

Patient Satisfaction Survey 373 Summit St., Elgin 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 90% to 94%. 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.

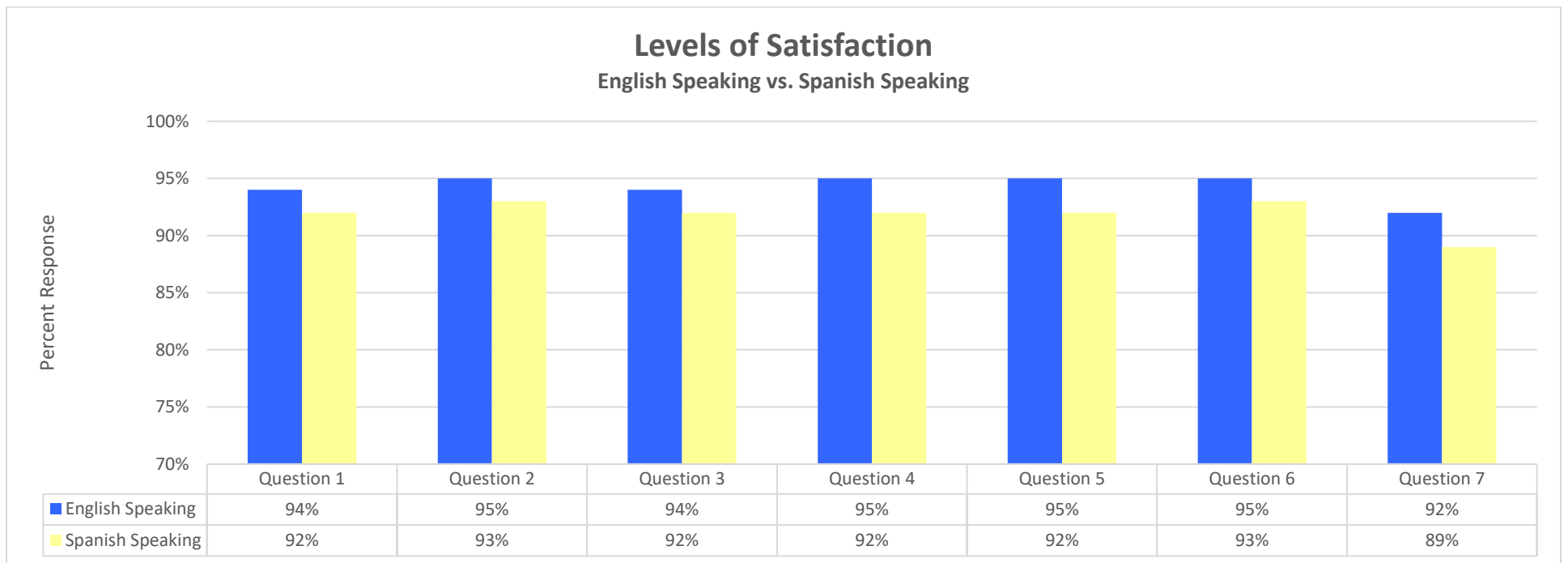
373 Summit St., Elgin – Survey Questions	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024
1. The phone operator staff and call center	93%	91%	93%	93%
2. The reception staff	94%	92%	93%	93%
3. Receiving a timely appointment	93%	91%	92%	92%
4. Education and explanation of plan provided in a way that I can understand	94%	93%	94%	93%
5. The follow up and coordination of my care	94%	92%	93%	93%
6. The staff addressing my medical needs today	94%	93%	94%	93%
7. The time spent waiting	90%	89%	90%	90%
8. The respectfulness of staff	94%	93%	94%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	91%	92%	92%
10. The handling of my personal medical information in a private and confidential	93%	93%	94%	93%
11. Your medical assistant	94%	93%	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%	93%	94%

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%

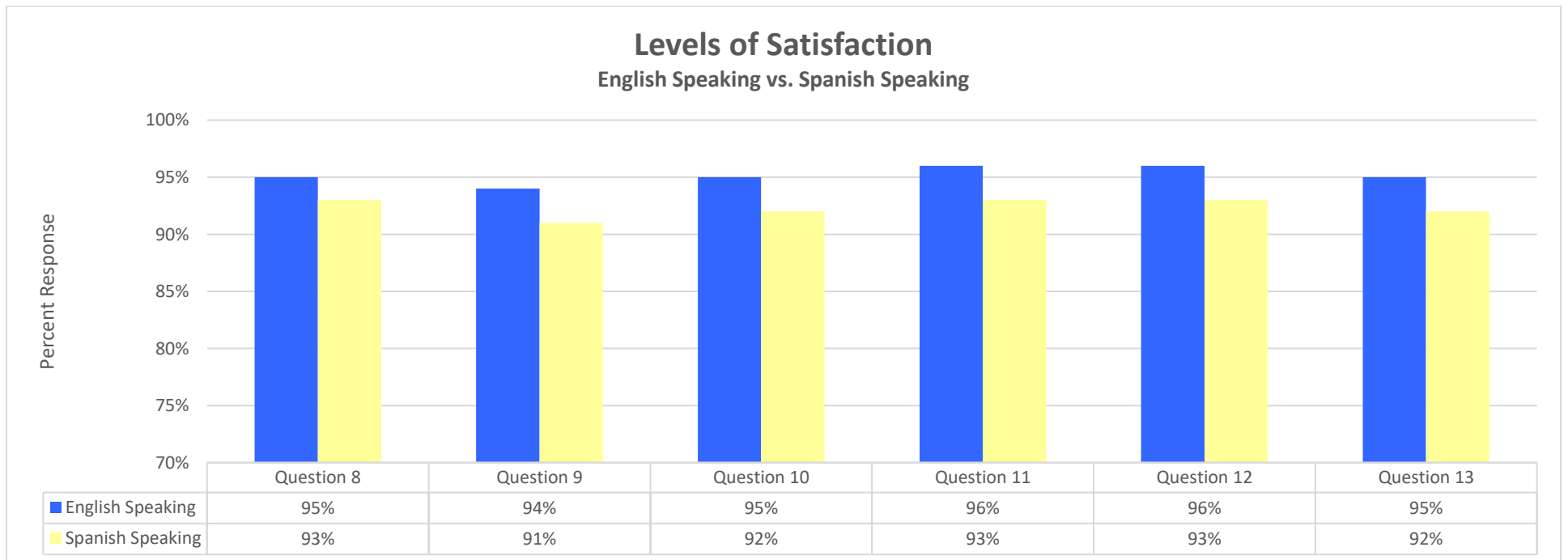
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	332 76%	407 73%	80 18%	111 20%	20 5%	24 4%	2 1%	7 1%	1 1%	10 2%
2. The reception staff	338 77%	425 76%	84 19%	103 18%	13 3%	17 3%	2 1%	8 1%	0	10 2%
3. Receiving a timely appointment	337 77%	404 72%	78 18%	111 20%	20 5%	29 5%	0	8 1%	2 1%	11 2%
4. Education and explanation of plan provided in a way that I can understand	347 79%	403 72%	74 17%	123 22%	17 4%	17 2%	0	6 1%	0	10 2%
5. The follow-up and coordination of my care	348 80%	405 72%	77 18%	117 21%	13 3%	22 4%	0	7 1%	0	10 2%
6. The staff addressing my medical needs today	350 80%	422 75%	71 16%	109 19%	14 3%	16 3%	3 1%	6 1%	0	11 2%
7. The time spent waiting	309 70%	369 66%	87 20%	130 23%	33 8%	37 7%	6 1%	11 2%	3 1%	15 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	352 80%	416 74%	69 16%	109 19%	15 3%	18 3%	2 1%	6 1%	0	12 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	322 77%	377 69%	63 15%	128 23%	30 7%	25 5%	1 1%	6 1%	1 1%	13 2%
10. The handling of personal medical info in a private and confidential manner	345 79%	396 71%	73 17%	125 22%	16 4%	25 4%	1 1%	5 1%	0	11 2%
11. Your medical assistant	356 81%	417 74%	67 15%	108 19%	14 3%	19 3%	1 1%	6 1%	0	11 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	361 82%	422 76%	60 14%	100 18%	16 4%	20 4%	1 1%	6 1%	0	11 2%
13. Overall, how satisfied are you with the Health Center?	343 79%	407 73%	76 17%	108 20%	15 3%	18 3%	2 1%	9 2%	0	13 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: 103

