboratorio incluido en el edificio." (White)
81. "The attention has always been excellent."  
"La atencion ha sido siempre excelente."
82. "They help with my health." "Me ayuda en mi  
salud."
83. "They provide great services." "Dan buen  
servicio."
84. "They tend to my family." "Atender ami  
familia." (Chaudhari)
85. "Being informed about my health." "Saber  
sobre mi salud."
86. "The kindness from the personnel." "La  
amabilidad del personal."
87. "Great attention about my health." "Buena  
atencion sobre mi salud." (Nettleton)



88. "That they tend to me in everything." "Que me atiende en todo."
89. "They are very kind." "Son muy amables." (Tran)
90. "They tend to the problems that I have." "Atienden mis problemas que traigo." (Tran)
91. "The attention and the closeness to my home." "La atencion y la cercanía a mi casa."
92. "With my health." "Por mi salud." (Carlton)
93. "Efficient and great help with the translation assistance." "Eficientes gran ayuda con asistencia de traducion." (Friedlein)
94. "They have excelent attention." "Tienen una atencion excelente."
95. "The way that they treat me." "La manera como me atienden." (Tran)
96. "Attention and medical attention." "Atencion y atencion medica." (Wenker)
97. "With my health." "En mi salud."
98. "For better health." "Para una mejor salud." (Tran)
99. "They help with my medications." "Me ayuda a mis medicamentos."
100. "To care for my health." "A cuidar mi salud." (Tran)
101. "My family's health." "Salud de mi familia."
102. "Quickness and efficiency." "Rapidz y eficiencia."
103. "Very good for my pressure." "Muy buena para mi precion." (McComb)
104. "Continue to help us thank you." "Sigam ayudandonos gracias."
105. "For my personal health." "Para mi salud personal." (Aragones)
106. "With all of my necessities." "En todos mis nesecidades."
107. "It is close to me, the reception personnel, doctor and assistant, they are attentive and very patient and kind." "Esta cerca de mi, el personal de recepcion, doctores y asistentes, son atentos y muy pacientes y amables." (Wenker)
108. "That they are close to my home, and they are very kind." "Que esta cerca de mi casa y que son muy amales." (Layton)
109. "It helps me with a lot for my health." "Me ayuda en mucho para mi salud."
110. "They tend my neccesities, to me and my family." "Atender mis necesidades a mi y a mi familia."
111. "Satisfied with the great services." "Satisfecho con sus buenos servicios."

112. "The care with my health is very good." "Mi Cuidado en mi salud muy buena."  
(Aragones)
113. "Maintaining my health good."  
"Mantener mi salud bien."
114. "That they should provide more time for an appointment, in question that if the arrival is 5 minutes before, they are not seen." "Que deben de dar mas tiempo para una cita, en cuestión de que si llega 5 minutos antes ya no lo atiende."
115. "More calls to remind me of my appointments. Medical attention and the help from the personnel." "Las llamadas para recordar mis citas atencion medica y la ayuda del personal." (Aragones)
116. "The attention and how to carry my pregnancy in a healthy form." "La atencion y como yebar mi embarazo de forma saludable."
117. "With everything that I may need."  
"En todo lo que necesito."
118. "Medical care for my family."  
"Cuidado de la salud de mi familia."  
(Chaudhari)
119. "They have accesible prices." "Tiene precios accesibles." (Tran)
120. "The first time that I visit and everything appeared fine." "Primera vez que los visito y todo me pareció bien."
121. "The treatment, the communication, the kindness." "El trato, la comunicacion, la amabilidad." (Poggennsee)
122. "I am at ease knowing what I need to take and knowing everything about my health." "Me facilita a saber lo que tengo que tomar y a saber todo sobre mi salud."
123. "Well, it helps me with everything, and they explain everything to me very great."  
"Pues me ayuda en todo y me explican las cosas muy bien." (Tran)
124. "That the doctor speaks Spanish and treats us well." "Que el doctor habla español y nos entendemos bien."
125. "That it is close to me the clinic."  
"Que es cerca de mi la clínica." (Wenker)
126. "Constant follow up for my medical control." "Seguimiento constante de mis controles médicos." (Nettleton)
127. "The doctor and nurse answer my questions." "El doctor y enfermero contestan mis preguntas." (Ali)
128. "To take my medical control." "A llevar mi control medica."

