

Patient Satisfaction Survey 135 E. Irving Park Rd., Streamwood July 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 92% to 95%. The mean for all questions was 94% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

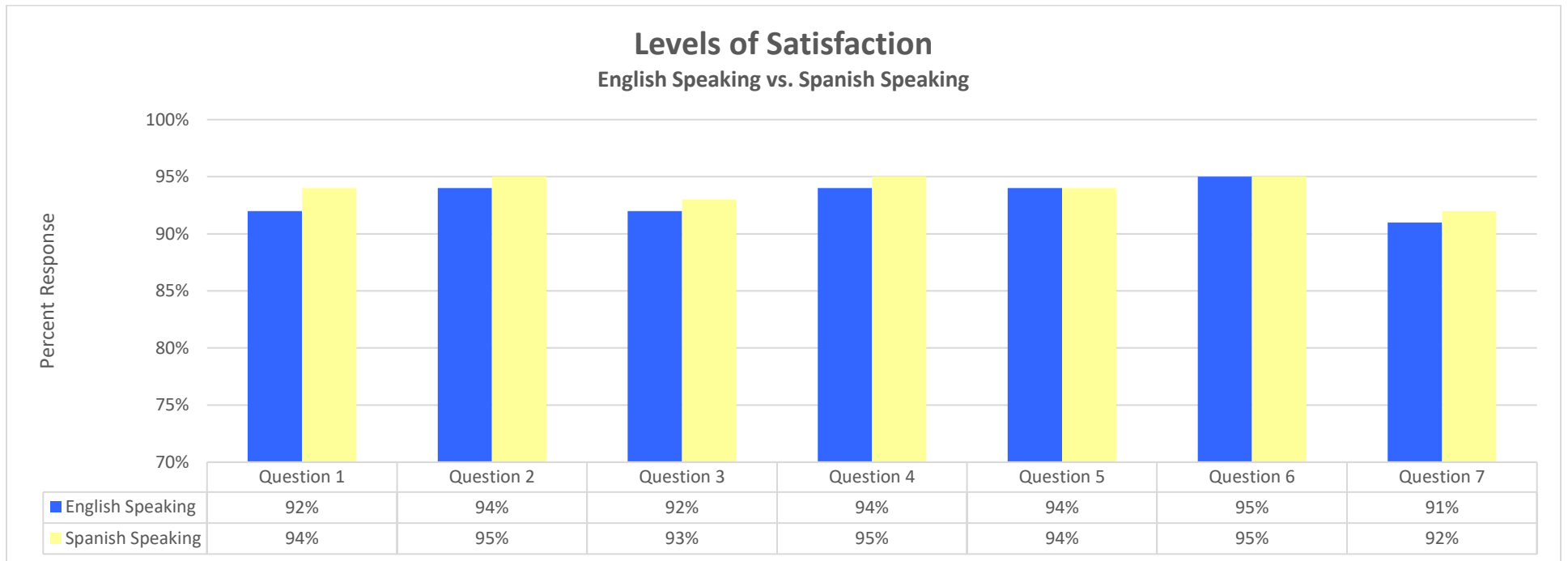
135 E. Irving Park Rd., Streamwood – Survey Questions	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024
1. The phone operator staff and call center	93%	92%	94%	94%
2. The reception staff	94%	94%	94%	94%
3. Receiving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

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

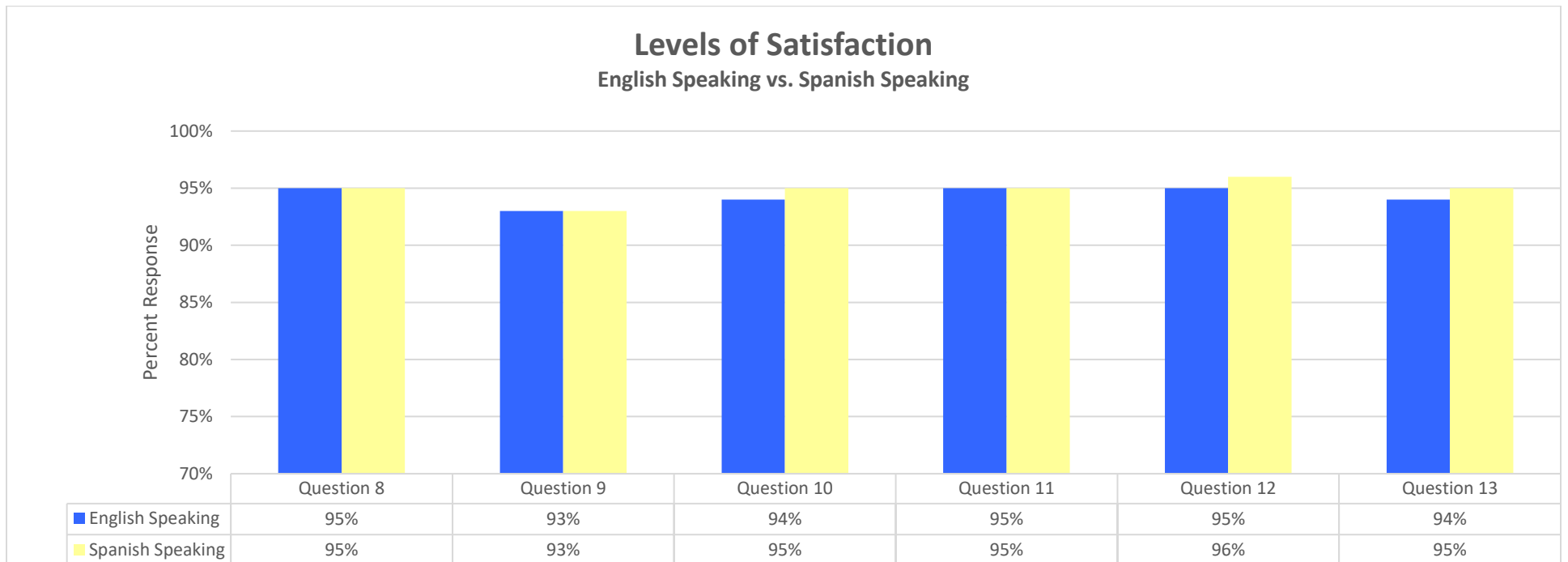
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	152 70%	306 78%	51 24%	65 17%	10 5%	10 3%	1 1%	5 1%	2 1%	7 2%
2. The reception staff	163 74%	324 82%	48 22%	52 13%	6 3%	12 3%	0	3 1%	2 1%	5 1%
3. Receiving a timely appointment	153 71%	296 77%	46 21%	64 17%	14 7%	17 4%	0	3 1%	2 1%	5 1%
4. Education and explanation of plan provided in a way that I can understand	159 74%	310 80%	52 24%	64 17%	4 2%	8 2%	0	2 1%	1 1%	5 1%
5. The follow-up and coordination of my care	162 74%	310 79%	51 23%	67 17%	3 1%	7 2%	2 1%	3 1%	1 1%	5 1%
6. The staff addressing my medical needs today	165 76%	324 82%	47 22%	58 15%	4 2%	4 1%	0	4 1%	1 1%	5 1%
7. The time spent waiting	146 67%	283 72%	56 26%	74 19%	14 6%	25 6%	1 1%	4 1%	2 1%	6 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	169 77%	313 81%	45 21%	63 16%	4 2%	7 2%	0 0%	2 1%	1 1%	4 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	140 72%	279 74%	43 22%	83 22%	10 5%	11 3%	1 1%	2 1%	1 1%	4 1%
10. The handling of personal medical info in a private and confidential manner	161 74%	310 80%	48 22%	65 17%	7 3%	7 2%	0 0%	2 1%	1 1%	4 1%
11. Your medical assistant	167 77%	325 83%	45 21%	50 13%	4 2%	7 2%	0 0%	4 1%	1 1%	4 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	172 79%	320 83%	40 18%	53 14%	3 1%	4 1%	1 1%	2 1%	1 1%	5 1%
13. Overall, how satisfied are you with the Health Center?	164 75%	316 83%	48 22%	52 14%	5 2%	7 2%	0 0%	2 1%	1 1%	5 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: 62