N/A: 46

YES: 4

Comments:

1. "Yes, referral for my foot never got it."
2. "Yes, they took care of my need in a timely manner."
3. "No both staff MA and NP Westel are wonderful."
4. "I called reception to make an appointment on Monday; I got in right away on Tuesday."
5. "The MA that helped me today was amazing, she made me feel comfortable, heard, and understood."
6. "Yes, no return call."
7. "My experience was great."
8. "Yes, I did and they were very accommodating."
9. "Yes, satisfied."

Spanish

NO: 134

N/A: 10

YES: 1

Comments:

1. "Thank you, everything good." "Gracias todo bien."
2. "Kind and good service." "Amables y buen servicio."
3. "Yes, my doctor was very quick to answer." "Si, mi doctora fue muy rápida para contestar."

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

English

1. "They explained everything to me so I can understand." (Luettke)
2. "Doctor willing to work with me." (Herdrich)
3. "Monica, she is fabulous in numerous ways." (Herdrich)
4. "Being able to see my dashboard w/results." (Westel)
5. "People." (King)
6. "Everyone working is great." (Birkey)
7. "Dr. and therapist in same building." (Zhu)
8. "Staff is very helpful for any questions I feel very welcome here." (Zhu)
9. "They run their office the best." (Herdrich)
10. "Everyone is so fast friendly." (Reller-Anderson)
11. "The care." (King)
12. "Timely explanation & excellent staff."
13. "That you get someone to answer the phone timely and answer questions/concerns." (Dodis)
14. "Having an understanding & respectful staff." (Westel)
15. "Care." (Reller-Anderson)
16. "Being heard and understood."

Spanish

1. "Hours and availability." "Horas y disponibilidad." (Westel)
2. "Melissa is very attentive and pays attention to all the necessities." "Melissa es muy atenta y pone atencion a las necesidades." (Reller-Anderson)
3. "The nurses and front desk." "Las enfermeras y front desk." (Zhu)
4. "The medical service is really good." "El servicio de salud es muy bueno." (Westel)
5. "They are kind." "Que son amables." (Westel)
6. "They help you when you can't pay especially when you don't have any money. Thank you for your help." "Me ayudan cuando no puedo pagar especialmente cuando no tengo dinero. Muchas gracias por su ayuda." (Reller-Anderson)
7. "N/A." "N/A." (4)
8. "The attention is excellent." "La atencion es excelente." (2)
9. "The location." "La ubicacion." (2)
10. "It is economic." "Es economico." (Herdrich)

17. "Location." (Herdrich)
18. "Being seen in a timely manner." (Dodis)
19. "The way things are explained." (Zhu)
20. "Everything." (6)
21. "Phone calls, voicemails." (Birkey)
22. "N/A." (17)
23. "Test results." (King)
24. "Be able to keep same doc." (Luettke)
25. "Providers." (Spencer)
26. "Same day appointments." (Zhu)
27. "Excellent." (Zhu)
28. "Reception." (Luettke)
29. "Staff." (3)
30. "No." (3)
31. "Reminder calls." (Zhu)
32. "The doctors are good." (Westel)
33. "Friendly staff." (2)
34. "Doctor." (2)
35. "Good listeners." (Le)
36. "Always the service, staff, & help from Monica Herdrich." (Herdrich)
37. "Timely intake." (Hedberg)
38. "The support & communication." (VanBrunt)
39. "Focus on my HRT." (Herdrich)
40. "Front desk personal, the way they explain results." (VanBrunt)
41. "The staff." (Herdrich)
42. "Availability at 7 am calls for appointments." (3)
43. "Late appt." (King)
44. "Time and easy in and out." (Hedrich)
45. "Everyone is extremely helpful." (Reller-Anderson)
46. "The staff are really nice." (Zhu)
47. "Staff patience." (Hedberg)
48. "The staff is very nice." (Reller-Anderson)
49. "Same day appts." (VanBrunt)
50. "Very helpful." (Altenburg)
51. "Bridget rocks." (Hedberg)
52. "Phone calls and the staff." (Luettke)
53. "Very prompt care, friendly." (Bhowmick)
54. "Time efficiency & friendliness." (Westel)
55. "Convenience." (Luettke)
56. "Front desk." (Hedberg)
57. "Respectful and knowledgeable staff." (Castro)
58. "How easy it is for appointment." (Luettke)
59. "The way they explained things." (Castro)
60. "Being flexible and detailed with care." (Dodis)
61. "Waiting time." (Reller-Anderson)
62. "Very impressed with my doctor & being listened to my concerns matter to my doctor." (Le)
63. "The receptionists are awesome. Docs are nice and understanding." (Reller-Anderson)
64. "Affordable prices." (Dodis)
11. "Fast attention." "Atencion rapida." (Herdrich)
12. "It is close to home." (3)
13. "Fast service, good providers." (Comment written in English on a Spanish survey) (Dodis)
14. "It is good." "Esta bien." (5)
15. "Everything." "Todo." (7)
16. "The service and the prices." "El servicio y los precios." (2)
17. "In any question I have." "En cada pregunta que tengo." (Herdrich)
18. "With the payments." "Con los pagos." (3)
19. "Kindness." "Amabilidad." (3)
20. "To improve my health and control my diabetes." "Para mejorar mi salud y controlar mi diabetes." (Westel)
21. "Close to home." "Cerca de mi casa." (2)
22. "They always give me the help and the necessary medications." "Siempre me dan la ayuda y los medicamentos necesarios." (Luettke)
23. "The formality." "Su formalidad." (Dodis)
24. "They speak Spanish." "Hablan Espanol." (3)
25. "I can make a same day appointment calling at 7am." "Puedo hacer cita el mismo dia llamando a las 7am." (Luettke)
26. "The closeness it is for me." "Lo cercano que me queda." (Zhu)
27. "They treat you very good." "Te atienden muy bien." (Herdrich)
28. "In our questions and necessities." "En nuestras preguntas y necesidades." (Luettke)
29. "The doctors could be more thorough when examining the patients." (Dodis)
30. "Very professional." "Muy profesional." (Dodis)
31. "Everything in respects my health." "Todo con respecto a mi salud." (Herdrich)
32. "The service." "El servicio." (Westel)
33. "They are very kind." "Son muy amables." (2)
34. "Have a better control on my health." "A tener un mejor control de mi salud." (Altenburg)
35. "Excellent availability." (Comment written in English on a Spanish survey)
36. "They treat you very fast." "Te tratan muy rapido." (King)
37. "The attention is very good." "La atencion es muy buena." (3)
38. "Right now it is good." "Por ahorita esta bien." (Bhowmick)
39. "The girls from reception." "Las muchachas de recepcion." (Reller-Anderson)
40. "The kindness." "La amabilidad." (Altenburg)
41. "The phycologist." "El psicologo." (Altenburg)