129. "Their consults and the closeness to the house." "Sus consultas y lo cerca de tu casa."
130. "That they speak Spanish and are very kind." "Que hablan Espanol y son muy amables." (Carlton)
131. "They have helped me with everything. Health and how I feel." "Me han ayudando en todo. Salud y como me siento."
132. "That they are very organized, and they have great doctors and personnel." "Que son organizados y tienen buenos doctores y personal." (Tran)

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

#### **English**

1. "N/A." (32)
2. "Take more time to listen to patient." (Wenker)
3. "Everything is great." "Todo bien."
4. "No comment." (2)
5. "Nothing you are great." (McComb)
6. "All is good." (Friedlein)
7. "N/A everything is good." (Shah)
8. "None." (Shah)
9. "Nothing 😊." (Friedlein)
10. "Satisfied."
11. "Offer more same day appointments." (McComb)
12. "They take care good." (McComb)
13. "Not at the moment." (Poggensee)
14. "No improvements." (Ali)
15. "Everything is pretty good." (Nettleton)
16. "Things are good right now."
17. "It's great, no comments." (Wenker)
18. "Follow up for referrals." (White)
19. "Great service, n/a." (Tran)
20. "Doing always like today. Amazing." (Tran)
21. "To me everything is good." (White)
22. "My appointment was today at 10 AM but I waited 1:30 mins to see my doctor." (Nettleton)
23. "The girls in the front desk need to be more friendly and smile more." (White)
24. "Explain every step of the process instead of just handing me an Ipad + telling me to do it all on my own."
25. "It's perfect."
26. "No improvement needed."
27. "Everything is well." (Poggensee)
28. "Wait times." (Nettleton)
29. "Keep up the great job 😊."
30. "All good." (2)
31. "Keep it the same." (Wenker)

#### **Spanish**

1. "N/A." (5)
2. "Excellent." "Excelente."
3. "No comments." "Sin comentarios." (Friedlein)
4. "The attention." "Su atención."
5. "Everything is great." "Todo bien." (7)
6. "It is great, everything." "Esta bien todo." (2)
7. "Everything is great." "Todo esta bien." (6)
8. "Everything is very great." "Todo muy bien." (2)
9. "There are no problems." "No hay ningun problema."
10. "I think it is great how it is now." "Creo que esta muy bien asi." (McComb)
11. "Very great service." "Muy buen servicio." (Shah)
12. "Nothing everything is good." "Nada todo bien." (White)
13. "It is very good." "Es muy bueno." (McComb)
14. "It seems very great to me." "Me parece muy bieno todo." (McComb)
15. "For now, everything is great with the service." "Hasta ahora todo bien con su servicio." (Aragones)
16. "Continue with the kindness." "Continuar con la amabilidad."
17. "I am satisfied with the attention." "Estoy satisfecha con la atención." (White)
18. "Everything appears perfect to me." "Todo me parecia perfecto."
19. "Everything is great, the service is good." "Todo esta bien, el servicio es bueno."
20. "Having more frequent appointments, without having to wait so long." "Teniendo citas mas frecuentes, sin tener esperar tanto."
21. "Not refusing people when they are coming in bothered and then schedule appointments three weeks out." "No rechazar a las personas cuando vienen con mucha molestia"

32. "Nothing." (Poggensee)
  33. "Walk in clients."
  34. "You guys are awesome." (Carlton)
  35. "No comment. Great service and support."  
(Wenker)
  36. "My experience is good + I am content."  
(Aragones)
  37. "Being on time with appointments." (Tran)
  38. "No, thank you."
  39. "More staff and a bigger place? I'd say y'all  
rock and thank you for all of your services."
  40. "Get rid of the inability to check in if not 15 or  
30 prior."
  41. "Warn about 15 min or you miss appointment.  
That's probably the only plan."
  42. "Don't be so strict w/ the 15 minute rule. More  
understanding." (Chaudhari)
  43. "Be a little comprehensive with getting to appt  
on time." (Carlton)
- 
- y no le den una cita después de tres  
semanas después." (McComb)
  22. "The entire service is great thank you so  
much for your support." "Todo el servicio  
esta muy bien muchas gracias por su apoyo."  
(McComb)
  23. "I do not have inconveniences. The entire  
service is very professional." "No tengo  
ningun inconveniente. Todo el servicio es  
muy profesional." (Wenker)
  24. "It is not necessary my visit is satisfactory."  
"No es necesario mi visita es satisfesa."  
(Shah)
  25. "I think that everything is great nothing to  
improve." "Creo que todo esta muy bien  
nada que mejorar." (McComb)
  26. "Tending to patients at modest times or  
sicknesses at once not one sickness over  
another." "Atender horarios modestas o  
enfermedades al instante no una enfermedad  
por una." (McComb)
  27. "I do not have complaints at this moment."  
"No tengo queja alguna en estos momentos."  
(Ali)
  28. "The personnel from reception are rude at  
least when we call over the phone." "El  
personal de recepcion aveces es grosero al  
menos cuando se llama por teléfono."
  29. "I think for the moment it appears very well."  
"Creo que por el momento me parece todo  
bien." (Aragones)
  30. "The appointment should be at the time it was  
indicated." "La cita que sea la hora indicada."  
(McComb)
  31. "Seen faster." (English response on a  
Spanish survey)
  32. "Reception?" "Recepcion?"
  33. "The service is excellent." "El servicio es  
exelente." (Chaudhari)
  34. "Satisfied." "Satisfecho." (Nettleton)
  35. "No comments." "No comentarios." (3)
  36. "It is great." "Es bien."
  37. "Everything is normal." "Todo esta normal."
  38. "It seems to me like a great service." "Me  
parece un buen servicio."
  39. "It is great." "Esta todo bien."
  40. "That the referral should be sent quicker."  
"Que los referidos los envien mas rapido."  
(Carlton)
  41. "For me it is great everything." "Para mi esta  
muy bien todo." (Tran)
  42. "Contintue with your grand attention."  
"Continuendo con su gran ayuda."  
(Nettleton)
  43. "With the time spent waiting." "En el tiempo  
de espera." (Ali)