N/A: 27

YES: 6

Comments:

1. "Everything is ok."
2. "It was good."
3. "Responsive nice quick."
4. "Great." (Alit)
5. "Amazing service."
6. "Yes good."
7. "Medical assistant very nice, and doctor as well." (Chaudhari)
8. "Very good." (Shah)
9. "Good service." (Shah)
10. "Yes, rec'd msg back within 3 days."
11. "Very helpful." (White)
12. "It was good." (Wenker)
13. "Was contacted in a timely manner." (Tran)
14. "Morgan White is understanding and helps me understand birth control." (White)
15. "No, but every time I call, they're so helpful and friendly." (White)
16. "No, I like the way they help us." (Shah)
17. "Yes-I received a call back the same day on the 1st call but no response after 2nd call although I did make an appt to see her the next morning." (White)

Spanish

NO: 104

N/A: 3

YES: 1

Comments:

1. "Great." "Bien." (2)
2. "Excellent." "Excelente." (2)
3. "Good." (English response on a Spanish survey)
4. "Very satisfied." "Muy satisfecho." (Shah)
5. "Yes, the response was very quick." "Si la respuesta fue muy rápido." (Friedlein)
6. "Very excellent." "Muy excelente." (White)
7. "Yes, for a urine order and very kind." "Si por una horden de orina y muy amables." (Wenker)
8. "Congratulations to the assistant very servicing." "Una felicitacion a la asistente muy servicial." (McComb)
9. "They tended to me very well, thanks." "Me atendieron muy bien gracias." (Wenker)
10. "Very kind." "Muy amables."
11. "Very great." "Muy bueno." (2)
12. "Very great." "Muy bien." (Tran)
13. "Everyone was excellent." "Todos exelentes." (Friedlein)
14. "It is my first time here." "Es la primera vez que vengo." (Wenker)
15. "Congratulations to the staff." "Felicidades al staff." (Partial English response on a Spanish survey)
16. "I have not left a message, but the attention is very great." "No e dejado mensajes, pero es muy buena atención." (Chaudhari)
17. "N/A, yes they called me on my cellphone to confirm my appointment." "N/A llamaron a mi cell p/confirmar cita." (Wenker)
18. "It was very great." "Fue muy bien." (Friedlein)

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

English

1. "N/A." (6)
2. "Everyone." (2)
3. "P.A." (Wenker)
4. "Staff." (6)

Spanish

1. "Everything." "Todo." (2)
2. "Care." "Cuidado." (Chaudhari)
3. "Everything is great." "Todo esta bien." (Shah)

5. "Ok."
6. "Location." (Tran)
7. "Blood test."
8. "Providers." (White)
9. "Doctor." (Wenker)
10. "Easy to make appt." (Ali)
11. "Appointment scheduling." (Chaudhari)
12. "The pediatricians." (Chaudhari)
13. "Timely manner."
14. "Service." (Wenker)
15. "Helpful staff." (Tran)
16. "To be seen quick." (Chaudhari)
17. "Help in finding doctors for my children."
(Wenker)
18. "Everyone is so kind." (Shah)
19. "The people being friendly and welcoming."
(Shah)
20. "I always get in whenever I call." (White)
21. "The staff was so nice and helpful."
22. "On time calls when an appointment is
coming up." (White)
23. "They help me fast and get me in and out."
(Friedlein)
24. "Availability of appointments." (Friedlein)
25. "The doctor was really good at explaining."
(Shah)
26. "The staff members and financial aid." (Shah)
27. "Appt scheduling." (Chaudhari)
28. "Everyone was wonderful." (Wenker)
29. "Walked in and was seen right away." (Shah)
30. "The convenience." (Chaudhari)
31. "Respect." (Shah)
32. "Fast care, very knowledgeable." (Tran)
33. "Good communication."
34. "I'm not sure."
35. "Health." (Shah)
36. "Yes." (Tran)
37. "Nice." (Shah)
38. "Good correspond." (Shah)
39. "Same day appts."
40. "The nurses and the doctor that attended me
were really great."
41. "Accessible affordable quality healthcare."
(Tran)
42. "Willing to do above and beyond."
43. "They are very helpful." (Friedlein)
44. "The whole process was great."
45. "History, knowing record are established in
one place!" (Ali)
46. "Dr. Shah explained very well all staff
excellent." (Shah)
47. "Listening to me." (Carlton)
48. "Scheduling appts." (Carlton)
49. "The nurses are very helpful." (Chaudhari)
50. "Was able to see newborn fast." (Ali)
51. "How fast I can get an appt + be seen." (Tran)
4. "No." (2)
5. "Care for my health." "Cuidar la salud."
(Tran)
6. "Time." "Tiempo." (Tran)
7. "Opportune attention." "Atencion oportuna."
(Tran)
8. "My health." "Mi salud." (Wenker)
9. "Knowing my baby's health." "Saber la salud
de mi bebe." (Tran)
10. "Laboratory." "Laboratorios." (Shah)
11. "Their attention." "Su Asistencia."
12. "Great service." "Buen servicio." (Wenker)
13. "Health." "Salud."
14. "Medical attention." "Atencion medica." (3)
15. "The attention." "La atencion." (6)
16. "Their attention." "Su atencion." (2)
17. "Very great attention." "Muy buena atencion."
(Chaudhari)
18. "With my health." "Con mi salud." (Ali)
19. "With my health." "Con mi salud."
20. "The attention." "Su atencion." (2)
21. "Excellent service." "Excelente servicio."
(Poggensee)
22. "With everything." "En todo."
23. "With the medications." "Con los
medicamentos." (White)
24. "It is close to home." "Esta cerca mi casa."
(Friedlein)
25. "Their patience." "Su paciencia."
26. "That they speak Spanish." (Wenker)
27. "The great service, the medical attention is
very great. And the payment is very
reasonable." "El buen servicio la atencion
medica es muy buena. Y el pago es muy
razonable." (Poggensee)
28. "The medical attention for children." "La
atencion medica para niños." (Ali)
29. "Having control of our bodies." "Estar en
control con nuestro cuerpo." (Wenker)
30. "I can obtain same day appointments."
"Puedo obtener cita el mismo día." (Wenker)
31. "Everything, excellent service." "Todo,
excelente servicio." (Ali)
32. "Knowing the state of my health." "Saber mi
estado de salud." (White)
33. "Everything, their care and economic
accessibility." "Todo, sus cuidados la
accesibilidad económica." (Friedlein)
34. "To be updated regarding my health, the
entire attention meets my expectations."
"Estar actualizado sobre mi salud, toda la
atencion llena mis espectativa." (Wenker)
35. "The availability in the hours, that they speak
Spanish and English, they offer great
attention." "La disponibiidad de horarios, que