65. "The kind and patience treatment." (Le)
66. "People." (Luettke)
67. "Answering questions from me, they make sure I understand the information given." (Luettke)
68. "My provider." (Dodis)
69. "They listen." (Hedberg)
70. "Very helpful making appointments." (Hedberg)
71. "Staff acknowledgment and provider care." (Hedberg)
72. "Walking distance to CVS & from police station." (Reller-Anderson)
73. "Convenient, local, friendly and affordable." (King)
74. "Everyone's really approachable and helpful." (King)
75. "Information provides about HIV." (Newbrander)
76. "Good service." (2)
77. "The doctor is great." (Le)
78. "They listen, great personal care." (Newbrander)
79. "Very good." (Le)
80. "Gentleness of nurse and practitioner." (Altenburg)
81. "The in-depth info, overall great-communication w/provider." (Castro)
82. "Great providers." (King)
83. "Good customer service." (Spencer)
84. "Quick in and out of the office- very little waiting." (Bhowmick)
85. "Everything and everybody." (Le)
86. "The efficiency & equality of care." (Luettke)
87. "Phone call reminders." (Weaver)
88. "Compassion from staff and ensuring comprehension of care plan." (Weaver)
89. "Affordable access to health care." (Weaver)
90. "Personal medical information." (Castro)
91. "Accessible & affordable." (King)
92. "Fast, friendly service care." (Weaver)
93. "Dr." (2)
94. "I chose Emily King over my original Dr here because she is everything I want and need in a physician." 😊 (King)
95. "Doing good." (Newbrander)
96. "Staff are nice and always help." (Luettke)
97. "Variety appt available." (Westel)
98. "Nice workers." (Newbrander)
99. "Doctor and staff." (Le)
100. "Communication."
101. "They are all nice and approachable."
102. "On time check in." (Zhu)
103. "The staff cares and listens." (Le)
104. "Time."
42. "The attention." "La atencion." (3)
43. "They are bilingual." "Son bilingues." (Le)
44. "The attention given." "La atencion rendida."
45. "The personnel." "El personal."
46. "The good attention." "La Buena atencion." (Reller-Anderson)
47. "The medicine they prescribe me." "La medicina que me recetan." (Altenburg)
48. "The services." "Sus servicios." (Zhu)
49. "I have received good attention from the provider." "He recibido Buena atencion de parte de mi provedora." (Reller-Anderson)
50. "Good treatment." "Buen trato."
51. "Judith Castro." (Castro)
52. "The service." "El servicio." (3)
53. "All my doubts." "Todas mis dudas." (Hedberg)
54. "The appointments." "Las citas."
55. "Low cost." "Bajo costo." (2)
56. "Your excellent." "Su excelencia." (Westel)
57. "It is close to home and the excellent medical attention." "Que esta cerca de casa y la excelente atencion medica." (Westel)
58. "To control my diabetes." "Para controlar mi tiroides."
59. "Medication." "Medicamento." (Bhowmick)
60. "It has very professional people." "Tiene gente muy profesional." (Hedberg)
61. "The attention they provide." "La atencion que dan." (Altenburg)
62. "The follow up." "El seguimiento."
63. "The language." "El language." (Westel)
64. "They treat you very good." "Te atienden muy bien." (Westel)
65. "The girls from the front." "Las muchachas de enfrente." (Le)
66. "The cost for those of us that do not have insurance." "El costo para nosotros que no temenos seguro." (Bhowmick)
67. "Good attention." "Buena atencion." (3)
68. "Answer my questions." "Responden a mis preguntas." (Luettke)
69. "Nothing, everything is excellent." "Nada, todo esta excelente." (Westel)
70. "Sometimes they help to find other medical services a low cost." "A veces ellos ayudan a contratar servicios medicos a bajo costo." (Hedberg)
71. "To control my health." "A controlar mi salud." (Bhowmick)
72. "Accessible prices." "Precios accesibles."
73. "The attention in general." "La atencion en general." (Newbrander)
74. "They treat me good even though they take too long." "Me atienden bien aunque se tardan mucho." (Spencer)

105. "Communication when I need an appt, on time answers." (Altenburg)
106. "Very helpful staff." (Le)
107. "Availability, friendly staff." (Castro)
108. "Everyone was great." (Bhowmick)
109. "Same day appointments."
110. "Close to home."
111. "Staff and provider." (Zhu)
112. "Communicating on how the issues start regarding my health. The team is very consistent." (Zhu)
113. "They're are helpful." (Le)
114. "Nice staff." (Hedrich)
115. "Time efficiency." (King)
116. "When I am not working I am able to come get care here and it's very helpful." (Le)
117. "Availability, accepts most insurances." (Bhowmick)
118. "Distance." (VanBrunt)
119. "The attention and comprehension." (Le)
120. "The reception people." (Altenburg)
121. "Everyone was nice and helpful to me." (King)
122. "Diagnosis." (Westel)
75. "All my doubts about my health." "Todas mis dudas sobre mi salud." (King)
76. "With my health." "Con mi salud." (Luettkke)
77. "The hours are perfect." "El horario es perfecto." (Newbrander)
78. "No comments." "No comentarios."
79. "How they treat me." "Como me atienden."
80. "Very attentive, they resolve all my doubts." "Muy attentos, resuleven todas mis dudas." (Zhu)
81. "Good service." "Buen servicio." (Altenburg)
82. "Providers are honest." (Comment written in English on a Spanish survey) (Altenburg)

Question 16: How can we improve Greater Family Health?

