

## Patient Satisfaction Survey 450 Dundee Ave., Elgin - Upper Level (OB/GYN/Dental) October 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.

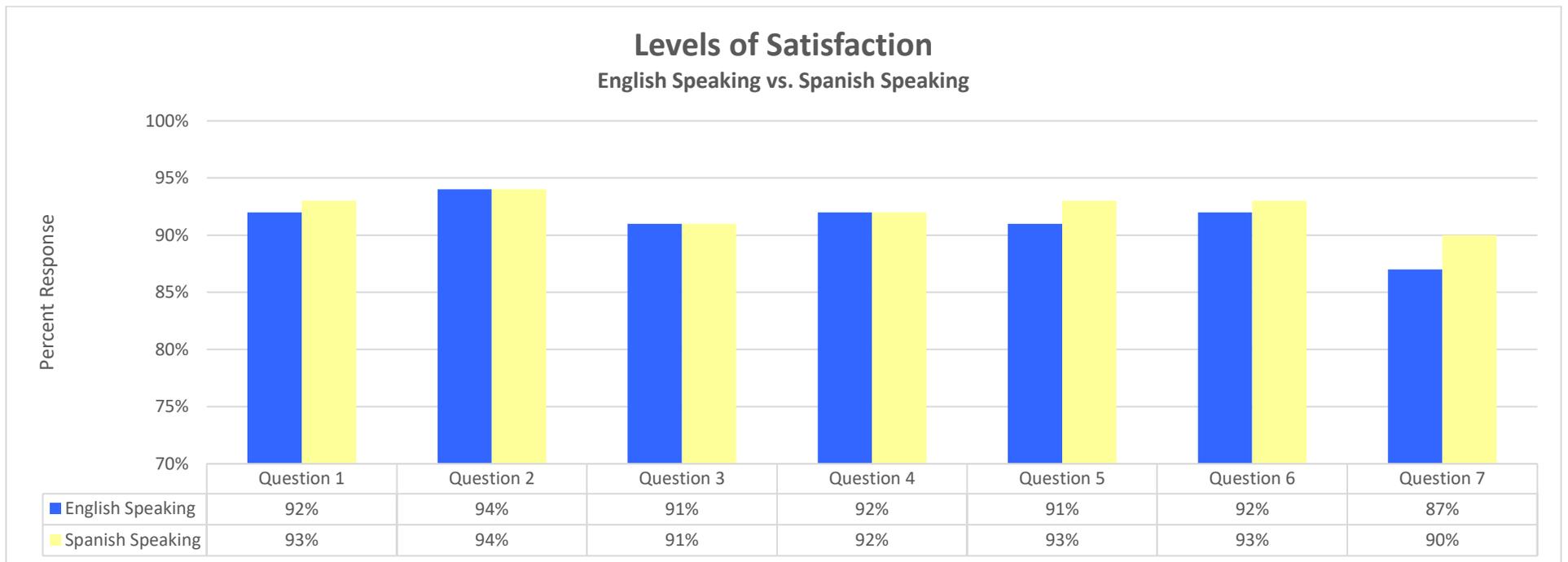
450 Dundee Ave., Elgin - Upper Level – Survey Questions	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025
1. The phone operator staff and call center	92%	92%	94%	93%
2. The reception staff	94%	94%	95%	95%
3. Receiving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

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

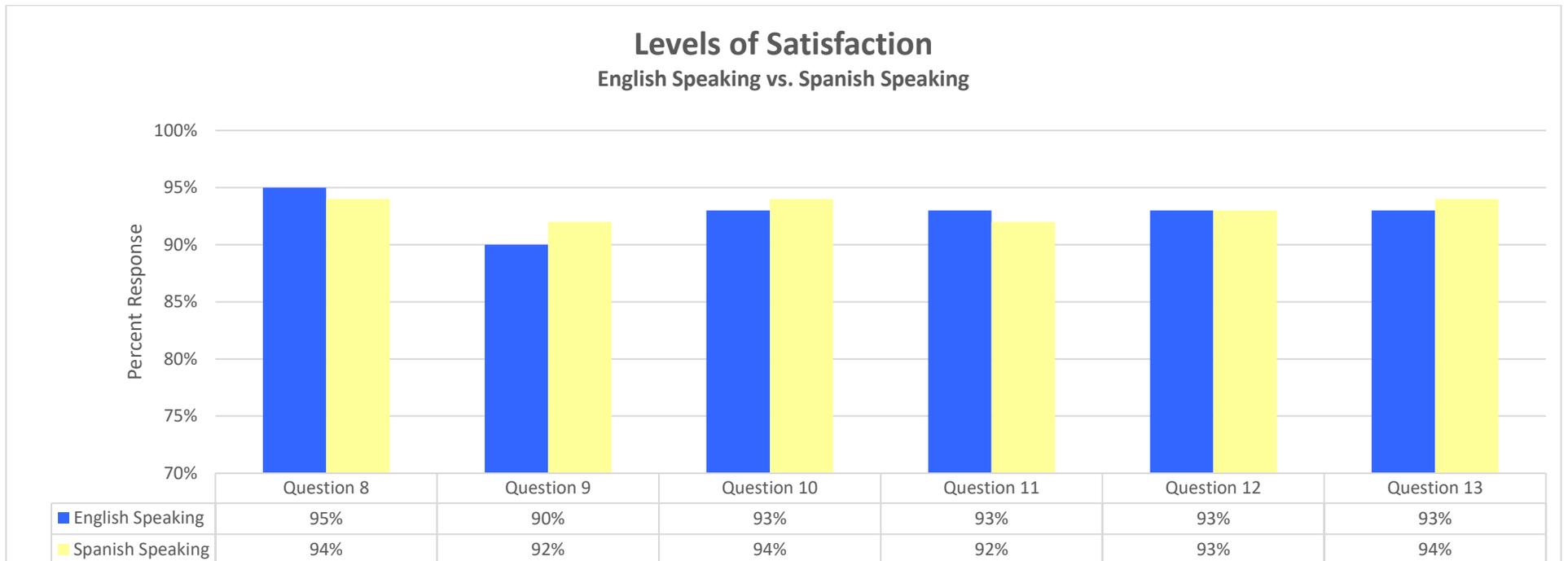
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	114 70%	159 67%	34 21%	70 30%	11 7%	7 3%	3 2%	1 1%	0	0
2. The reception staff	124 77%	178 75%	29 18%	55 23%	7 4%	5 2%	2 1%	1 1%	0	0
3. Receiving a timely appointment	109 68%	155 65%	33 21%	60 25%	14 9%	20 8%	5 3%	3 1%	0	0
4. Education and explanation of plan provided in a way that I can understand	108 67%	162 68%	43 27%	63 27%	9 6%	12 5%	1 1%	1 1%	0	0
5. The follow-up, coordination, and continuity of my care	109 67%	159 67%	36 22%	69 29%	14 9%	8 3%	1 1%	1 1%	2 1%	0
6. The staff addressing my medical needs today	113 70%	164 69%	37 23%	66 28%	10 6%	7 3%	2 1%	1 1%	0	0
7. The time spent waiting	87 54%	139 59%	46 29%	78 33%	23 14%	17 7%	4 3%	1 1%	1 1%	1 1%



Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
8. The respectfulness of staff	125 78%	173 73%	30 19%	57 24%	6 4%	5 2%	0	0	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	104 65%	149 65%	35 22%	72 31%	17 11%	8 4%	2 1%	1 1%	1 1%	1 1%
10. The handling of personal medical info in a private and confidential manner	116 72%	169 72%	34 21%	62 26%	10 6%	4 2%	1 1%	0	0	1 1%
11. Your medical assistant	115 72%	152 66%	32 20%	66 29%	12 8%	10 4%	1 1%	0	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	117 73%	159 69%	33 21%	64 28%	8 5%	6 3%	1 1%	0	1 1%	1 1%
13. Overall, how satisfied are you with the Health Center?	116 72%	172 73%	35 22%	58 25%	7 4%	4 2%	1 1%	0	2 1%	1 1%



## Direct Quotes

The following is the universe of DIRECT QUOTES taken from questions 14 - 18 on the Patient Satisfaction Survey form from the survey participants. There has been no editing for spelling, grammar, etc.; the comments are taken from the forms AS IS:

### **Question 14: Have you left a message for a staff member in the last week? If so, what was your experience?**

#### **English**

NO: 45

N/A: 21

YES: 0

#### **Comments:**

1. "Yes, they typically respond within 2 days." (Piper)
2. "My experience was great." (Piper)
3. "Yes, the staff that works here is great with calling me to remind the upcoming appointment and great answers with my questions!" (George)
4. "I'm very comfortable and satisfied with your service thank you 😊." (Piper)
5. "Great."
6. "No, I'm not but very satisfied."
7. "No, but everyone is great." (Lamond)
8. "All the staff members are very friendly and kindness." (Piper)
9. "My experience was very well I came tow weeks ago." (Uy)

#### **Spanish**

NO: 67

N/A: 4

YES: 0

#### **Comments:**

1. "(Very great and yes) yes, for my husband and it went excellent." "(Muy bien y si) si a mi esposo y me fue excelente." (Piper)
2. "The experience was pleasant, the entire personnel is professional and respectful, the practitioners are competent." "La experiencia es genial, todo el personal es profesional y respetoso, los médicos son competentes." (Piper)
3. "It was excellent." "Fue exelente." (Guzman)
4. "Yes, excellent response." "Si exelente respuesta." (George)
5. "I have not been able to leave a concern but I would like to." "No he podido dejar alguna queja pero si quisiera dejar una." (George)
6. "Pleasant." "Agradable." (George)
7. "Excellent." "Exelente." (Uy)
8. "Very satisfied." "Muy satisfecha." (Piper)
9. "Very great." "Muy bien." (Uy)
10. "Everything is great." "Todo bien." (Uy)
11. "I have not left messages." "No he dejado mensajes." (Guzman)

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

#### **English**

1. "N/A." (10)
2. "Staff." (3)
3. "Everything." (Guzman)
4. "Staff upfront." (Piper)
5. "Consistency."
6. "Communication." (Uy)
7. "Receiving care." (Guzman)
8. "Easy appt." (Piper)
9. "No insurance." (Akroush)
10. "Patience." (Piper)
11. "Ob." (Guzman)
12. "Explanation, cost." (Akroush)
13. "Piper. Heather." (Piper)
14. "Cost & location." (Akroush)
15. "Giving me information that I need to take care of myself and my baby." (Piper)

#### **Spanish**

1. "Everything is great." "Todo bien." (Piper)
2. "N/A." (2)
3. "Everything." "Todo." (2)
4. "I do not know." "No lo se." (George)
5. "They speak Spanish." "Hablan Espanol." (George)
6. "People." "Personas." (Akroush)
7. "Personnel." "Personal." (Uy)
8. "Kind." "Amables." (Akroush)
9. "The medical attention." "La atencion medica."
10. "The great service." "El buen servicio." (Quesea)
11. "That they are very kind." "Que son muy amables." (Akroush)
12. "That it is very practical and familial." "Que es muy practica y familiar."

16. "Dr. Heather Piper- explained everything well detailed. Thank you!" (Piper)
17. "The slots to set up appointments." (Akroush)
18. "They provide the right education and guidance for first time moms." (Piper)
19. "Staff is helpful."
20. "Nearby our house."
21. "Great staff." (Quesea)
22. "Referrals needed."
23. "Service provided." (2)
24. "All the staff and doctors are caring and helpful with patient needs." (George)
25. "Great service from the receptionist and the provider." "Buen servicio de recepcionista y provedora." (Spanish response on an English survey)
26. "Getting my next appointment." (Guzman)
27. "Time and professionalism of the staff." (Akroush)
28. "The providers make me feel comfortable (Piper)." (Piper)
29. "Staff + providers/drs." (George)
30. "It is close to home." "Esta cerca de casa." (English response on a Spanish survey)
31. "The staff is wonderful very helpful!" (George)
32. "Doctor Heather Piper is a great doctor." (Piper)
33. "Everything is good." (Lamond)
34. "How professional they are." (Akroush)
35. "Dental needs." (George)
36. "The staff, the physician." (George)
37. "Location + timing." (Uy)
38. "My provider." (Piper)
39. "Unknown." (Akroush)
40. "Always nice and great service."
41. "Location + good pediatrician + dentist." (George)
42. "The staff take time to listen."
43. "The staff is way more helpful then before." (Piper)
44. "Everyone has time and explains everything till I understand it well." (Piper)
45. "The calls for appt reminders."
46. "Calls + texts." (Uy)
47. "Staff is helpful." (Uy)
48. "Always accessible." (Uy)
49. "All the services here." (Akroush)
50. "You take Medicaid." (Uy)
51. "Something that can be improved is accepting patients when they get here on time + not helping them (15 min time frame) + patients having to wait a long time for their appts." (Piper)
52. "Front desk and social workers." (Guzman)
53. "Communication and staff." (2)
54. "Explanation of steps/process." (George)
13. "Very great attention." "Muy buena atencion." (Akroush)
14. "Everything, the attention is very effective." "Todo, la atencion es muy eficaz." (Piper)
15. "They are very kind in general. They always search for the soonest appointments to cover patient needs." "Son muy amable en general. Siempre buscan citas lo mas pronto posible para cubrir con las necesidades de paciente." (Akroush)
16. "That they can resolve any doubts when we have any pain." "Que te resuelven cualquier duda cando esta uno en algún dolor." (Piper)
17. "With everything in regard to my health." "En todo en referencia a mi salud." (George)
18. "That they help you in your language." "Que te ayudan con tu idioma." (Piper)
19. "The service is great." "El buen servicio." (Akroush)
20. "Professionalism 100%." "Profesionalismo 100%." (Uy)
21. "The attention is great." "Es buena la atencion." (Guzman)
22. "Maintaining my medical visits in order." "Mantener mis visitas al medico en orden." (George)
23. "The attention is very great without any complaints." "La atencion muy buena sin quejas." (George)
24. "Improve the call center." "Mejorar el centro de llamadas." (George)
25. "Their great attention, attention that is excellent." "Su buena atencion que es exelente." (Piper)
26. "For me, this clinic has helped me exceptionally, specifically my Doctor Heather Piper." "Para mi, esta clinica me ayudado demaciado, especialmente mi doctora Heather Piper." (Piper)
27. "To carry a pregnancy without risk and healthy." "Llevar un embarazo tranquilo sin riesgos y sano." (Piper)
28. "The willingness to help and very quick service." "La dispocion para ayudar y muy rápido el servicio."
29. "The people that speak to me in Spanish." "Las personas que me hablan en Espanol." (Guzman)
30. "Maintaining me in good health." "A mantenerme bien de salud." (Guzman)
31. "The entire attention is very great the kindness is also very great." "Toda la atencion esta muy bien la amabilidad tambien muy buena." (Uy)
32. "Their understanding." "Su entendimiento." (Guzman)