44. "Until now, nothing." "Hasta ahora nada."  
(Carlton)
45. "I do not have suggestions." "No tengo sugerencias." (Carlton)
46. "For me it is perfect with everything." "Para mi esta perfecto en todo."
47. "Assigned time appointments." "Tiempos asignacion citas." (Friedlein)
48. "Being punctual for appointments." "Siendo punctual nuestra cita." (Nettleton)
49. "Service is very good." "Servicio es muy bueno."
50. "For me, everything is great." "Para mi todo esta bien." (Aragones)
51. "Continue to be respectful." "Seguir igual respetosos." (Wenker)
52. "It appears to me that they do everything the best they can to provide grand services."  
"Me parece que hacen todo lo mejor para dar un gran servicio."
53. "For now, everything is great." "Por ahora todo bien." (Wenker)
54. "For now, everything is great." "Todo hasta ahora esta bien." (Tran)
55. "They have an excellent service and grand personnel." "Tienen un excelente servicio y gran personal." (Tran)
56. "It is great at the moment." "Esta muy bien en este momento."
57. "You must improve the communication between doctor and the personnel from reception." "Deben mejorar la comunicaci3n entre el doctor y el personal de reception."
58. "I do not have any recommendations everything seems great to me." "No tengo ninguna recomendacion todo me parece bien."
59. "Very great quality no need to improve the people they are overly respectful." "Muy buena Calidad no tendria que poner mejorar las personas son demasiado respetosas."
60. "Satisfied with the great services."  
"Satisfecho con sus buenos servicios."
61. "I consider everything as a patient of this institution with much success." "Todo lo considero como paciente de esta instituci3n es con 3xito." (Poggensee)
62. "In the arrival of the appointment." "En la llegada a la cita."

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

**English**

- YES: 151
- NO: 2

**Spanish**

- YES: 213
- NO: 1

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

**English**

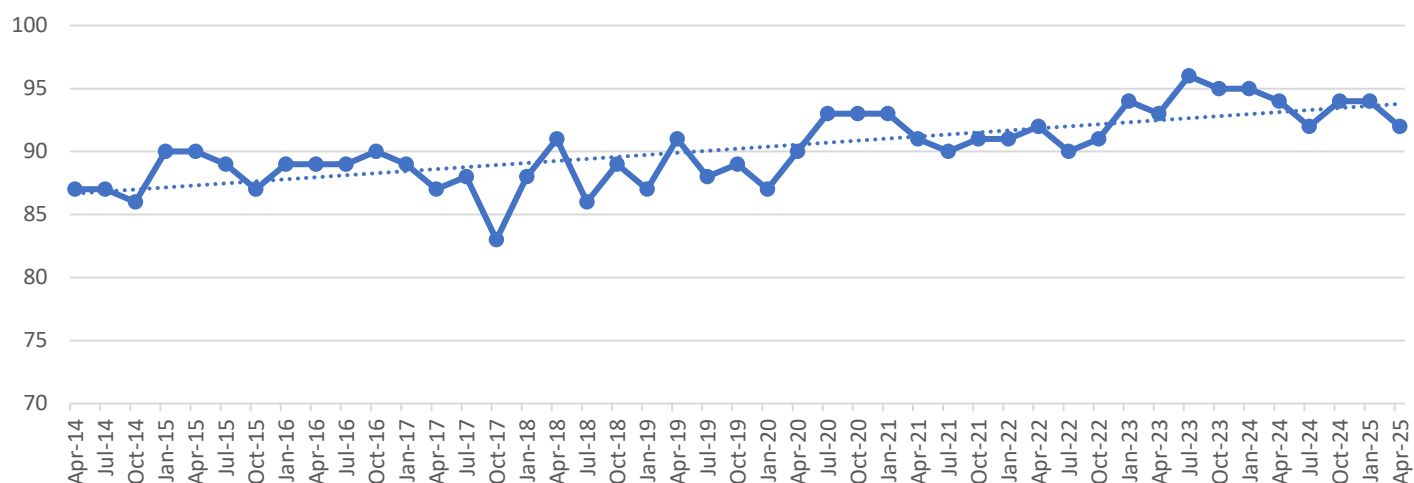
- Ali: 13
- Aragonés: 14
- Carlton: 13
- Chaudhari: 16
- Friedlein: 13
- Layton: 2
- McComb: 21
- Nettleton: 13
- Piper: 1
- Poggensee: 6
- Shah: 19
- Tran: 19
- Wenker: 21
- White: 12