English

1. "Free coffee & popcorn machine in lobby." (Bhowmick)
2. "Doctors on time." (Birkey)
3. "N/A." (48)
4. "I find nothing wrong." (Hedrich)
5. "Little faster on the wait for appointment." (Birkey)
6. "It is good." (King)
7. "Nothing you are doing a wonderful job." (Luettkke)
8. "Going to the rooms faster." (Luettkke)
9. "You guys do good." (Westel)
10. "Quicker appointments." (Luettkke)
11. "I don't know."
12. "No." (2)
13. "Better ability to communicate w/providers through call center." (Spencer)
14. "Nothing at this time." (King)
15. "Nothing." (10)
16. "Keep getting better." (Reller-Anderson)
17. "You do very good." (Altenburg)
18. "It's great as is." (Reller-Anderson)
19. "None." (3)
20. "More open weekend appt." (King)
21. "Wait times." (Zhu)
22. "Stay great."
23. "Good." (3)

Spanish

1. "Everything is good." "Todo esta bien." (33)
2. "Continue the same, thank you." "Sigan asi, muchas gracias." (Westel)
3. "In some occasions we have to wait a long time the wait time be less." "En ocasiones tenemos que esperar mucho tiempo que el tiempo de espera fuera menos." (Westel)
4. "It is excellent, the reminder calls." "Es excelente, pero mas el recordatorio de citas." (Reller-Anderson)
5. "Good attention." "Buena atencion." (Westel)
6. "Very good." "Muy bien." (3)
7. "Nothing." "Nada."
8. "N/A." "N/A" (7)
9. "Wait time/ translator cut off." "Tiempo de espera/ traductora se corto." (Newbrander)
10. "When someone calls for medication refills is not good." "Cuando alguien habla para el resurtido de medicamento no es bueno." (Bhowmick)
11. "Giving more urgent appointments." "Dando citas mas urgentes." (Hedberg)
12. "To me the service is good." "Para mi el servicio es muy bueno." (Luettkke)
13. "Continue like until now." "Continue como hasta ahora." (Dodis)

24. "Faster appointments." (Reller-Anderson)
25. "Wait times could be quicker." (Hedrich)
26. "Upgrade the online portal." (Le)
27. "Everything is good." (3)
28. "Nothing you guys are great!" (Altenburg)
29. "Needing physicals to send disability & aetna for gym membership at the central." (Reller-Anderson)
30. "IDK working at a clinic listen to the staff acknowledge them! The team." (Altenburg)
31. "All the girls are awesome." (Luettke)
32. "No issues found." (Hedberg)
33. "More respect when people struggle with insurance." (Dodis)
34. "Don't need too, it is well operated." (Le)
35. "Very satisfied." (2)
36. "Everything was fine."
37. "A lot of wait time." (Castro)
38. "Everything was great." (6)
39. "No other way." (Luettke)
40. "Doing pretty good." (Castro)
41. "Nothing really." (2)
42. "You are all perfect." (Bhowmick)
43. "Nothing, Everything is ran very good." (Luettke)
44. "More Bridget's."
45. "I personally think it has come far from in the past 5 years for the better with everything and staff." (King)
46. "Fine." (Spencer)
47. "Not sure." (King)
48. "Already perfect." (Le)
49. "Spend less time waiting." (Spencer)
50. "Excellent." (Le)
51. "Keep doing what you doing." (2)
52. "I think it is great." (Altenburg)
53. "No comment." (Castro)
54. "Its all good." (Weaver)
55. "Shorter wait time for visit." (Hedrich)
56. "It is great already." (King)
57. "Nothing at the moment." (Bhowmick)
14. "No comment." "No comentario." (Dodis)
15. "Continue to respect the patients." "Seguir respetando a los pacientes." (Hedrich)
16. "The bathrooms." "Los banos." (Le)
17. "Up until now it is good." "Hasta ahora esta bien." (Zhu)
18. "Do not have a long wait time in the waiting room." "No tener tanto tiempo de espera en la sala." (Zhu)
19. "Everything is good until now." "Todo esta bien hasta ahora."
20. "Closer appointments." "Citas mas cercanas."
21. "No comments." "No comentarios." (King)
22. "Continue to open at 6am that helps a lot." "Continue abriendo a las 6am eso ayuda mucho." (Newbrander)
23. "They treat you on time." "Que te atienden a tiempo." (Spencer)
24. "Everything is perfect." "Todo es perfecto."
25. "The wait time is too long." "El tiempo de espera es muy largo." (Luettke)
26. "Didn't have my results ready so work on that if that is in your control." (Dodis)
27. "For now it is good." "Por ahora esta bien."
28. "To me and my family it is good." "Para mi y mi familia esta bien." (Le)
29. "Make people wear masks again." (Hedrich)
30. "Less wait time." (Hedberg)
31. "Don't need to." (Hedrich)
32. "Low voice mails, cannot hear receptionist well." (Altenburg)
33. "Maybe wait times after the 20 min early arrival." (Altenburg)
34. "Don't make the patients wait too long." "No hacer esperar a las personas tanto tiempo." (Blasinski)
35. "Continue the same." "Continue igual." (Zhu)
36. "Clean the bathrooms, they smell really bad." "Limpiar los banos, hueven muy feo." (VanBrunt)
37. "Excellent." "Excelente." (4)
38. "Continue the same." "Continue igual." (3)
39. "The wait time is too long when in the room waiting for provider." "La espera es muy larga en el cuarto esperando por el doctor." (King)
40. "Good." "Buena."
41. "Fix the bathrooms." "Arreglar los banos."
42. "Closer appointments with the psychologist." "Citas mas pronto con el psicologo." (Altenburg)
43. "Wait time." "Tiempo de espera." (Bhowmick)