55. "Easy call center staff communication."  
(Piper)
56. "They have to help me to improv my smile."  
(Uy)
57. "Fast scheduling fast appointment." (Quesea)
58. "The care that is received for the patients."  
(Guzman)
59. "Call back reminders for appointments."  
(Guzman)
60. "The timely manner of reaching a phone  
operator and scheduling. It is very helpful  
how flexible they can be with my availability."  
(Akroush)
33. "Your knowledge." "Sus conocimientos."  
(George)
34. "Great attention and care." "Buena atencion  
y Cuidado." (Guzman)
35. "The reminder with anticipation." "El  
recordatorio con anticipacion." (George)
36. "Having great control over my health." "A  
llevar un buen control de salud." (Guzman)
37. "Being super well in health." "Estar super  
bien de salud." (George)
38. "Location they accept the medical card."  
"Locacion. Acepta targeta medica." (George)
39. "That they accept the medical card." "Que  
aceptan la targeta medica." (Akroush)
40. "I like that they have a response to all of my  
questions or insecurities." "Me gusta que  
siempre tienen la respuesta a todas mis  
preguntas o inseguridades." (Lamond)
41. "Having reasonable appointment times."  
"Tener cita en un tiempo razonable."  
(Quesea)
42. "The attention and the consults." "La  
atencion y las consultas." (Lamond)
43. "Being tended to and heard." "Ser atendido y  
escuchando."
44. "For the moment, with dental health." "Por el  
momento con salud dental." (2)
45. "It helps me with my health necessities." "Me  
ayuda en mis necesidades de mi salud."
46. "The doctors are attentive with the patients."  
"Las doctoras son atentas con los pacientes."  
(2)
47. "For the moment, with the wellbeing of my  
children." "Por el momento todo para el  
bienestar de mis hijos." (George)
48. "The attention and capability of the  
appointments." "La atencion y la habilidad de  
citas." (Lamond)
49. "The great treatment from the providers and  
the prices." "El buen trato de los médicos y  
los precios." (Quesea)
50. "They are very profesional." "Son muy  
profesionales." (Uy)
51. "That I can find Spanish attention." "Que  
encuentro atencion en Espanol." (Quesea)
52. "They are very kind and provide great  
information." "Son muy amables y me dan  
información bien."
53. "The reminder of when and what time my  
appointments are." "El recordarme cuando y  
a que hora tengo mis citas" (Akroush)
54. "The great attention from my gynecologist."  
"La buena atencion de mi ginecóloga."
55. "With all of my medical appointments." "En  
todas mis citas medicas." (Uy)

56. "The personnel is very kind." "Su personal muy bueno." (George)
57. "Great personal treatment." "Buen trato de persona." (Uy)
58. "Reminding me of my appointments on time." "A recordar mis citas a tiempo." (Piper)
59. "Thank God with what we need for my children's health necessities." "Gracias a Dios en lo que necesita para la salud de mis hijas." (Quesea)
60. "Health services." "Servicio de salud." (Uy)
61. "Medical attention." "Atencion medica."
62. "Their kindness." "Su amabilidad." (Quesea)
63. "Close to my home." "Cerca de mi casa." (Quesea)
64. "The people are kind." "Las personas son amables." (Guzman)
65. "The language and their hospitality." "El idioma y su hospitalidad." (Quesea)
66. "The great attention." "La buena atencion."
67. "They are excellent with my family's dental cleanings. thanks." "Son excelentes en la limpieza dental de mi familia gracias." (Quesea)
68. "That they have personnel that speak my language." "Que tiene el personal que habla mi idioma." (Quesea)
69. "That they tend to my children." "Que atienden a mis hijos." (Quesea)
70. "The dentist and the gynecologist the two people are very kind and patient." "La dentista y ginecóloga las dos personas super amables y pacientes." (Piper)
71. "The great service and the kindness." "El buen servicio y la amabilidad." (Quesea)
72. "With the medical appointments they're very quick and I feel comfortable." "En la citas medicas son muy rapidas me siento comoda." (Uy)
73. "In general, with everything." "En lo general en todo." (Quesea)
74. "That it is close to my home and I enjoy the attention they provide." "Que esta cercano a mi domicilio y me gusta la atención que brindan." (Guzman)
75. "It is close to home and the great prevention, and attention towards my person." "Esta cerca de casa y la buena preacupacion, y atencion hacia mi persona." (Guzman)
76. "I have attended since many years ago and their attention is excellent." "He atendido desde hace varios anos y su atencion es excelente." (Guzman)
77. "The kindnes and Spanish speaking, the good service." "La amabilidad y que se hable español, el buen servicio." (Guzman)

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

### English

1. "N/A." (19)
2. "You guys are doing great. No comment for improvement." (Piper)
3. "All is good." (Akroush)
4. "All good 😊." (2)
5. "Everything is good."
6. "I have no idea for this." (Quesea)
7. "I have no idea." (2)
8. "Unknown."
9. "Nothing." (Uy)
10. "All good." (Akroush)
11. "Messages to healthcare provider." (Piper)
12. "No improvement." (2)
13. "Everything is okay service." (Piper)
14. "Waiting times." (Piper)
15. "Keep up the great work." (Piper)
16. "So far so good 😊."
17. "You guys are doing good!"
18. "Nothing, everything worked out for me."
19. "Nothing needs to improve. You guys always doing a fantastic job." (George)
20. "Sooner appointments." (George)
21. "You guys doing a great job." (Guzman)
22. "Everything was great." (Akroush)
23. "Nothing you guys are doing great!" (George)
24. "Keep it up." (Piper)
25. "Maybe waiting time." (Piper)
26. "The receptionists always has a bad attitude"  
"Las receptionists always has a bad attitude."  
(Partial Spanish response on an English survey)
27. "Please offer more treatment appts! Appts for fillings are 2 months out! Hard to get treatment when there is nothing available."  
(George)
28. "When I need an appointment have timely appointments the soonest possible. Have more available appointments." "Cuando necesite una cita tener para lo mas pronto posible. Tener mas citas disponibles."  
(Spanish response on an English survey)
29. "Communication on portal." (Lamond)
30. "You're great already, nothing comes to mind."
31. "Everything runs very smoothly, and everyone is very friendly." (Lamond)
32. "Cleaning to be done first appt. Gets treatment done faster." (Akroush)
33. "Time in giving appointments, had to wait 3 months after my first visit." (Akroush)