52. "The reminders about appointments." (Tran)
53. "People I can trust."
54. "Provider & staff 10/10." (Nettleton)
55. "Close to home-great service." (Shah)
56. "The communication." (Nettleton)
57. "Appointment times." (Nettleton)
58. "The staff are so respectful + helpful." (Shah)
59. "The measure took on my leg." (Tran)
60. "My PA was wonderful, and I love Morgan white." (White)
61. "Everyone is very kind and informative." (Friedlein)
62. "Language-bilingual." (Nettleton)
63. "The friendly staff." (Carlton)
64. "Everyone is very helpful."
65. "Appreciated help." (Tran)
66. "Dr was patient." (Wenker)
67. "Good communication."
68. "Information given is explained well." (Tran)
69. "Timely app." (Tran)
70. "My doctor." (Shah)
71. "Information from doctor." (Nettleton)
72. "Everything was explained well." (White)
73. "Everyone was so welcoming & informative." (Tran)
74. "The bilingual employees front and back." (White)
75. "The help we had with language." (Shah)
76. "Being able to see any provider if my dr isn't available, having same/next day appt options if needed." (White)
- hablan Espanol e ingles, tienen una buena atención."
36. "That they speak Spanish, they are open until late." "Que hablan Espanol, estan abiertos hasta tarde." (Wenker)
37. "Obtain my appointments and time and laboratory studies." "Conseguir mis citas y tiempo y estudios de lab." (Friedlein)
38. "That they speak my language and secure care." "Que hablan mi idioma y me cuidado seguridad." (Poggensee)
39. "That they review my health very well." "Que me revisan muy bien mi salud."
40. "That they allow me to know the levels of my exams." "Que me dejan saber los niveles de mis exámenes." (Poggensee)
41. "That it is very close to my home and I always have an ascertained diagnostic." "Que esta muy cerca de mi domicilio y siempre tengo un diagnostico acertado." (Shah)
42. "The people, the personnel is correct and help a lot." "La gente, el personal es correcto y ayudan mucho." (Friedlein)
43. "That they care for you kindly." "Que atiende muy amable." (Ali)
44. "The availability of the service and cost." "La disponibilidad del servicio y costos." (Friedlein)
45. "Follow-up of my care." "Seguimeinto de mi salud." (Poggensee)
46. "The medical attention." "La atencion medica." (Wenker)
47. "The closeness, immediate attention." "La cercania, atencion immediate." (Khusbu)
48. "Quick appointments, kind personnel." "Citas rapidas, personal amable." (Tran)
49. "The health system." "El sistema de salud." (Shah)
50. "Kindness, quickness, and solution." "Amabilidad, rapidez y solucion." (McComb)
51. "Maintaining my health." "Mantener bien mi salud." (Poggensee)
52. "Very satisfied, it helps me a lot with my family." "Muy satisfecho, me ayuda mucho con mi familia." (Shah)
53. "Resolution with the unexpected appointments, GFH helps and tries to resolve the prompt appointments." "Resolucion en las citas inesperadas GFH ayuda resolver las citas prontas." (Shah)
54. "I can schedule a same day appointment." "Puedo hacer cita el mismo día."
55. "That they tend to me well and it is close to my home." "Que me atienden vien y esta sercas a mi casa." (Poggensee)

56. "That they are very kind the medical personnel." "Que es muy amable el personal medico." (Ali)
57. "That they speak Spanish." "Que hablan Espanol." (Friedlein)
58. "Help my health." "Ayuda mi salud." (White)
59. "Feeling sure of my health." "Sentirme Segura sobre mi salud." (Wenker)
60. "They help you at every moment." "Te ayudan en todo momento." (McComb)
61. "Their attention and their costs." "Su atencion y sus costos." (Wenker)
62. "Everyone helps." "Todas ayudan."
63. "To be able to feel better." "A poder estar mejor."
64. "That they tend to us." "Que nos atienden." (Chaudhari)
65. "Maintaining my health up to date." "Mantener mi salud al día." (Poggensee)
66. "Everything is help." "Todo es ayuda." (Tran)
67. "Ultimately the service is great." "Ultimamente es muy buen el servicio." (Poggensee)
68. "That they are very understanding with us." "Que son muy comprensibles con uno."
69. "They resolve my doubts regarding my baby's health." "Solucionan mis dudas acerca de la salud de mi bebe." (Chaudhari)
70. "They help me by tending to my family." "Me ayuda también be atender a mi familia." (Shah)
71. "The attention dedicated to the patient." "La atencion dedicada al paciente." (Chaudhari)
72. "They are on top of my health." "Estan pendientes de mi salud." (Poggensee)
73. "To improve the quality of a healthy life." "A mejorar mi caldiad de vida saludable." (Carlton)
74. "Well, it is close to my home." "Es que me queda muy cerca de mi casa."
75. "Follow-up, coordination, explanation of my care." "Seguimiento, coordinacion, explicacion de mi cuidado." (Shah)
76. "That it is very close to home." "Que esta muy cerca de mi casa." (Ali)
77. "Care for my health." "Cuidado de mi salud." (White)
78. "Congratulations on the appointments." "Felicidad en la de citas." (Chaudhari)
79. "Great service, appointments on time." "Buen servicio citas a tiempo." (Chaudhari)
80. "Great service very attentive." "Buen servicio muy atentos." (Chaudhari)
81. "That they are on top of my health." "Que estan pendiente de mi salud." (Friedlein)