44. "Be more specific when giving blood test results." "Ser mas especificos al dar los resultados de sangre." (Reller-Anderson)
45. "Nothing, good service." "Nada, buen servicio." (Altenburg)
46. "I am satisfied." "Estoy satisfecha." (Bhowmick)
47. "I would like for you to treat more than one sickness at an appointment." "Me gustaria que trataran mas de una enfermedad en la cita." (Reller-Anderson)
48. "Wait time." "Tiempo de espera." (Castro)
49. "Continue like now." "Continue como hasta ahora." (Altenburg)
50. "What you offer is good." "Esta bien lo que ofrecen." (Hedberg)
51. "The wait time is sometimes too long." "El tiempo de espera aveces es muy largo." (Westel)
52. "You are doing really good." "Lo estan haciendo muy bien." (Zhu)
53. "I'm satisfied with the attention." "Estoy satisfecha con la atencion." (Le)
54. "The services are excellent." "Los servicios son excelentes." (Le)

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

English

- YES: 351
- NO: 0

Spanish

- YES: 413
- NO: 2

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

English

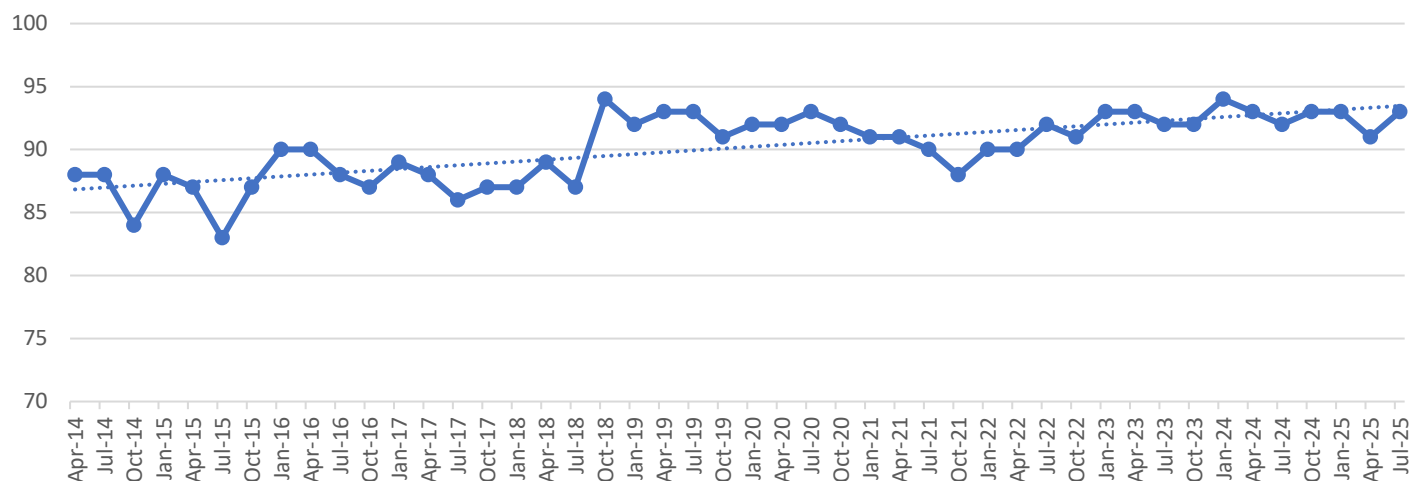
- Altenburg: 33
- Bhowmick: 26
- Blasinski: 2
- Birkey: 14
- Castro: 18
- Dodis: 17
- Hedberg: 25
- Herdrich: 28
- King: 37
- Le: 34
- Luettke: 38
- Newbrander: 16
- Reller-Anderson: 24
- Spencer: 7
- Van Brunt: 18
- Weaver: 9
- Westel: 39
- Zhu: 36

Spanish

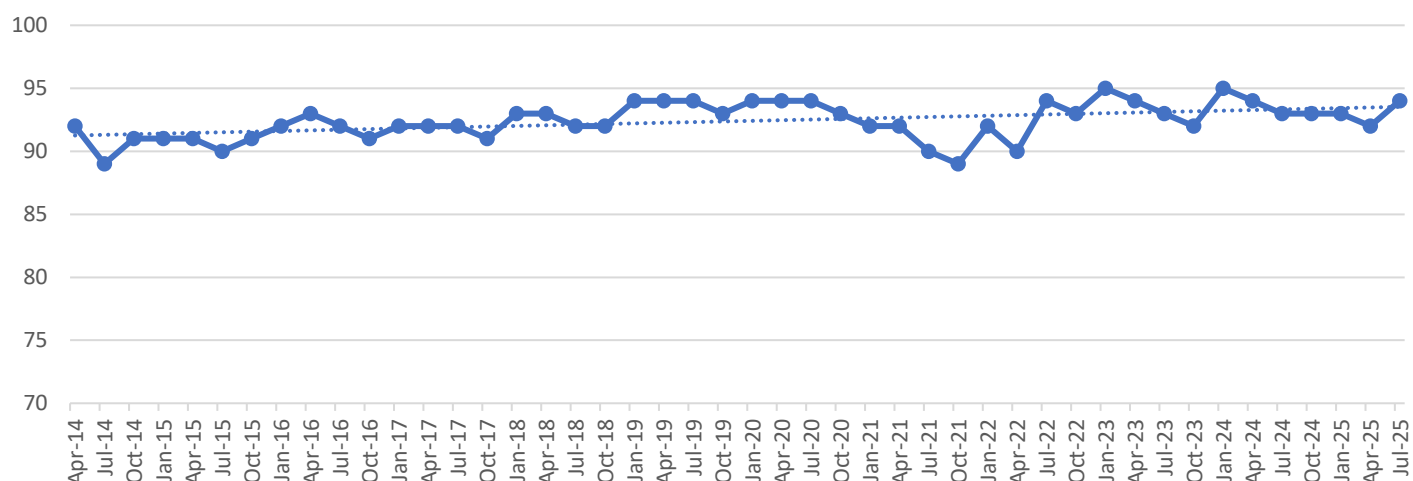
- Altenburg: 64
- Bhowmick: 51
- Blasinski: 2
- Birkey: 1
- Castro: 31
- Dodis: 27
- Hedberg: 30
- Herdrich: 24
- King: 42
- Le: 56
- Luettke: 34
- Newbrander: 20
- Reller-Anderson: 24
- Spenser: 10
- Van Brunt: 31
- Weaver: 1
- Westel: 57
- Zhu: 63