**Spanish**

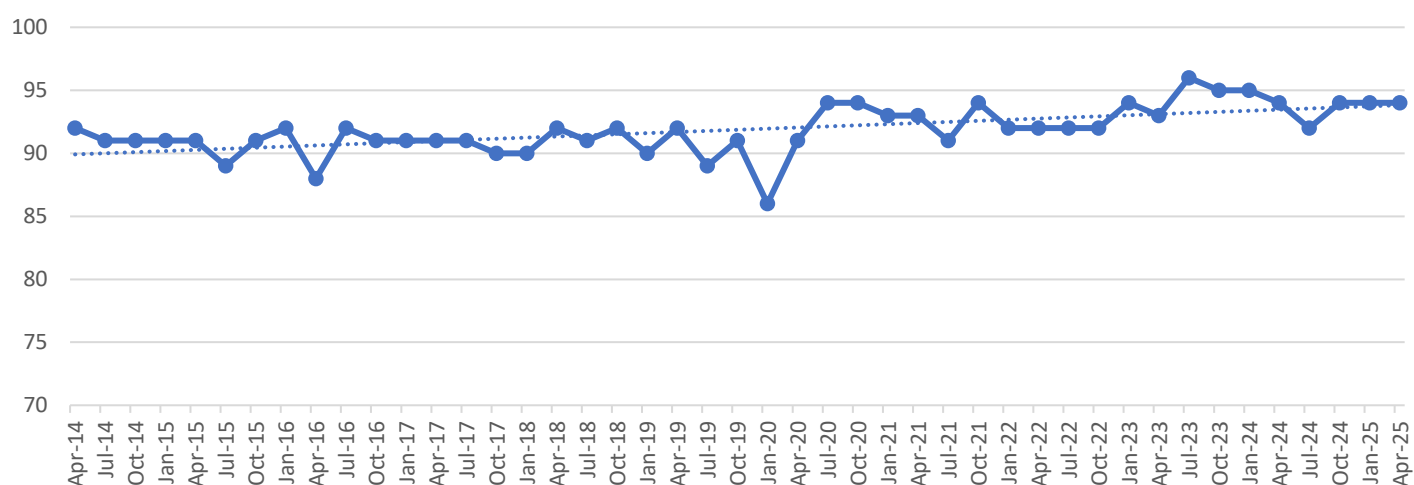
- Ali: 20
- Aragonés: 23
- Carlton: 17
- Chaudhari: 18
- Friedlein: 29
- Layton: 7
- McComb: 37
- Nettleton: 10
- Poggensee: 21
- Shah: 18
- Tran: 26
- Wenker: 46
- White: 24

## Individual Question Results with Trendlines

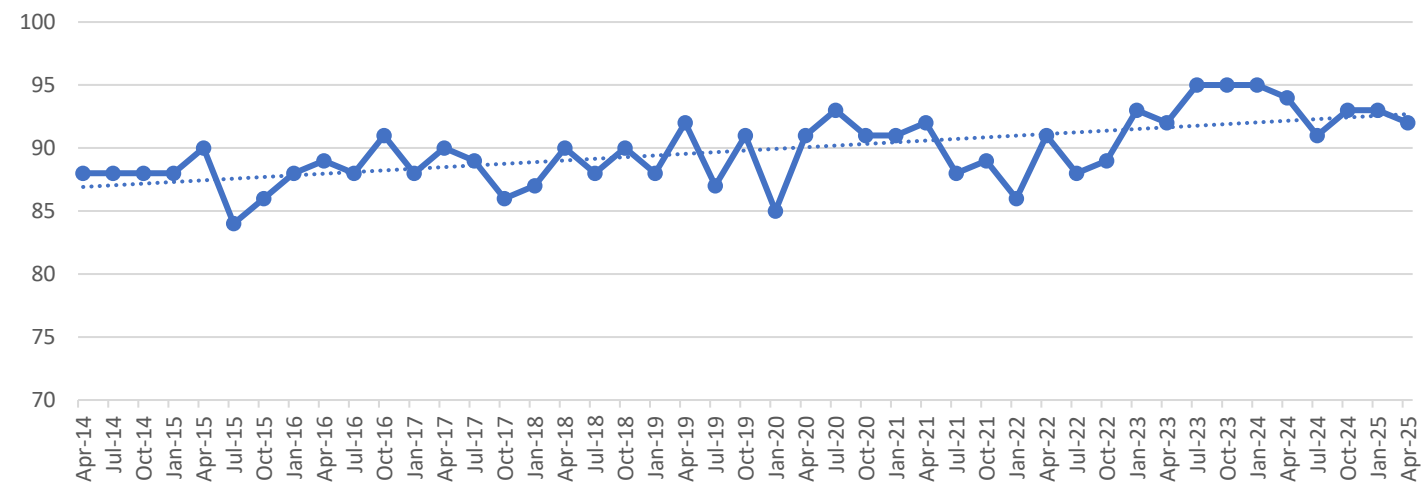
### #1 - The phone operator staff and call center