82. "The ease of scheduling appointments and the great communication (there are always interpreters)." "La facilidad de agendar citas y la buena comunicación (siempre están los intérpretes)." (Ali)
83. "With the help that they provide." "A las ayudas que dan."
84. "With the help for my son, so his treatment outcomes are good." "En la salud de mi niño, sus tratamientos salgan bien." (Tran)
85. "Information and complete attention." "Informacion y atencion completa."
86. "The attention in general." "Su atencion en general." (Friedlein)
87. "The attention is very great." "La atencion es muy buena." (Tran)
88. "There are staff who speak Spanish." "Que hay personal que habla español." (Friedlein)
89. "Very good the doctor." "Muy buena la doctora." (Wenker)
90. "Excellent attention." "Atencion excelente." (Friedlein)
91. "Their help." "Su ayuda." (Tran)
92. "Service." (English response on a Spanish survey)
93. "Servicing." "Servicial." (White)
94. "Our health." "Nuestra salud." (Poggensee)
95. "The medical appointments." "Las citas medicas."
96. "Every time I call, they tend to me." "Siempre que llao atienden." (Nettleton)
97. "Great service." "Buen servicio."
98. "Reasonable prices when someone does not have insurance and closeness." "Precios rasobables cuando uno no tiene aseguranza y sercania." (Shah)
99. "That they are attentive with what we need." "Que son atentos en lo que necesita."
100. "Time to get to know an illness." "Tiempo para conocer alguna enfermedad." (Poggensee)
101. "The care for health in general." "El Cuidado de la salud en general." (Shah)
102. "The treatment towards their patients is very comforting." "Su trato con sus pacientes es muy comfortable." (Wenker)
103. "All the follow-up of my pregnancy, attention, respect, empathy." "Todo el seguimiento mi embarazo, atención, respeto, empatía." (Nettleton)
104. "To me, you are very kind." "Para mi son muy amables." (Tran)
105. "That we can improve our health and it helps us plenty." "Que temenos muchas mejoras en la salud y nos ayuda mucho." (Shah)

106. "Resolving my needs on time." "Resuelve a tiempo mi necesidades." (Shah)
107. "That they speak languages." "Que hablan lenguajes." (Friedlein)
108. "The personnel is very attentive and helps me plenty economically." "Muy Atento el personal y me ayuda mucho economicamente." (Shah)
109. "That they speak Spanish." "Que hablan Espanol." (Friedlein)
110. "They provide great service." "Dan buen servicio." (Shah)
111. "That they tend to us with love." "Que nos atienden con amor." (Tran)
112. "Same day appointments." "Las citas el mismo día." (Layton)
113. "They achieve efficient attention regarding my health." "Logran una atencion eficiente sobre mi salud." (Wenker)
114. "The availability to change appointments and appointment reminders the day before." "La disponibilidad para cambiar alguna cita el que recuerden cuando tiene una cita el día antes." (Shah)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (26)
2. "No." (Tran)
3. "Ok."
4. "None." (2)
5. "Nothing."
6. "Nothing it's perfect." (Friedlein)
7. "No comments." (2)
8. "Doing good." (Shah)
9. "You guys are doing great!" (Wenker)
10. "Make your waits more time to time in-service so that they can put more efforts to maintain the best."
11. "You guys are great." (Wenker)
12. "Check in wait times, however it is still very quick." (Chaudhari)
13. "I'm satisfied." (White)
14. "Maybe less wait time."
15. "Very thing good all services." (White)
16. "The call center was not picking up my call but I understand they are busy! 😊." (Shah)
17. "Keep up the good work." (2)
18. "Already good."
19. "Time manage." (2)
20. "Direct transfer to MA during calls- not calls back for urgent."
21. "Continue providing great service."
22. "Everything is fine." (Carlton)

Spanish

1. "No." (4)
2. "N/A." (5)
3. "Everything." "Todo." (2)
4. "Service." (English response on a Spanish survey)
5. "Time." "Tiempo." (Tran)
6. "Anytime that I call they assist." "Siempre que llamo atienden." (Nettleton)
7. "Nothing everything is very great." "Nada todo muy bien." "Nada todo muy bien." (Tran)
8. "For me everything has been great." "Para mi esta todo bien." (Tran)
9. "Nothing everything is great." "Nada todo bien." (Shah)
10. "Everything is great." "Todo bien."
11. "The service is great." "El servicio esta bien." (Nettleton)
12. "For me it is super." "Para mi esta super." (Tran)
13. "It is all great." "Esta todo bien." (Friedlein)
14. "Everything is very great." "Todo esta muy bien." (2)
15. "Everything is very great." "Todo esta bien." (2)
16. "I am satisfied." "Estoy satisfecha."
17. "For me everything is great." "Para mi esta bien."

23. "Everything is good." (2)
24. "Everything is pretty good." (Chaudhari)
25. "Just keep up the good work."
26. "Its fine just the way it is." (Wenker)
27. "The waiting on provider- and referrals." (Layton)
28. "Doing everything right." (White)
29. "More prenatal care." (Nettleton)
30. "Nothing. You are fantastic." (Carlton)
31. "So far no recommendations."
32. "More resources." (Tran)
33. "More timely appointments." (Shah)
34. "Wait time for apt." (White)
35. "You guys are doing a great job." (Tran)
36. "Customer service, referral speed, wait time, access to medical info in portal." (Tran)
37. "Keep focusing on great customer service & things that make patient care a priority/essential/easier to access (ex: patient portal, being able to send messages to providers on portal, etc.) Morgan is Amazing!!!! 😊." (White)
18. "It is perfect." "Es perfecto."
19. "Everything is very great." "Todo muy bien." (Ali)
20. "Everything is very good." "Todo esta muy bien." (2)
21. "Everything is great." "Todo bien." (4)
22. "I am satisfied." "Estoy satisfecho." (Friedlein)
23. "It is very great." "Esta muy bien." (Poggensee)
24. "With nothing." "En nada."
25. "The quick attention." "Que atienden rapido." (Carlton)
26. "It has been very great for now." "Esta muy bien hasta ahora." (Poggensee)
27. "Very good." "Muy bueno." (Shah)
28. "The service is really great." "Es muy buen servicio." (White)
29. "Sending the laboratory results in a digital manner." "Enviando los resultados de exámenes de manera digital." (Tran)
30. "In reality everything is excellent, the time spent waiting has improved." "La Verdad todo esta excelente. Ha mejorado mucho el tiempo de espera." (Poggensee)
31. "The time spent waiting." "El tiempo de espera." (Ali)
32. "I feel as though everything is great." "Siento que esta muy bueno." (Wenker)
33. "There is nothing to improve." "No hay nada que mejorar." (Friedlein)
34. "I am satisfied with the services provided for now." "Estoy satisfecha con el servicio proporcionado hasta ahora."
35. "For now, it is better." "Por ahora esta mejor." (Poggensee)
36. "For me it is very great." "Para mi es muy bueno." (Ali)
37. "Continue to help us." "Seguir ayudandonos." (Wenker)
38. "Continue how it is now." "Seguir como estan." (Chaudhari)
39. "There is no area of opportunity." "No hay un area de oportunidad." (Tran)
40. "Nothing everything is great." "Ninguno estan muy bien."
41. "In my opinion, everything is great." "Para mi opinion todo bien." (Shah)
42. "Everything should remain the same." "Todo igual." (White)
43. "Better system for waiting." "Mejor Sistema de espera." (Shah)
44. "It appears that the service is great." "Me parece que el servicio est bien." (McComb)
45. "They do a marvelous job, I do not know how you can improve you are excellent." "Hacen