Individual Question Results with Trendlines

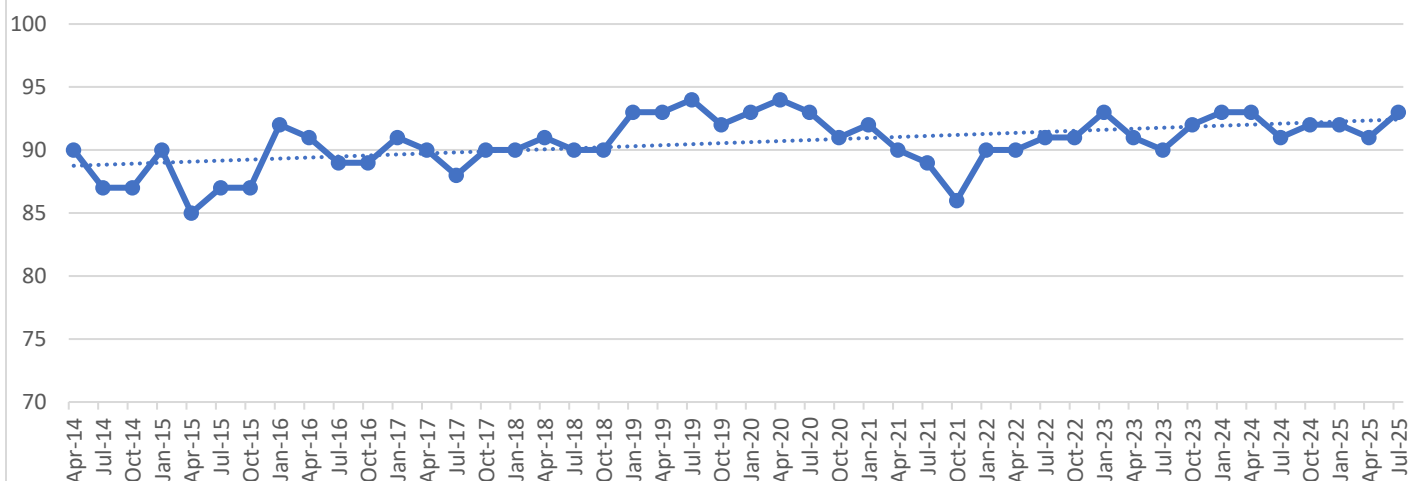
#1 - The phone operator staff and call center



