

Patient Satisfaction Survey 135 E. Irving Park Rd., Streamwood January 2026

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 91% to 96%. The mean for all questions was 95% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

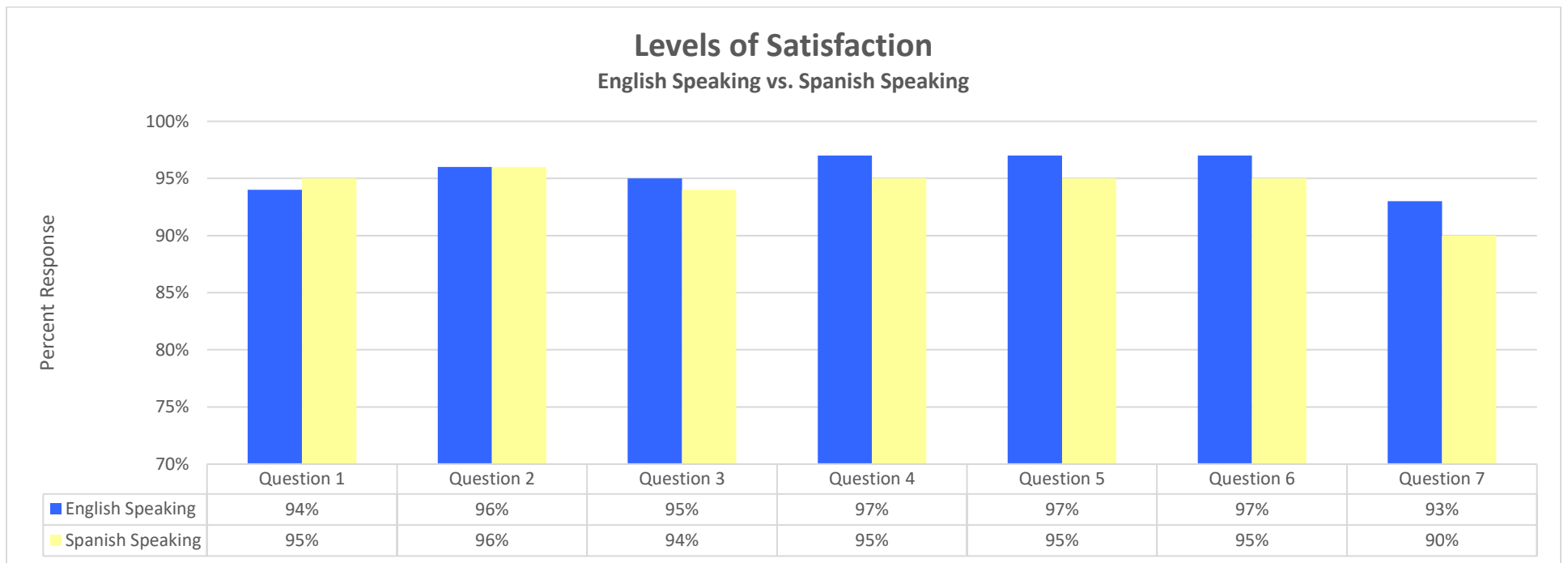
135 E. Irving Park Rd., Streamwood – Survey Questions	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025
1. The phone operator staff and call center	94%	93%	93%	92%
2. The reception staff	96%	95%	94%	94%
3. Receiving a timely appointment	94%	94%	93%	92%
4. Education and explanation of plan provided in a way that I can understand	96%	94%	94%	95%
5. The follow-up, coordination, and continuity of my care	95%	94%	94%	95%
6. The staff addressing my medical needs today	96%	95%	95%	95%
7. The time spent waiting	91%	91%	92%	90%
8. The respectfulness of staff	96%	95%	95%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	94%	93%	93%	92%
10. The handling of my personal medical information in a private and confidential	96%	95%	95%	95%
11. Your medical assistant	96%	96%	95%	95%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	96%	95%	96%
13. Overall, how satisfied are you with the Health Center?	96%	95%	95%	95%

Total Greater Family Health Survey Question Responses	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025
1. The phone operator staff and call center	94%	93%	93%	93%
2. The reception staff	95%	95%	94%	94%
3. Receiving a timely appointment	94%	93%	93%	92%
4. Education and explanation of plan provided in a way that I can understand	95%	94%	94%	94%
5. The follow-up, coordination, and continuity of my care	95%	94%	94%	94%
6. The staff addressing my medical needs today	95%	95%	95%	94%
7. The time spent waiting	92%	92%	91%	91%
8. The respectfulness of staff	95%	95%	95%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	94%	93%	93%	92%
10. The handling of my personal medical information in a private and confidential	95%	95%	94%	94%
11. Your medical assistant	95%	95%	95%	94%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	95%	95%	95%
13. Overall, how satisfied are you with the Health Center?	95%	95%	95%	94%