- un maravilloso trabajo, no se como podrian mejorar son excelentes.” (Shah)
46. “When calling the person, be kind and also in the clinic.” “Al llamar a la persona ser amables aquí en la clínica también.” (Poggensee)
 47. “For the moment, it is very great.” “Por el momento esta muy bien.” (White)
 48. “I do not know how, for me it is good.” “No se como para mi es bueno.” (Wenker)
 49. “For the moment, the service is excellent.” “Al momento el servicio es excelente.” (McComb)
 50. “Everything is excellent for the moment.” “Todo excelente hasta el momento.” (Wenker)
 51. “Having more available appointments.” “Tener mas citas abridas.” (Tran)
 52. “They do it so well.” “Lo hacen muy bien.”
 53. “Great service.” “Buen servicio.” (Chaudhari)
 54. “For the moment, everything is great.” “Por el momento esta todo bien.”
 55. “For the moment, everything is great.” “Por el momento esta todo bien.” (Friedlein)
 56. “It is perfect.” “Esta perfecto.” (Carlton)
 57. “Continuing to have the same first-class service, thanks.” “Siguiendo teniendo el servicio de primera que tienen, gracias.”
 58. “I think that the service is perfect nothing needs to improve.” “Creo que el servicio es perfecto no necesitan mejorar nada.” (Ali)
 59. “Helpful.” “Servicial.” (White)
 60. “Everything seems great to me.” “Todo me parecio muy bien.” (Tran)
 61. “The attention is excellent.” “La atencion es exelente.” (Shah)
 62. “With the same service as now.” “Con el mismo servicio de ahora.” (Poggensee)
 63. “It appears that they are doing a great job.” “Me parece ke estan haciendo bien su trabajando.” (Shah)
 64. “Always maintain empathy towards sick people.” “Siempre mantener empatia con personas enfermas.” (Shah)
 65. “Continue with the grand service.” “Continuando con su gran servicio.” (Nettleton)
 66. “Continue with the same attentiveness.” “Que sigan igual de atentos.” (Shah)
 67. “Being a bit more flexible when we fall behind because we were not reminded and we lose the appointment.” “Siendo un poco mas flexibles cuando uno se atrasa porque no recordaron y uno pierde la cita.” (Wenker)

68. "Some receptionists are very rude." "Algunas recepcionistas son muy groseras."
(Poggensee)
69. "Excellent people with translation. Personally, nothing needs to be improved." "Excelentes personas en la traducion para mi en lo personal necesita mejorar." (Shah)
70. "Continue with the health plans according to the patients' necessities." "Seguir los planes de salud de acuerdo con las necesidades del paciente." (Wenker)

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

English

- YES: 150
- NO: 2

Spanish

- YES: 210
- NO: 0

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

English

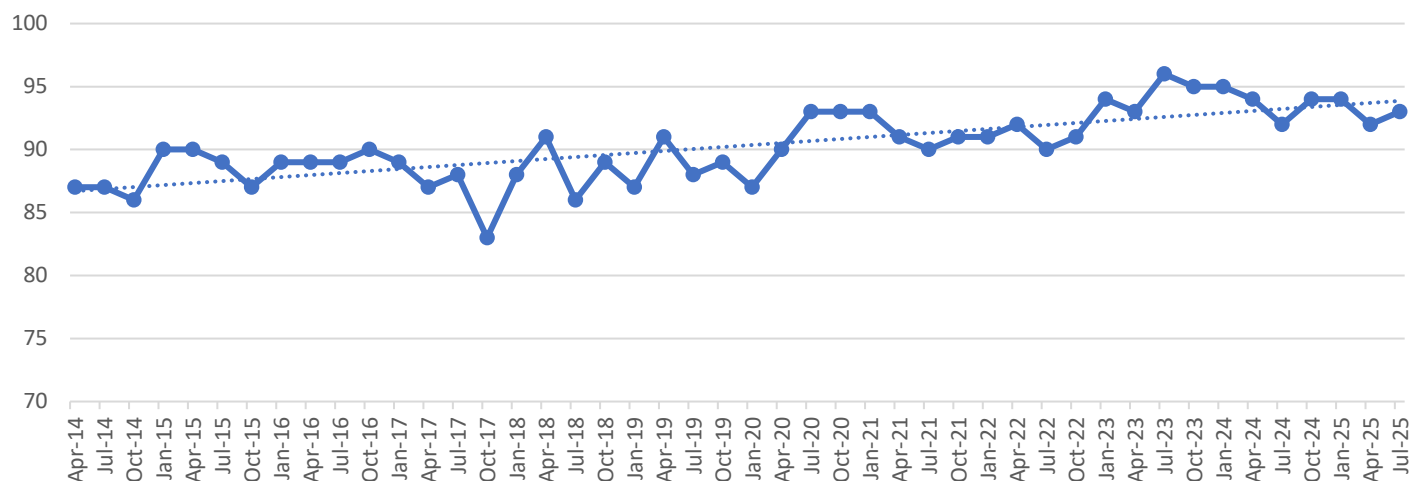
- Ali: 19
- Carlton: 9
- Chaudhari: 19
- Friedlein: 16
- Layton: 4
- Nettleton: 10
- Poggensee: 5
- Shah: 19
- Tran: 27
- Wenker: 11
- White: 18

Spanish

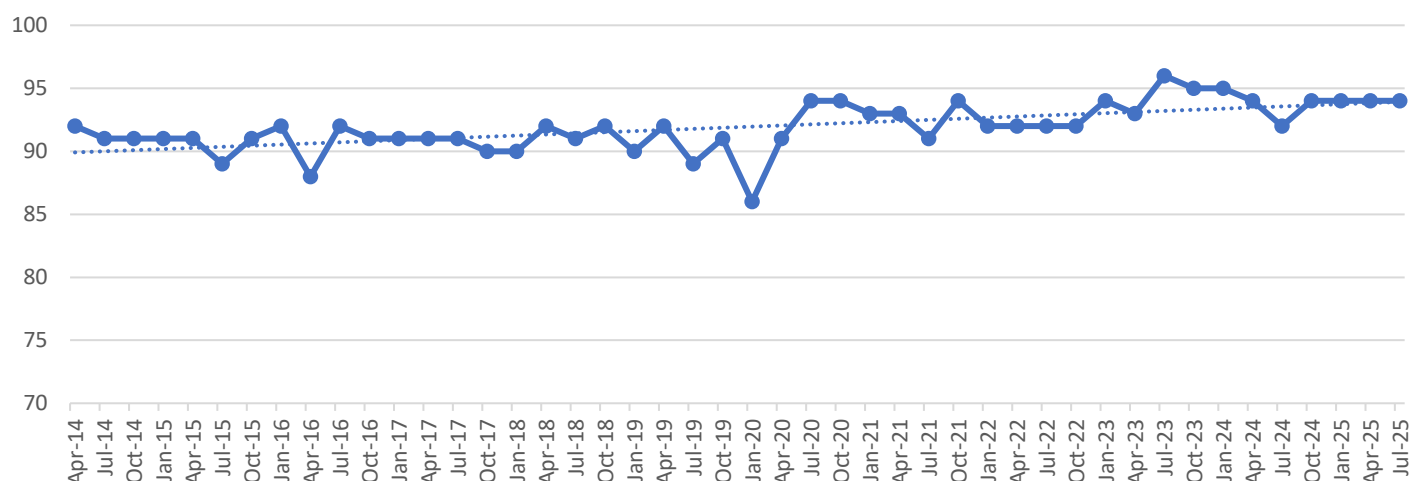
- Ali: 23
- Carlton: 5
- Chaudhari: 19
- Friedlein: 30
- Layton: 6
- McComb: 5
- Nettleton: 9
- Poggensee: 51
- Shah: 41
- Tran: 41
- Wenker: 34
- White: 15