### Spanish

1. "Nothing." "Nada." (4)
2. "N/A." (4)
3. "N/A S/C." (George)
4. "No comment." "Sin comentario." (Uy)
5. "Everything is great." "Todo esta bien." (3)
6. "Everything is very great." "Todo muy bien."
7. "Excellent attention." "Excelente atención."  
(Akroush)
8. "Excellent service." "Excelente servicio."  
(Akroush)
9. "It is excellent." "Es exelente." (George)
10. "Satisfied." "Satisfecha."
11. "Everything is perfect." "Todo perfecto."
12. "The services seem great to me." "Me parece que esta bien el servicio." (Guzman)
13. "Having more available appointments within a reasonable time." "Teniendo mas citas disponibles dentro de tiempo razonable."
14. "Not having to wait too long after arriving 15 minutes before the appointment time." "No dejar tanto a la espera de llegar los 15 mts antes de la cita." (Guzman)
15. "There was a gynecologist that I would go to but she was super rude and grouchy that us why I changed the 3 consultations that she gave me they were super uncomfortable 😊."  
"Hay una ginecóloga con la que yo iba antes pero era super grocera y malhumorada por eso me cambie las 3 consultas que me dio fueron super incomodas 😊." (Piper)
16. "For me, everything is great." "Para mi esta todo bien."
17. "Everything is great." "Todo bien."
18. "Everything appears excellent to me." "Todo me parece exelente." (Quesea)
19. "They are doing it well." "Lo estan hacienda bien." "Lo están haciendo bien." (George)
20. "Background music." "Musica de fondo."  
(George)
21. "For me, everything is great." "Para mi todo esta bien."
22. "It is very great." "Esta muy bien." (Piper)
23. "With all of my medical appointments." (Uy)
24. "Additional medical personnel." "Solo mas personal medico." (George)
25. "For the moment, at least for me, everything is great." "Hasta el momento para mi todo esta bien." (George)
26. "There is not much to improve because their attention was excellent." "No hay que mejorar mucho por que su atencion fue excelente." (Piper)

34. "Decrease the waiting time for patients. We arrive on time but sometimes we wait 45 min to see the doctor." (Piper)
35. "If we are asked to arrive on time to our appointment 15 min more, why are we waiting longer to be seen." (Quesea)
36. "Quicker time between appts less separated appointments." (George)
37. "Following up with referrals and making sure patients get them." (Piper)
38. "Making appointments/getting patients in even just 5 mins after their apt." (Guzman)
39. "Everything is perfect." (Akroush)
40. "Quicker appointments, location closer to our home." (Uy)
41. "Something that can be improved is accepting patients when they get here on time + not helping them (15 min time frame) + patients having to wait a long time for their appts." (Piper)
42. "It will be helpful if you guys send me a text to remind me." (Uy)
43. "Updates system yall can pull records from 2019 but couldn't find records from a month ago." (Guzman)
27. "There would be better attention towards patients on Sunday's also because sometimes we have emergencias those days too." "Seria mejor atencion a los pacientes el domingo tambien porque a veces tenemos emergencia en ese día." (Piper)
28. "That we have to wait to be seen and if you arrive after the 15 minutes you are not tended to. They should be more conscious with that, other than that, everything is great." "Que uno espera para ser atendido y cuando llegas después de los 15 minutos ya no te atienden deberían ser un poco ma conscientes en eso de ahí en fuera todo bien 😊." (George)
29. "In the adult clinic, the receptionists are despots and rude- behind the gas station." "En la clínica de adultos las recepcionistas son muy déspotas y groseras de tras de la gasolinera." (George)
30. "For now, everything has been great." "Asta ahora todo esta muy bien."
31. "Working as it did today." "Trabajando como asta hoy." (George)
32. "The service is perfect, there is nothing to improve." "El servicio esperfecto, no hay nada que mejorar. (Piper)
33. "The service is great." "El servicio es muy bueno." (Guzman)
34. "Dental assistant is not kind. She has an attitude when we need a Spanish interpreter." "Asistente dental no es amable. Tiene actitud cuando uno necesita interprete en Espanol." (Akroush)
35. "It is overly long to tend to a call." "Es demasiado tiempo para que atiendan una llamada." (Piper)
36. "So far out! Please need more filling appts!" (English response on a Spanish survey)
37. "Providing additional dental appointments for cavities." "Tener mas citas dentales para carias." (George)
38. "I do not have any suggestions." "To tengo ninguna sugerencia."
39. "I think the service now is great." "Pienso que el servicio ahora es bueno." (Quesea)
40. "There is nothing that I can comment for the moment." "No hay nada que pueda comentar por el momento." (Lamond)
41. "To be more attentive (attention)." "Que sean mas atentos (atención)." (2)
42. "Everything is very great we are appreciative with the service. The entire personnel is very kind." "Todo esta muy bien tanto que

- estamos agradecidos con el servicio todo el personal muy amable.” (George)
43. “Improve the appointment times.” “Mejorar el tiempo de las citas.” (Uy)
  44. “With the time spent waiting.” “En el tiempo de espera.”
  45. “Well in respect to me, I have not had any problems.” “Pues en la que respecta a mi a un no e tenido ningún problema.” (Quesea)
  46. “For me it is an excellent service.” “Para mi es un excelente servicio.” (Quesea)
  47. “It seems like a great center to me.” “Se me hace muy bien centro.”
  48. “Without comments.” “Sin comentarios.” (Akroush)
  49. “Nothing, everything is great.” “Nada todo esta bien.” (Uy)
  50. “No, they are really good.” “No, son muy buenos.” (Quesea)
  51. “Having more available appointments.” “Teniendo mas citas disponibles.” (Quesea)
  52. “Nothing it is an excellent service.” “Nada son excelente servicio.” (Quesea)
  53. “I think that everything is great.” “Creo que esta todo bien.” (Quesea)
  54. “In my experience, everything is great.” “Dentro de mi experiencia todo es bueno.” (Quesea)
  55. “It is a great service.” “Es un buen servicio.” (Quesea)
  56. “For the moment, everything has been great.” “Por el momento todo estado bien.” (2)
  57. “By keeping appointment schedules.” “Manteniendo el horario de las citas.” (Guzman)