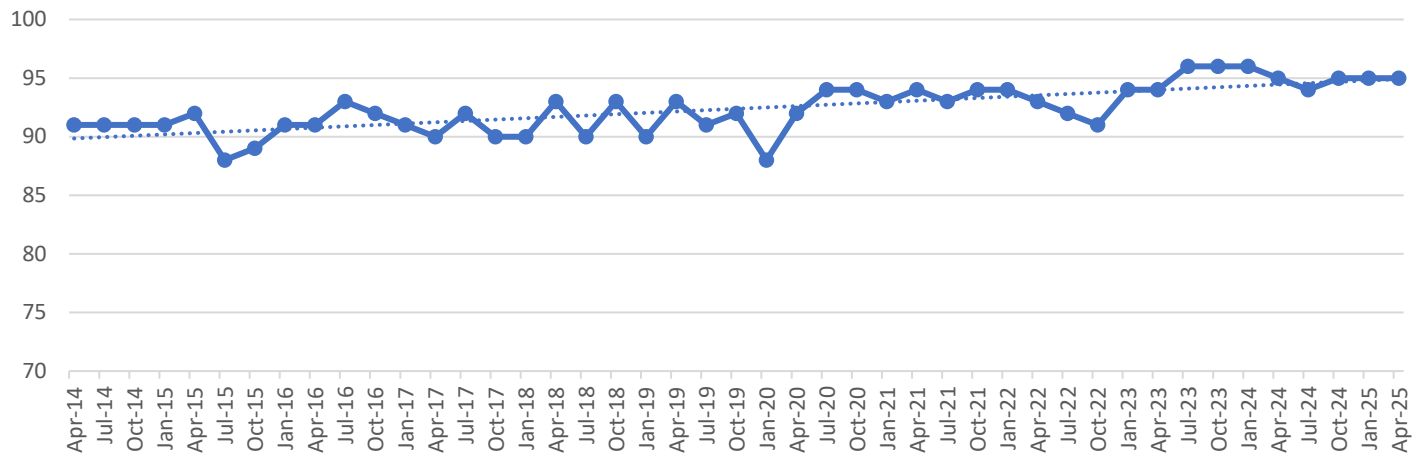
### #2 - The reception staff



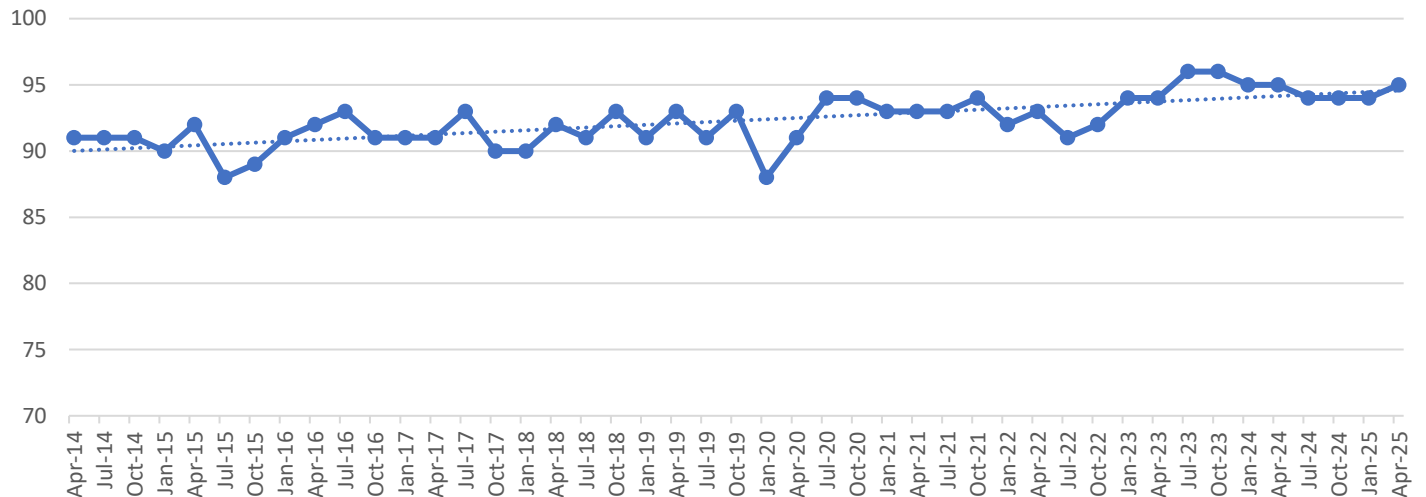
### #3 - Receiving a timely