Individual Question Results with Trendlines

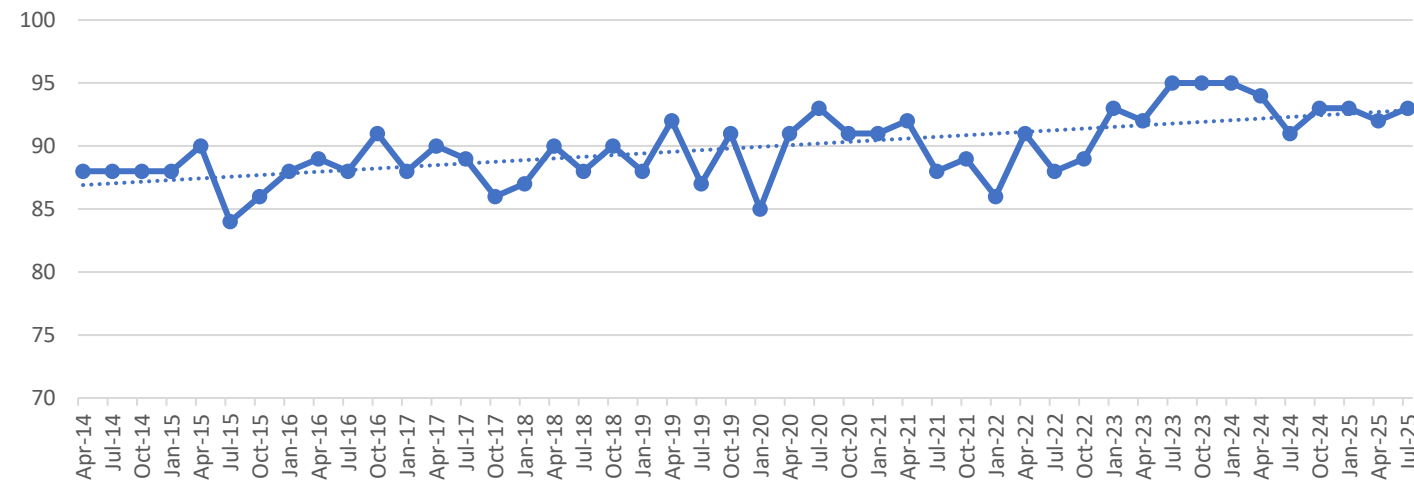
#1 - The phone operator staff and call center