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

**English**

- YES: 146
- NO: 5

**Spanish**

- YES: 220
- NO: 0

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

**English**

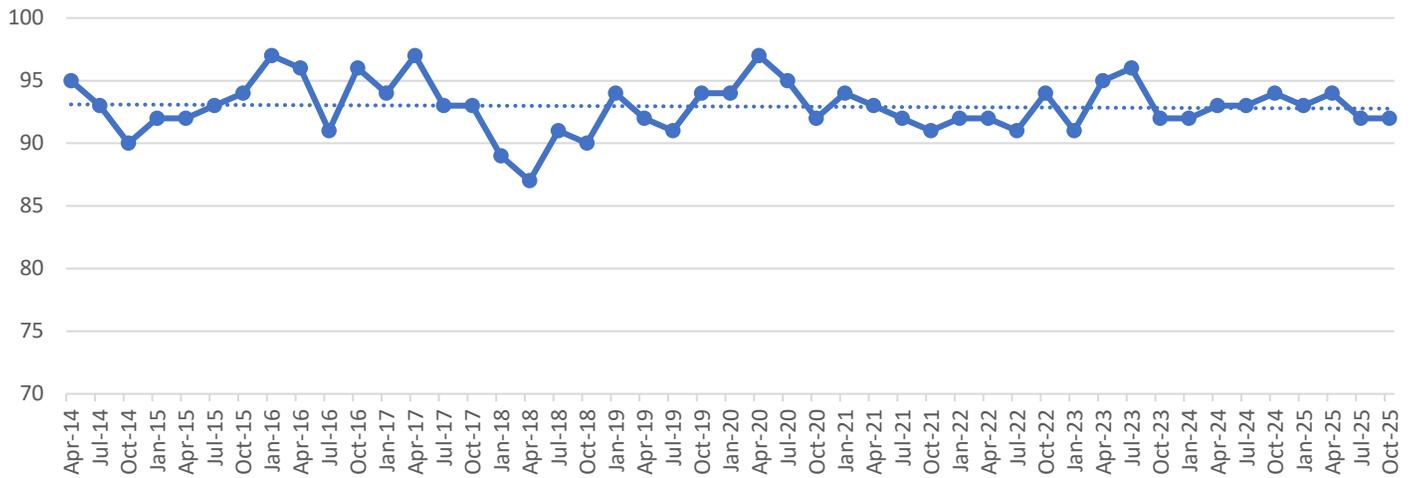
- Akroush: 27
- George: 26
- Guzman: 15
- Lamond: 10
- Piper: 32
- Quesea: 10
- Uy: 21

**Spanish**

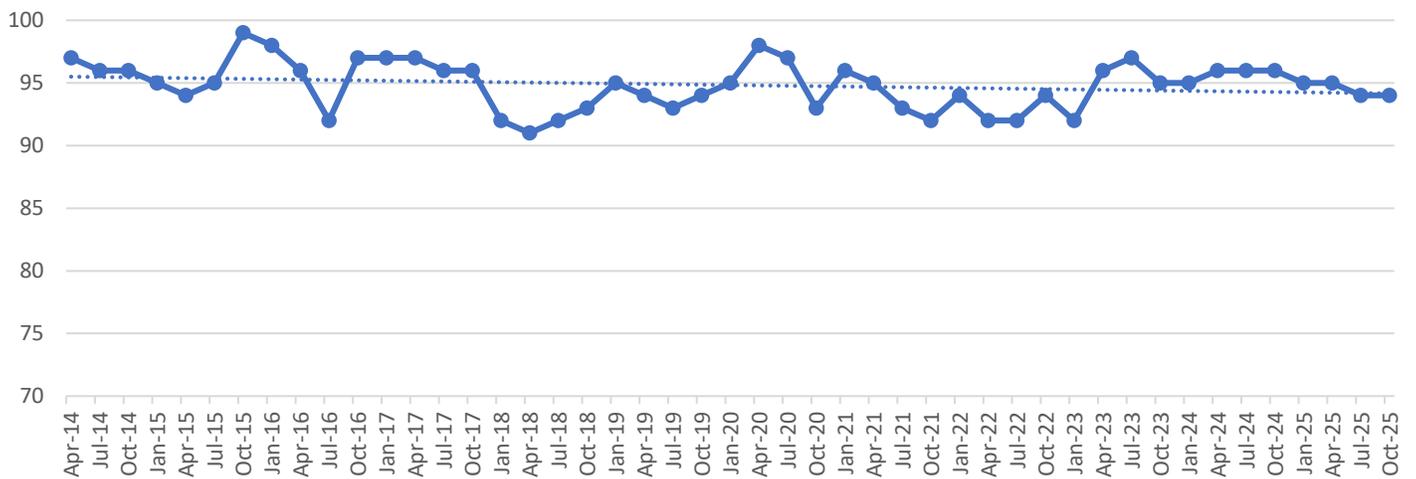
- Akroush: 40
- George: 44
- Guzman: 28
- Lamond: 5
- Piper: 28
- Quesea: 30
- Uy: 32

# Individual Question Results with Trendlines

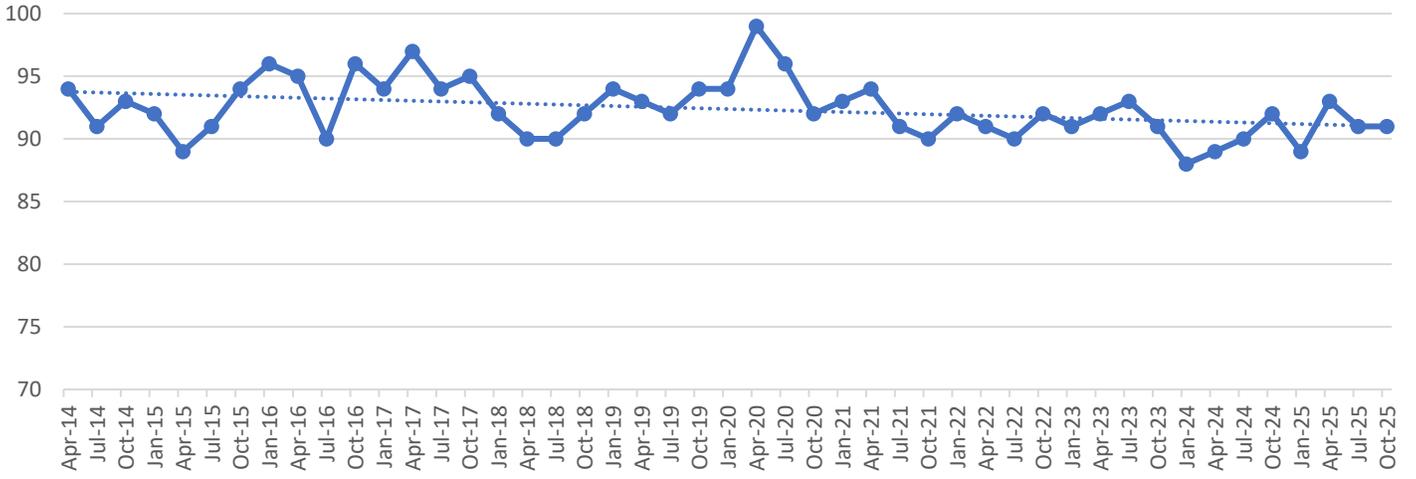
## #1 - The phone operator staff and call center