appointment



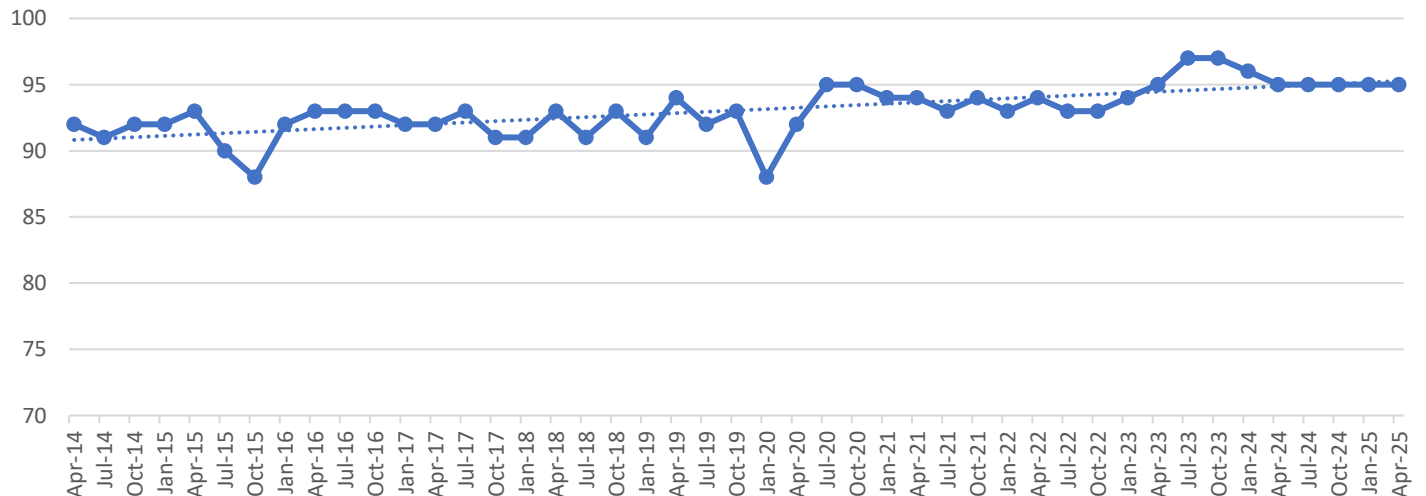
#### #4 - Education and explanation of plan provided in a way that I can understand