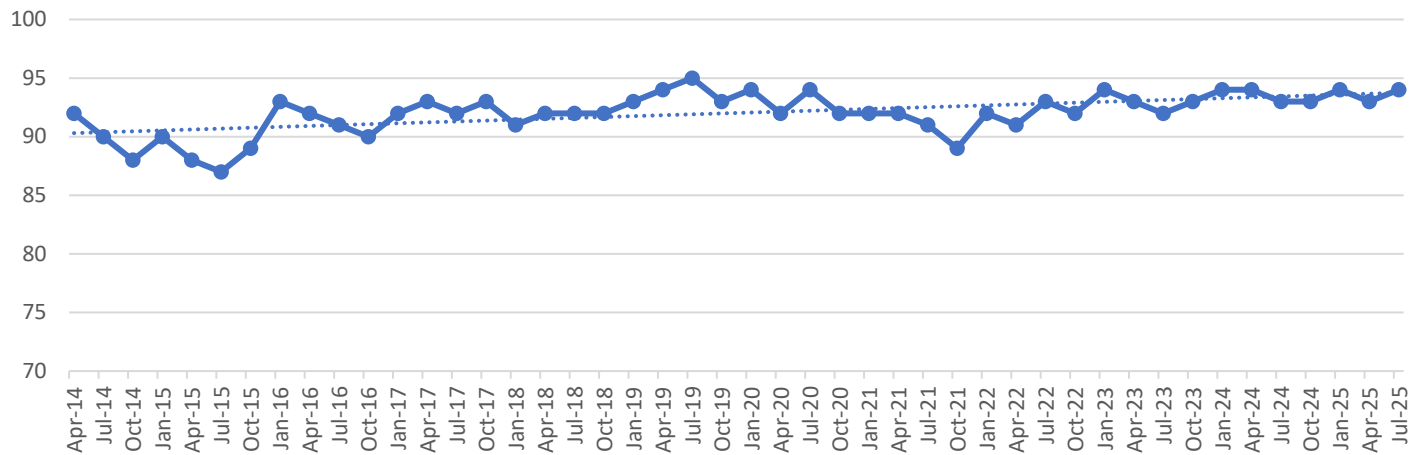
#2 - The reception staff



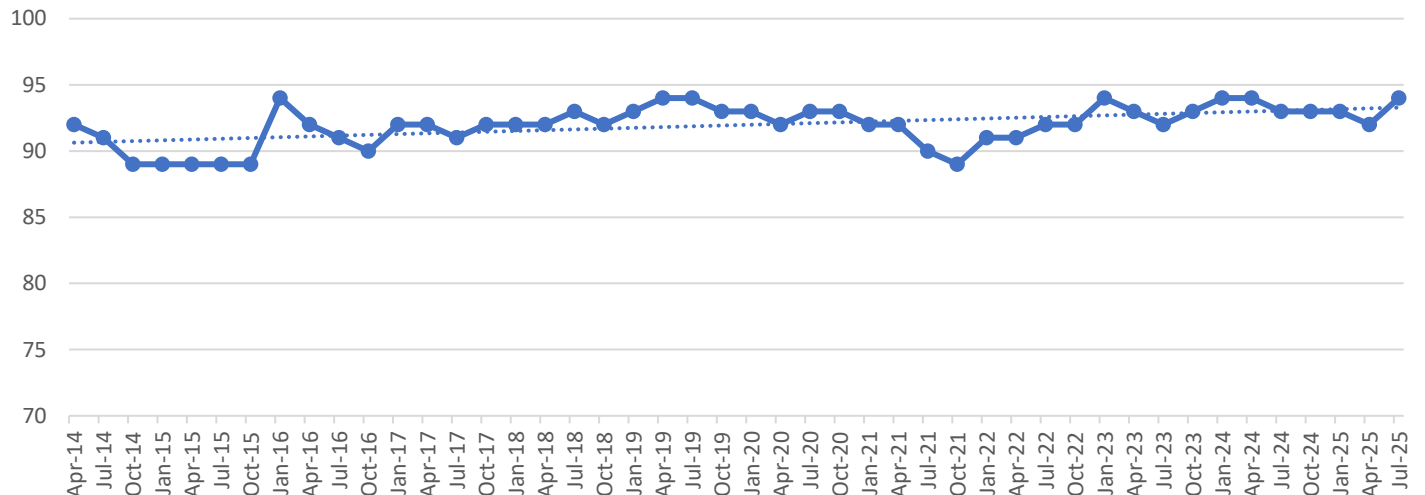
#3 - Receiving a timely appointment



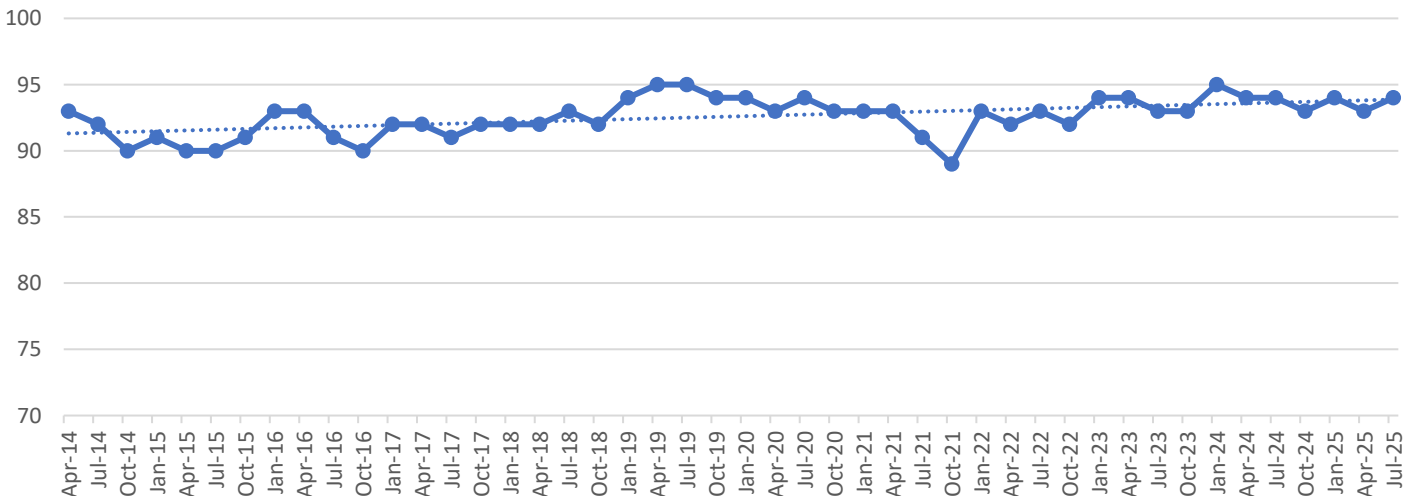
#4 - Education and explanation of plan provided in a way that I can understand



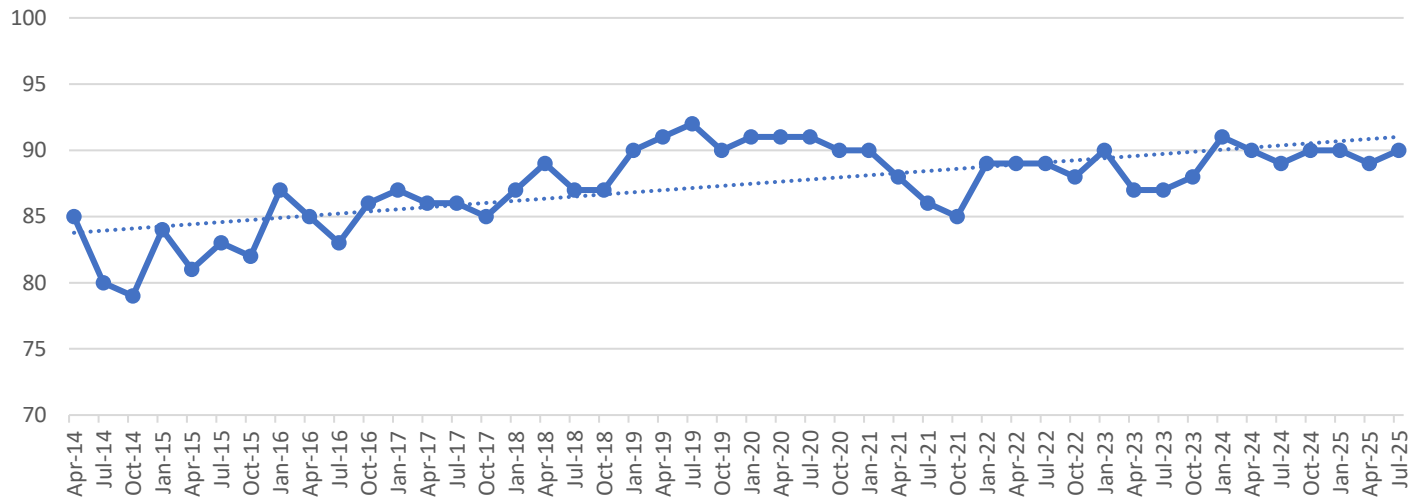
#5 - The follow-up and coordination of my care



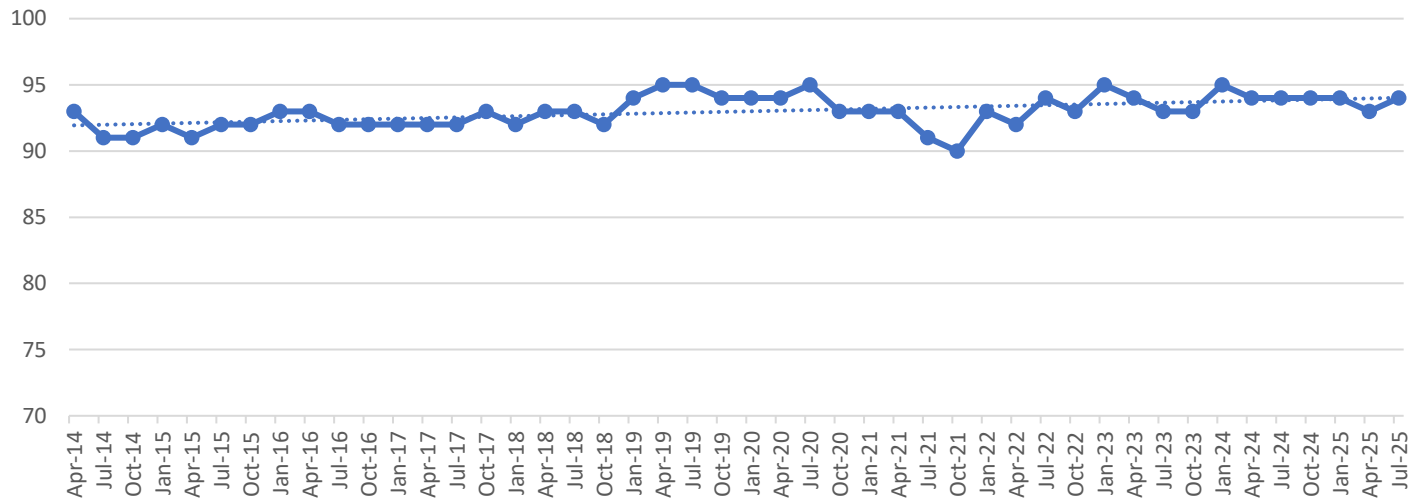
#6 - The staff addressing my medical needs today