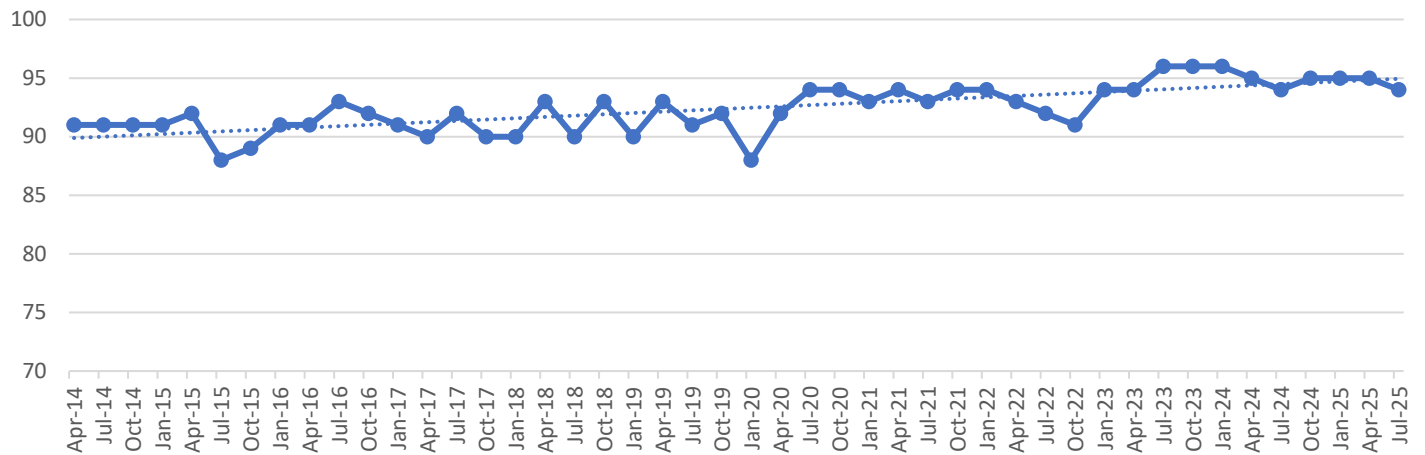
#2 - The reception staff



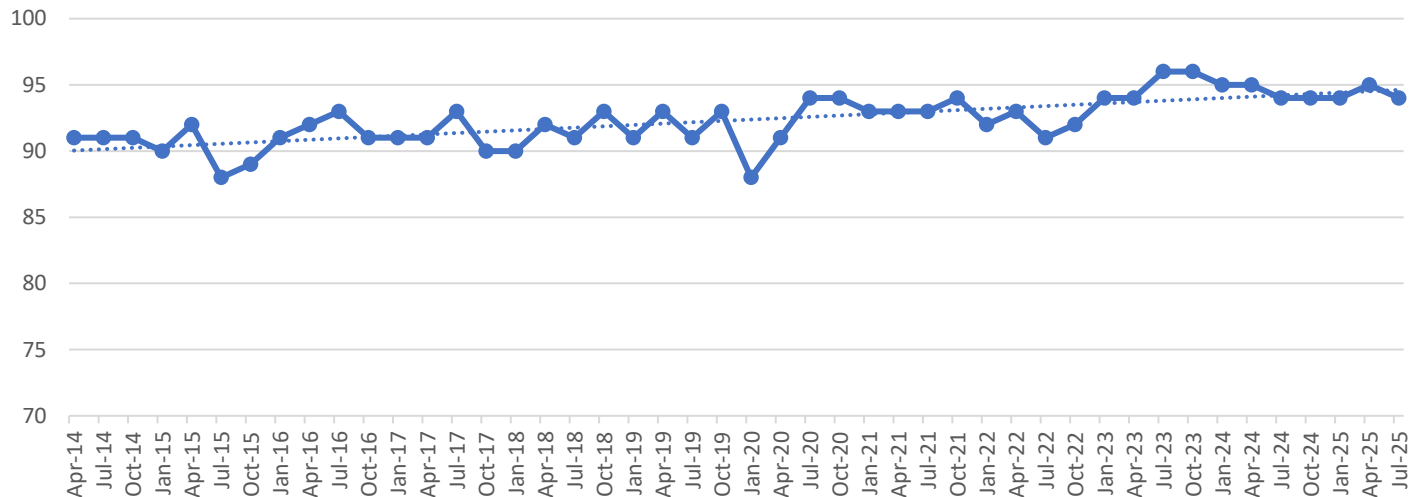
#3 - Receiving a timely appointment



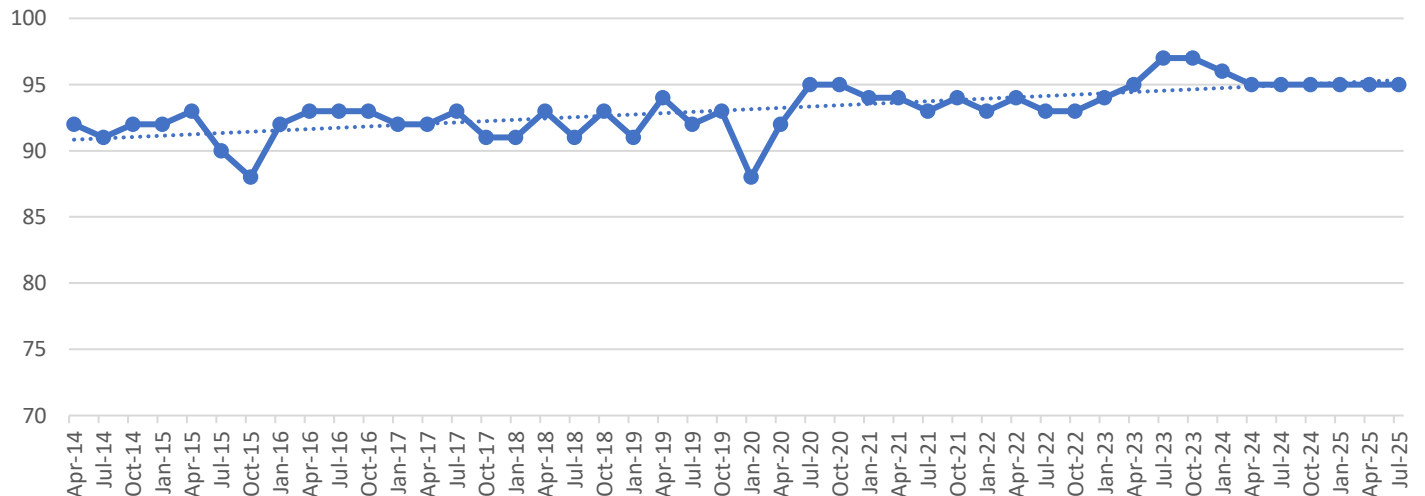
#4 - Education and explanation of plan provided in a way that I can understand



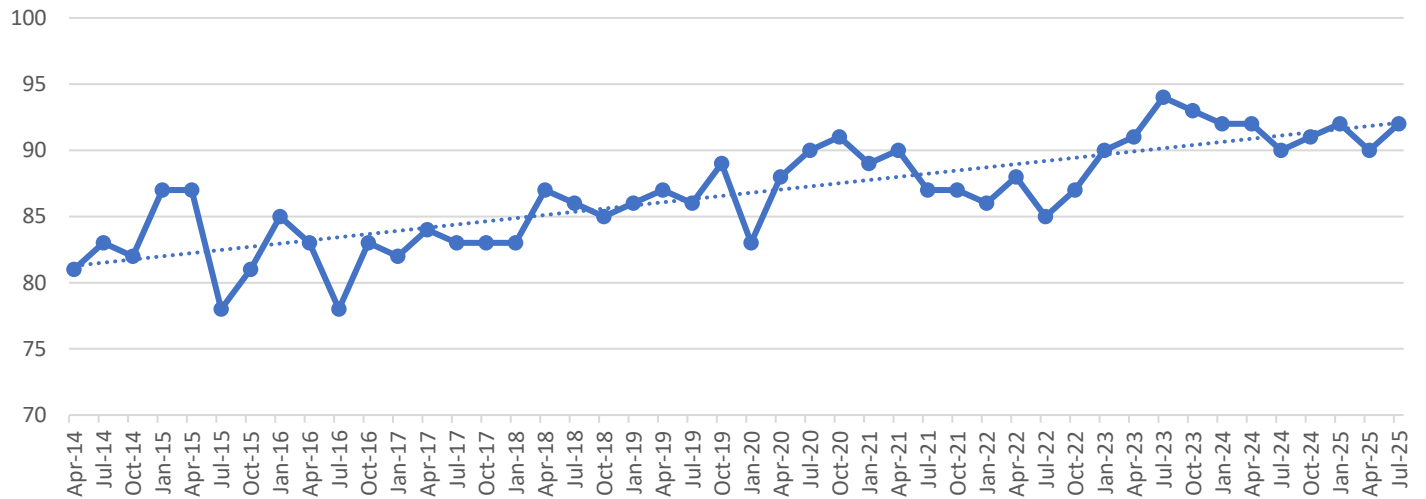
#5 - The follow-up and coordination of my care



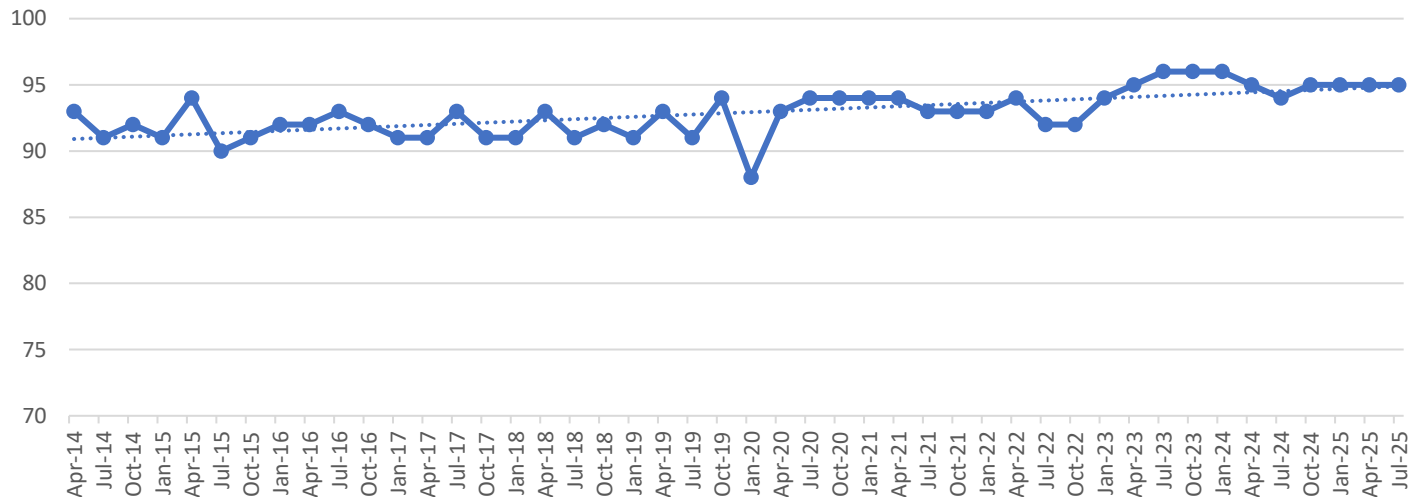
#6 - The staff addressing my medical needs today