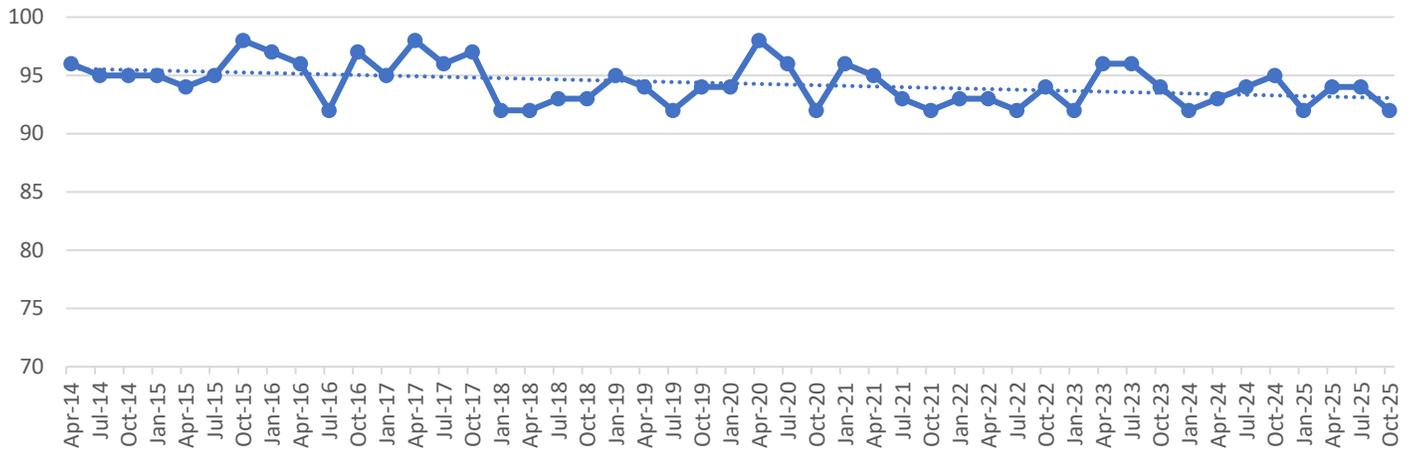
## #2 - The reception staff



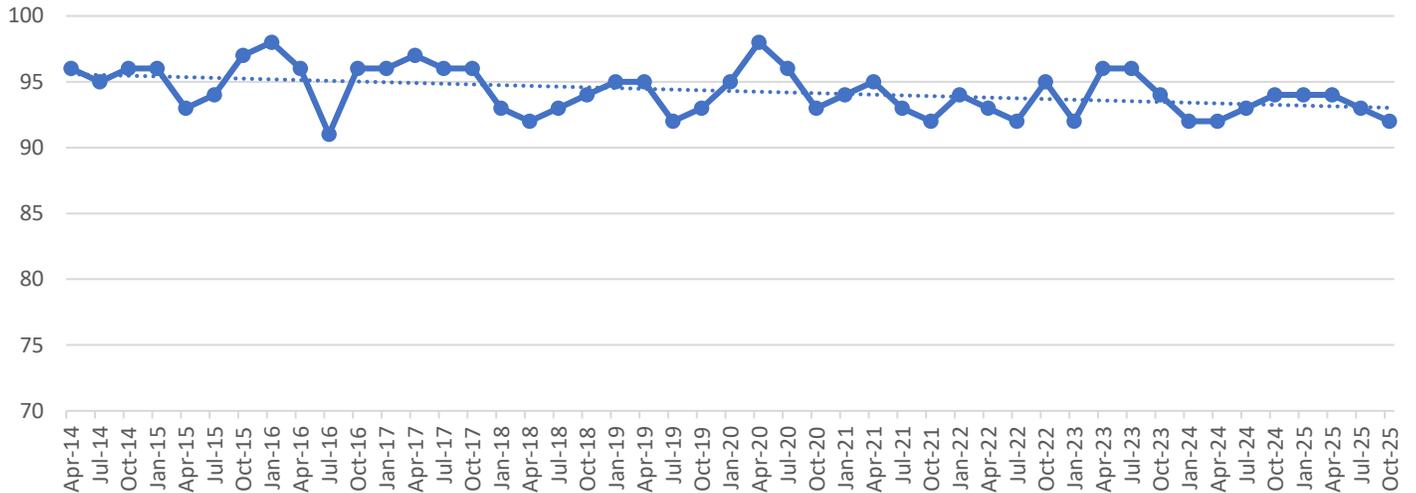
## #3 - Receiving a timely appointment



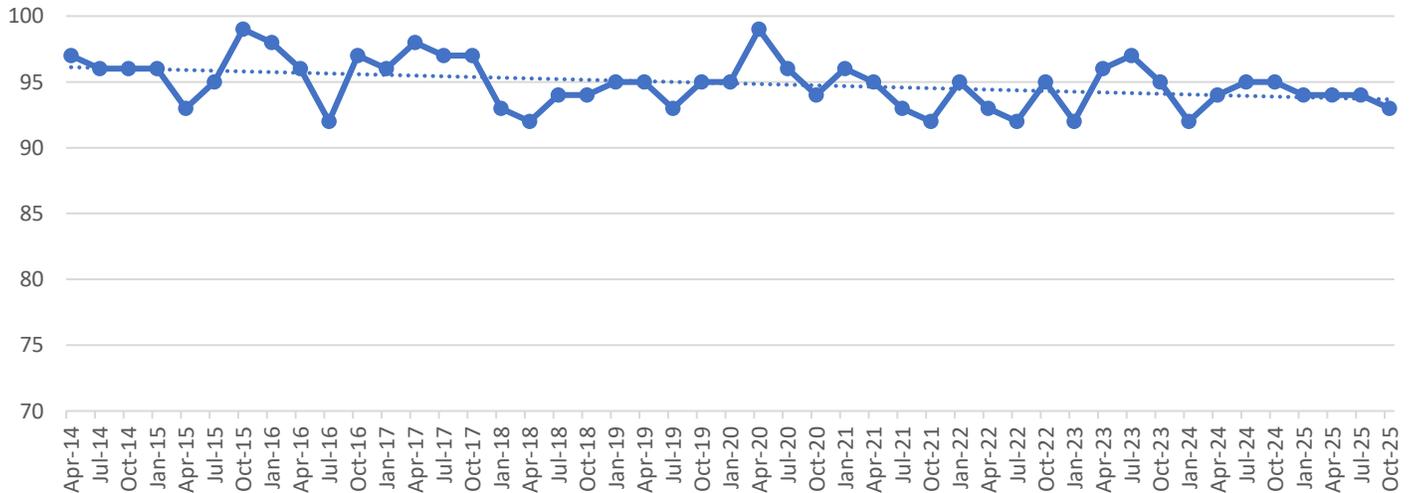
### #4 - Education and explanation of plan provided in a way that I can understand