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

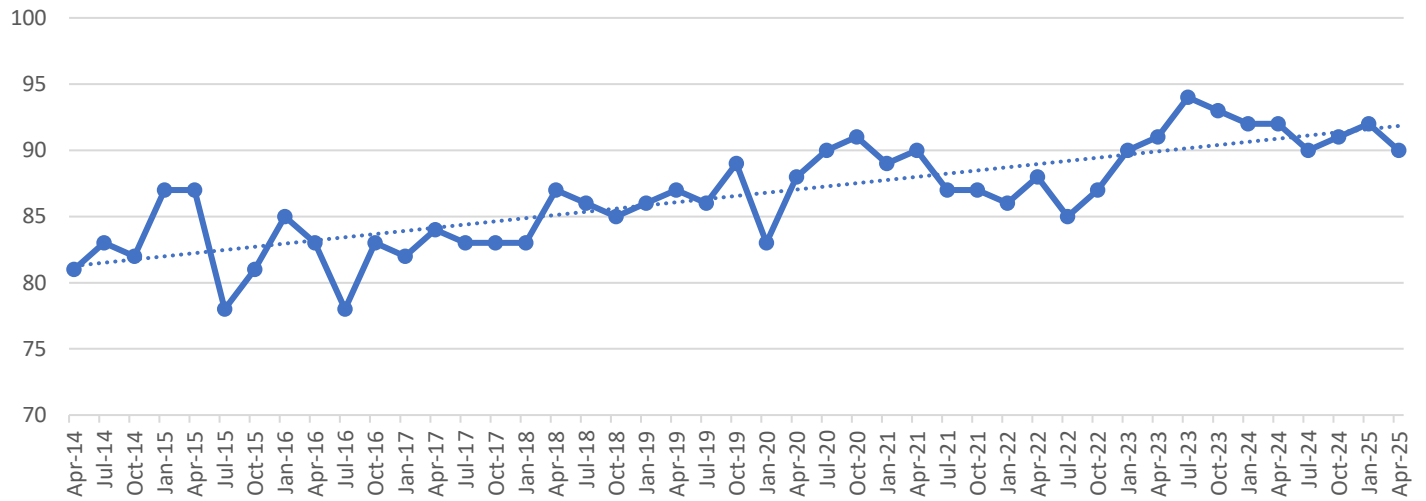


#### #6 - The staff addressing my medical needs today

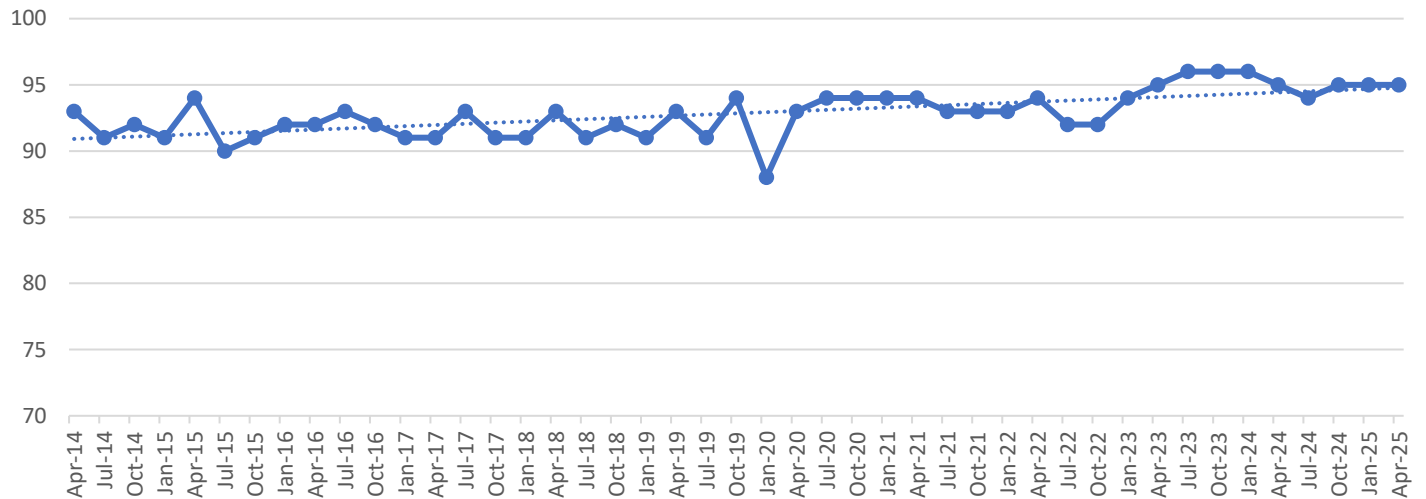




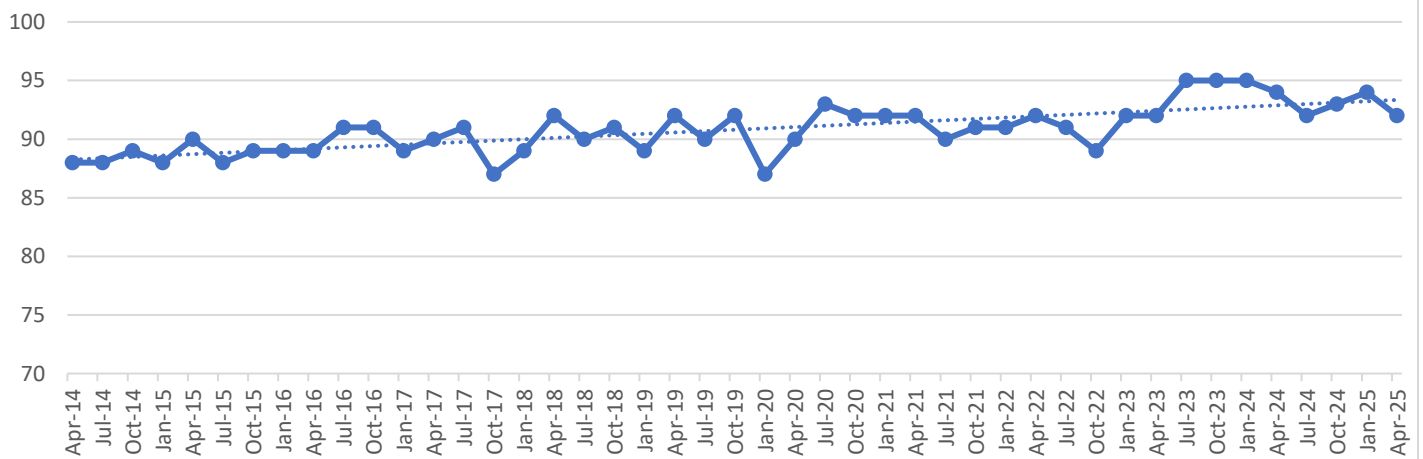
### #7 - The time spent waiting



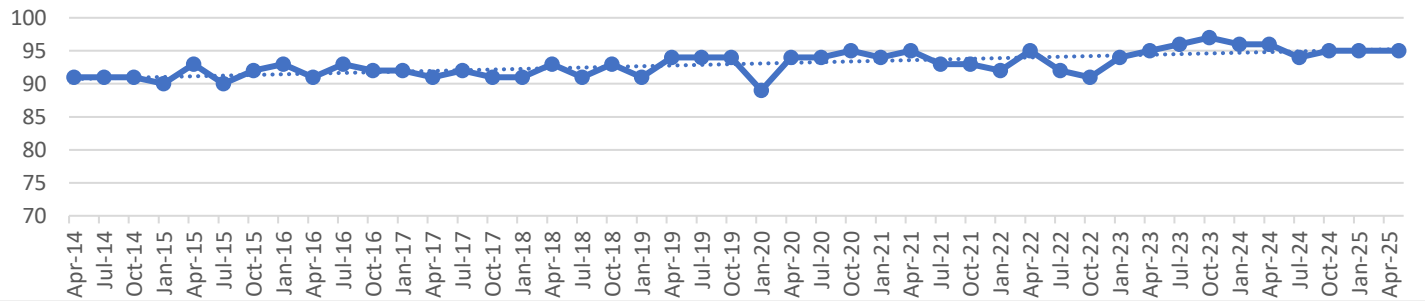