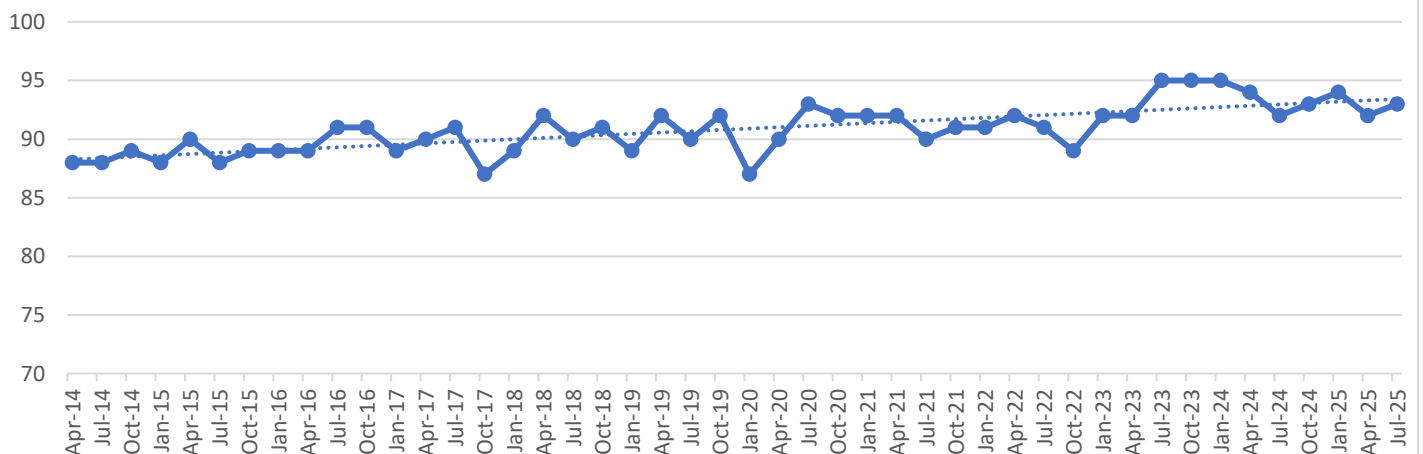
#7 - The time spent waiting



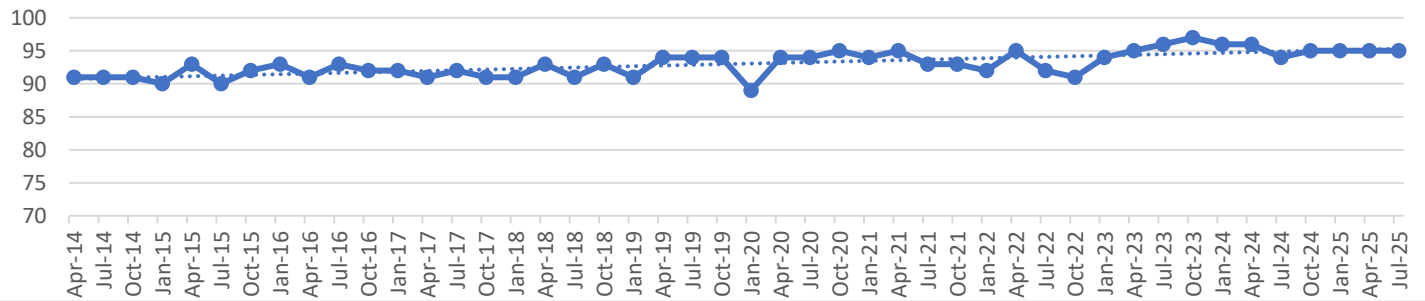
#8 - The respectfulness of staff



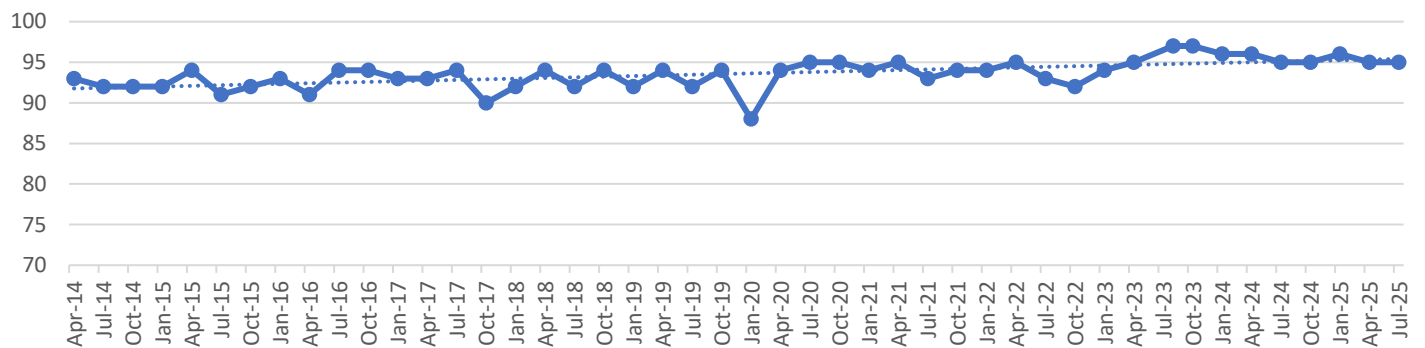
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



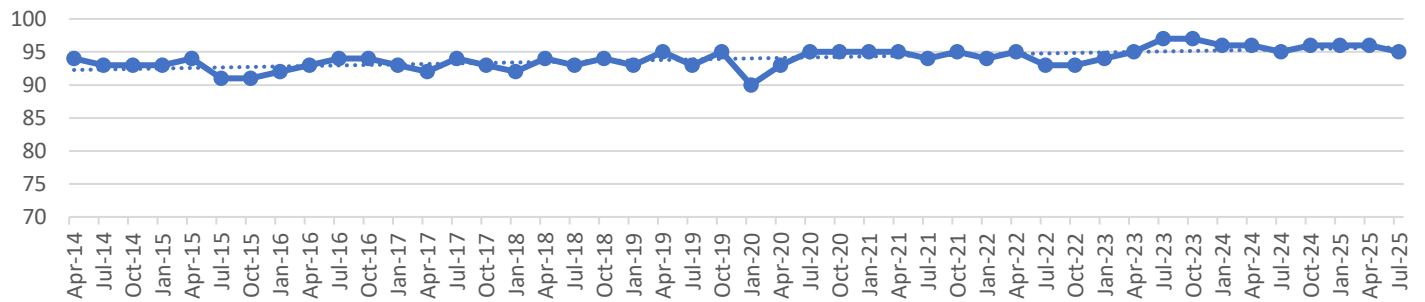
#10 - The handling of my personal medical information in a private and confidential manner



#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?