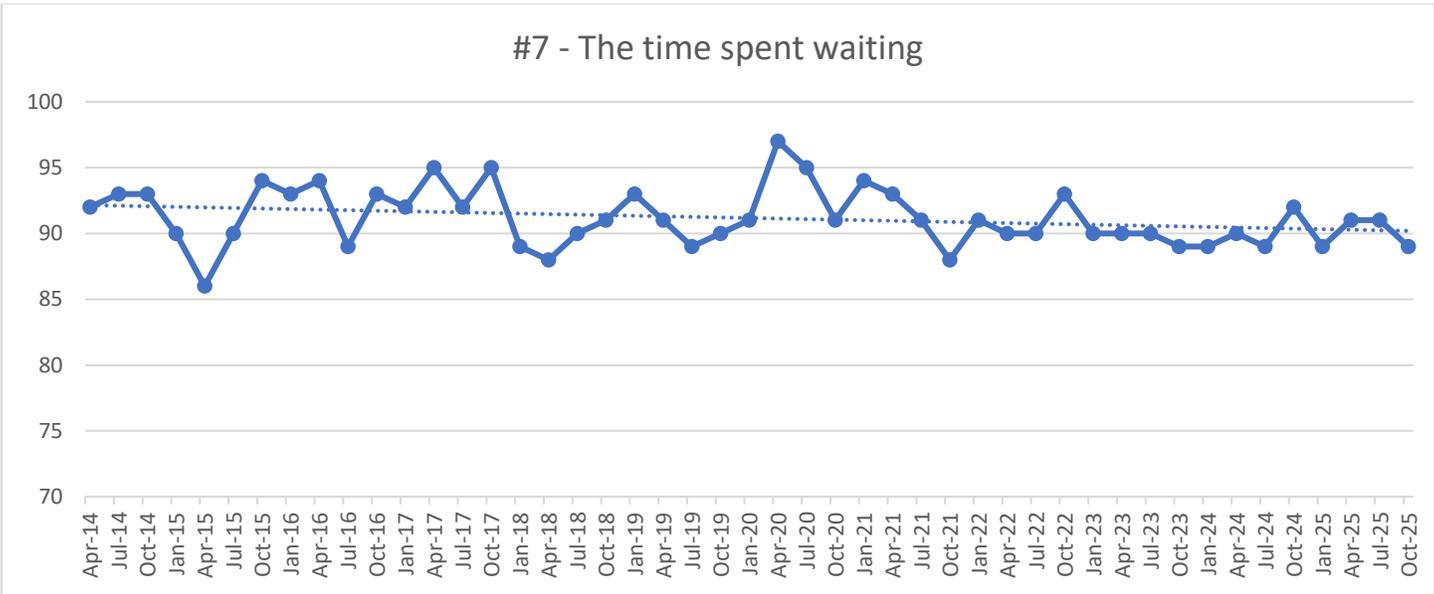
### #5 - The follow-up, coordination, and continuity of my care



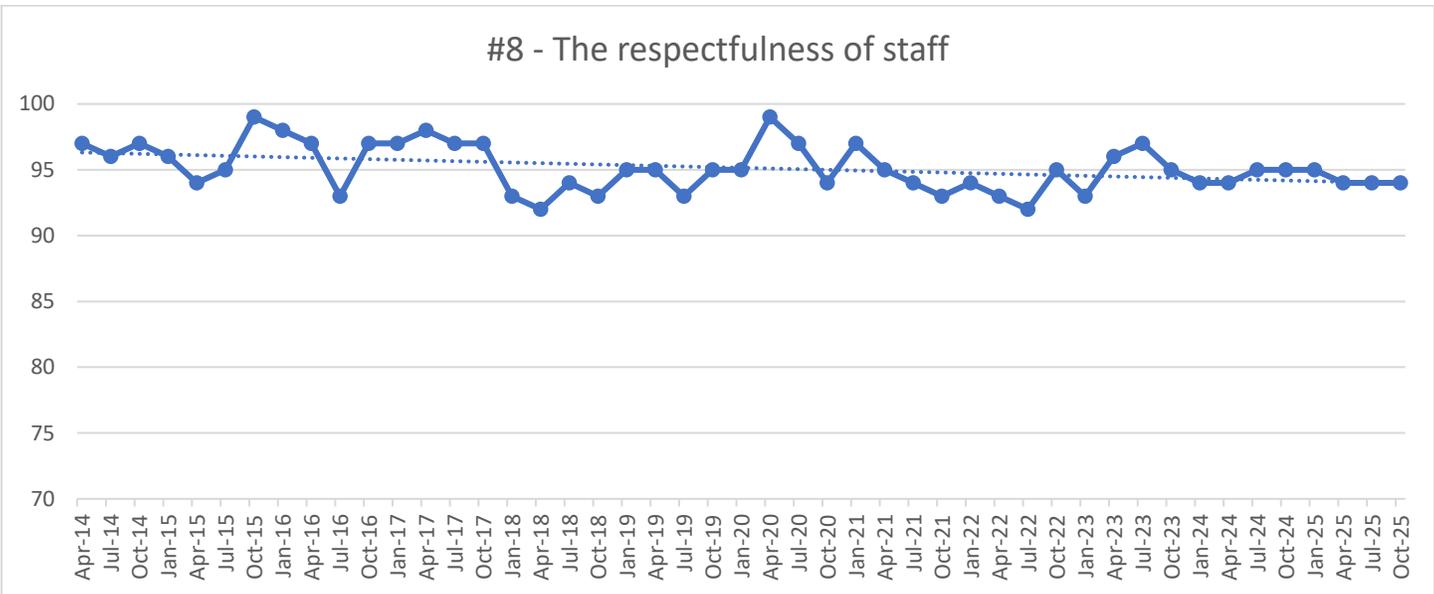
### #6 - The staff addressing my medical needs today