### #8 - The respectfulness of staff



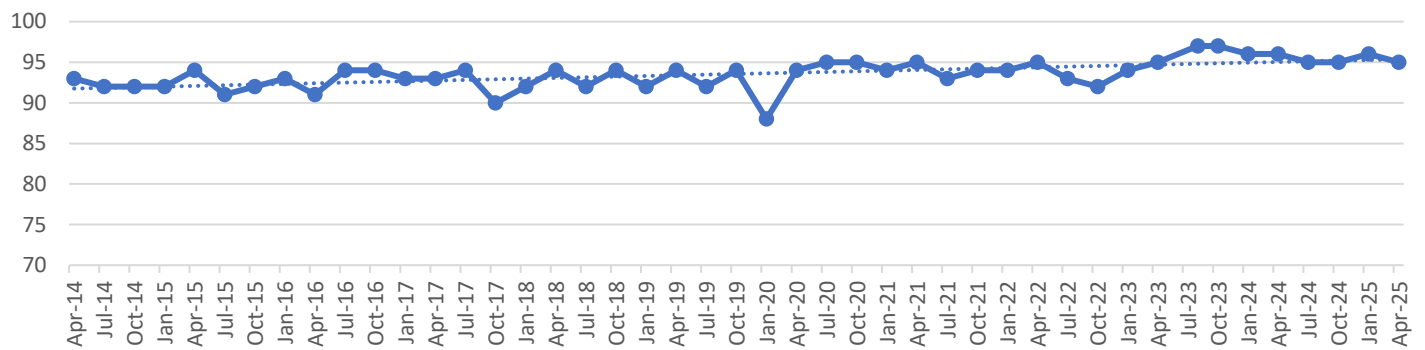
### #9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



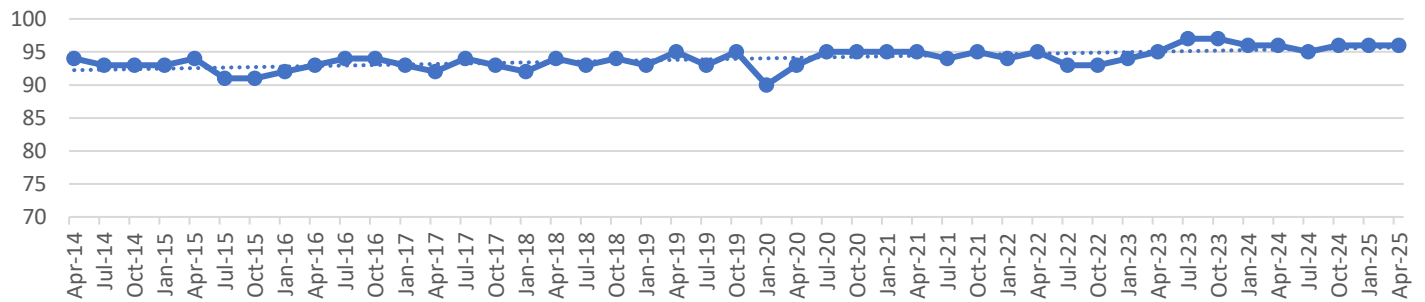
## #10 - The handling of my personal medical information in a private and confidential manner



## #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?