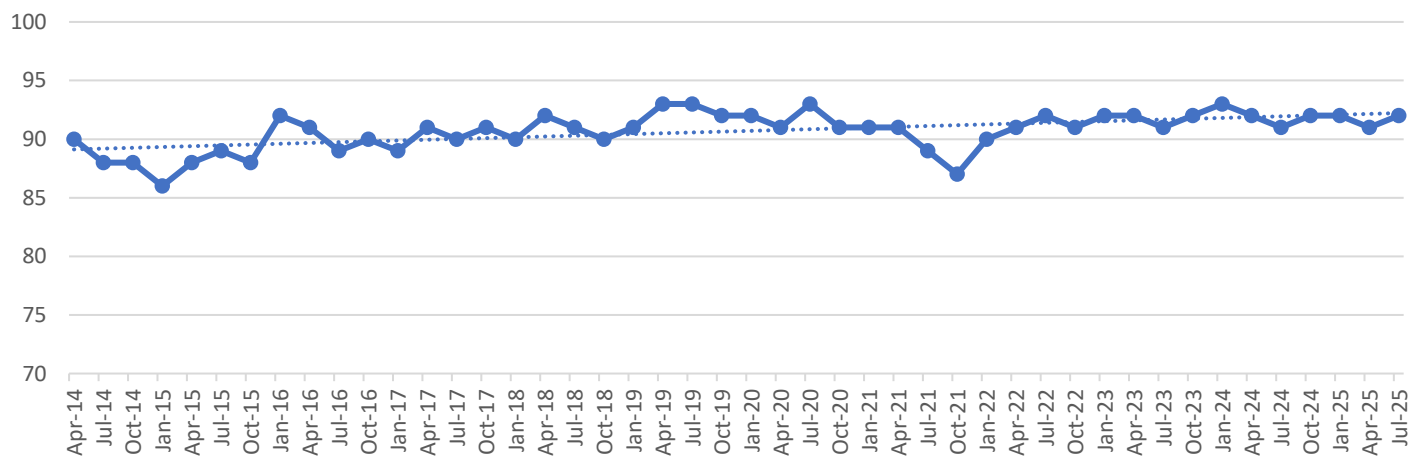
#7 - The time spent waiting



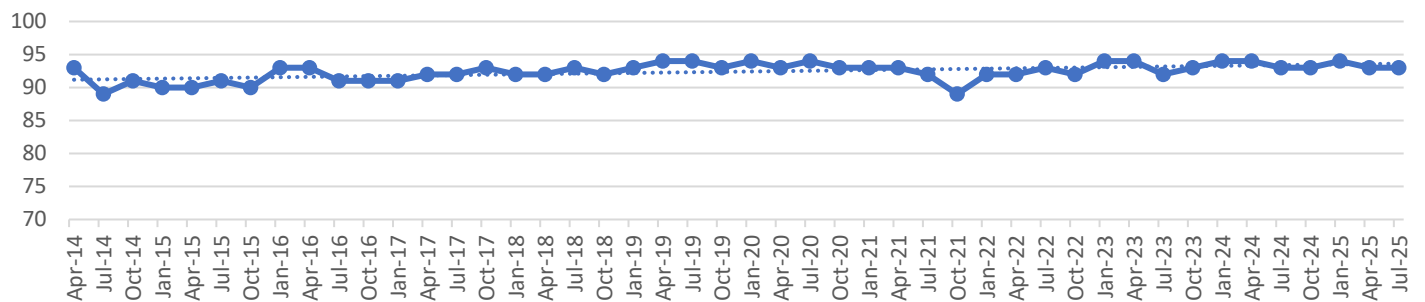
#8 - The respectfulness of staff



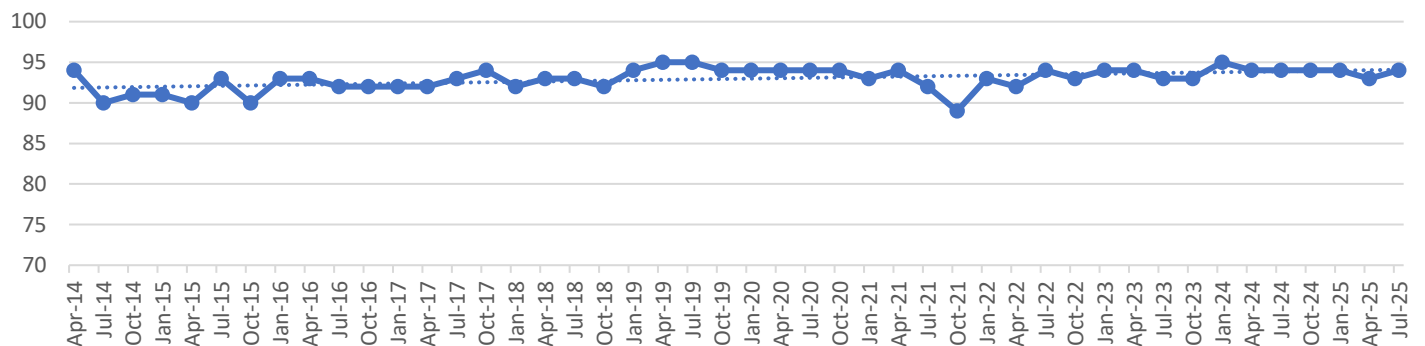
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



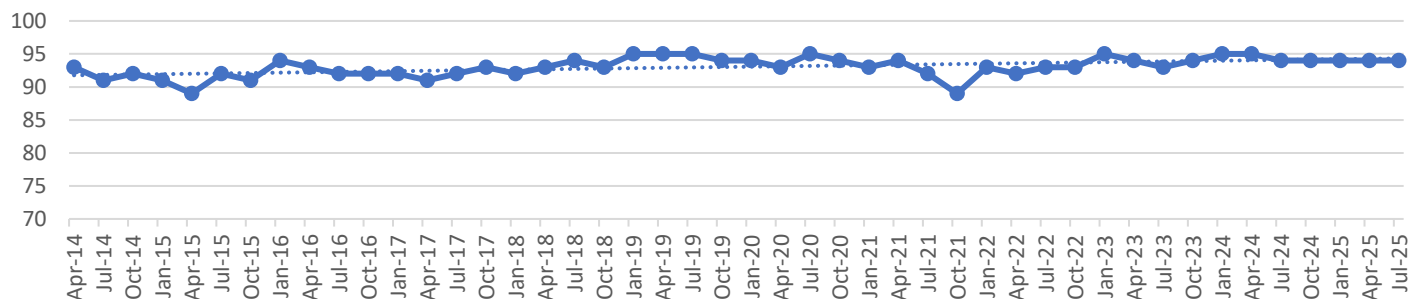
#10 - The handling of my personal medical information in a private and confidential manner



#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?