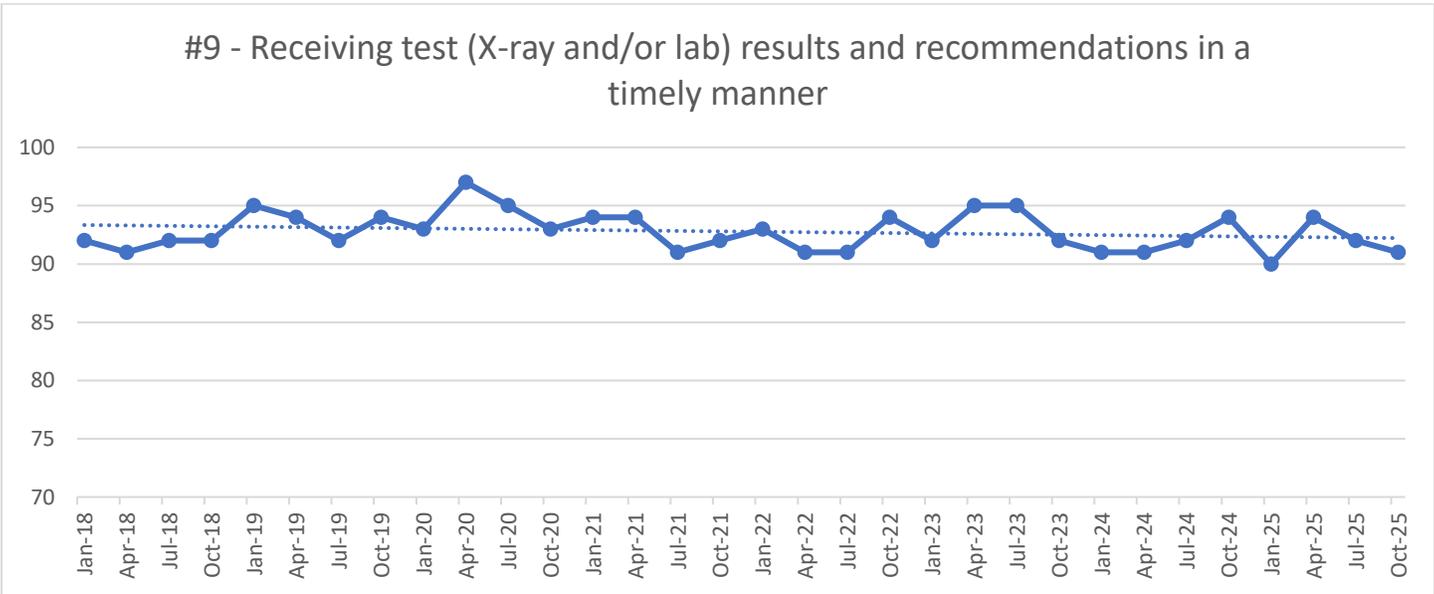
#7 - The time spent waiting



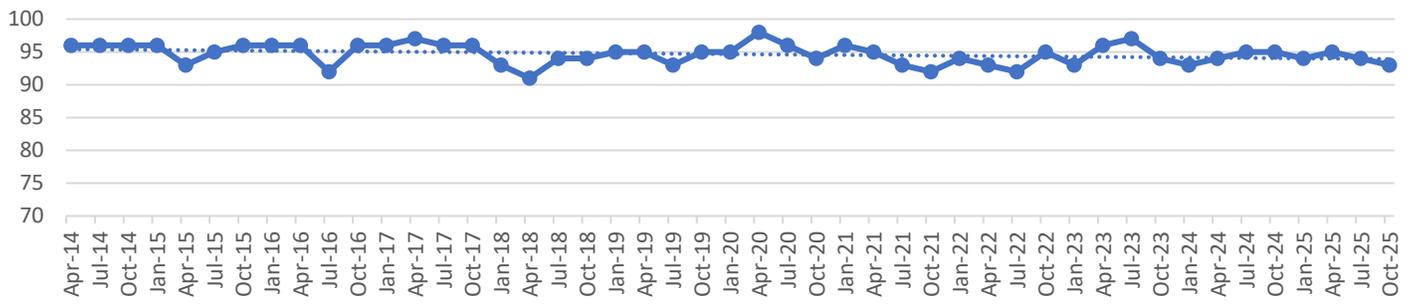
#8 - The respectfulness of staff



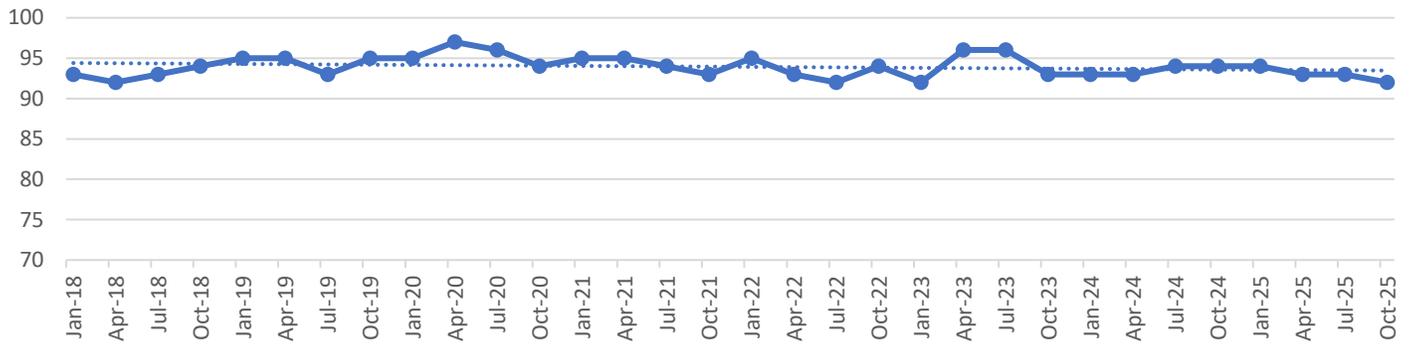
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



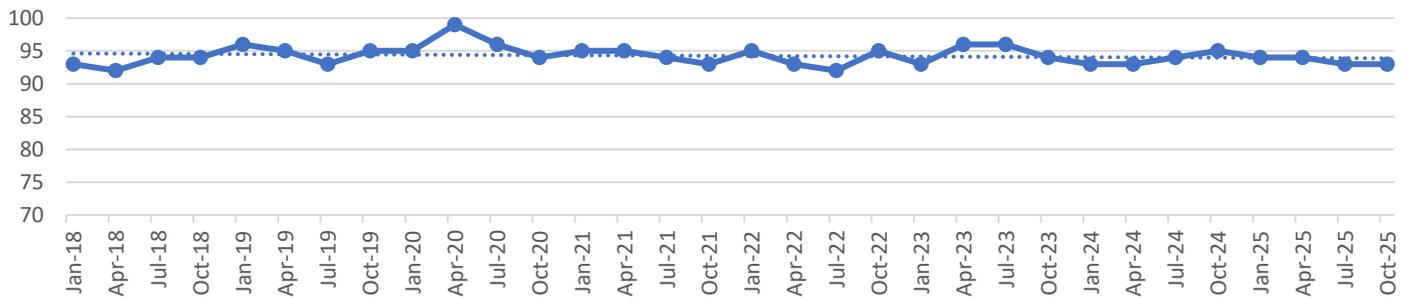
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