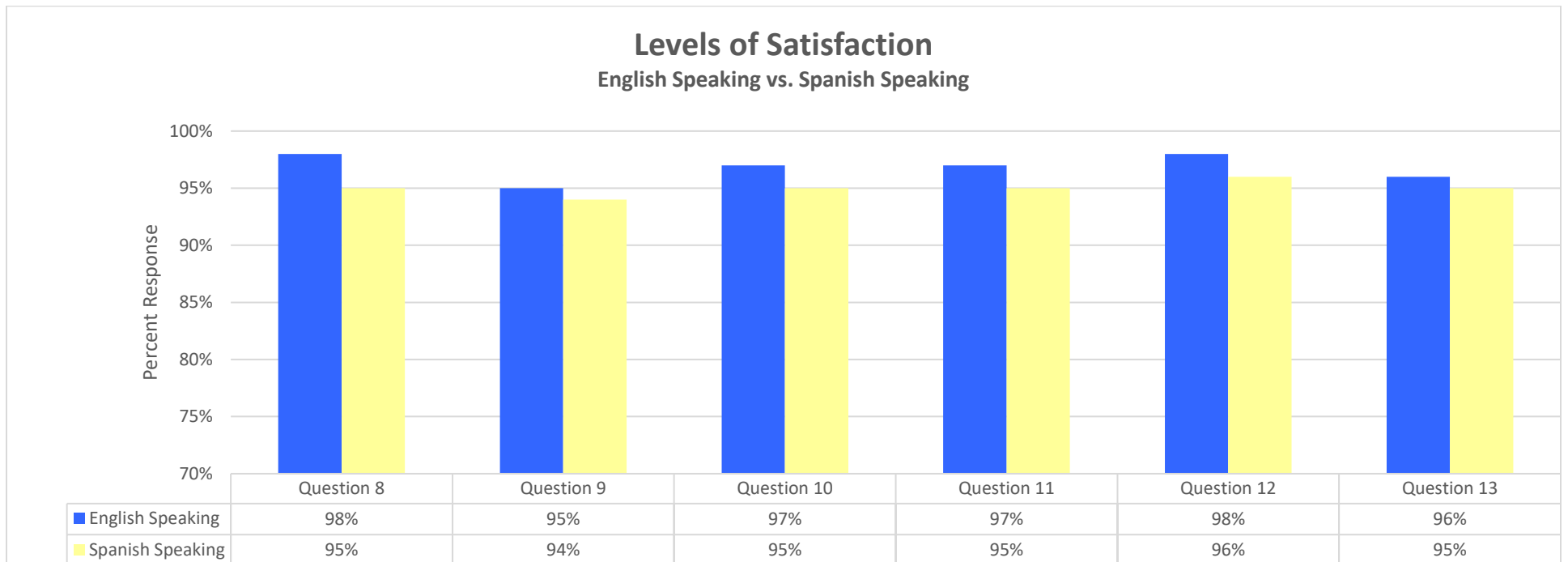
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	157 78%	283 79%	30 15%	60 17%	12 6%	12 3%	1 1%	1 1%	1 1%	3 1%
2. The reception staff	168 82%	289 82%	29 14%	52 15%	5 3%	6 2%	1 1%	1 1%	1 1%	3 1%
3. Receiving a timely appointment	161 79%	274 78%	31 15%	60 17%	10 5%	13 4%	0	2 1%	1 1%	3 1%
4. Education and explanation of plan provided in a way that I can understand	176 87%	281 80%	23 11%	58 17%	3 2%	6 2%	0	1 1%	0	4 1%
5. The follow-up, coordination, and continuity of my care	174 86%	278 79%	23 11%	62 18%	3 2%	7 2%	2 1%	1 1%	0	3 1%
6. The staff addressing my medical needs today	178 87%	289 81%	21 10%	54 15%	4 2%	8 2%	0	1 1%	1 1%	3 1%
7. The time spent waiting	158 78%	236 67%	30 15%	76 22%	12 6%	27 8%	2 1%	6 2%	2 1%	8 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	182 89%	288 82%	19 9%	50 14%	3 2%	8 2%	0	2 1%	0	4 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	151 81%	268 77%	21 11%	63 18%	13 7%	14 4%	0	1 1%	1 1%	2 1%
10. The handling of personal medical info in a private and confidential manner	173 86%	285 81%	21 10%	58 16%	7 4%	8 2%	0	1 1%	0	2 1%
11. Your medical assistant	181 89%	291 82%	20 10%	50 14%	1 1%	10 3%	0	1 1%	1 1%	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	183 90%	292 83%	18 9%	48 14%	2 1%	8 2%	0	1 1%	0	3 1%
13. Overall, how satisfied are you with the Health Center?	170 84%	284 82%	26 13%	50 14%	5 3%	9 3%	1 1%	2 1%	0	3 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: 56

N/A: 18

YES: 7

Comments:

1. "Satisfactory." (White)
2. "Thank you guys for everything you do for us." (Nettleton)
3. "Good experience." (Shah)
4. "Yes, they sent my medications."
5. "No, but when I have I love how kindly & on time they help." (White)
6. "No, but when I have the doctor hasn't gotten the message." (Aragones)
7. "Very helpful, keep it up." (Shah)
8. "Need to correct make better." (Carlton)
9. "Very great."
10. "Good enough."
11. "Very well." (Carlton)
12. "Everyone is friendly." (Carlton)
13. "Great." (2)
14. "Good." (2)
15. "Not recently." (Wenker)

Spanish

NO: 64

N/A: 11

YES: 9

Comments:

1. "Very satisfied." "Muy satisfecha." (Modi)
2. "Excellent." "Excelente."
3. "My experience was satisfactory." "Mi experiencia fue satisfactoria." (Ali, N)
4. "Everything is great." "Todo bien." (Chaudhari)
5. "Excellent they responded to me very quickly." "Excelente me contestaron muy rápido."
6. "No message, but excellent attention." "Ningun mensaje, pero excelente atención." (Messina)
7. "I did not leave a message everything is great." "No deje ningun mensaje todo bien." (Nettleton)
8. "I did not this week." "Esta semana no."
9. "Answer all my messages fast + they called me to give me priority on an appointment." (English comment on a Spanish survey)
10. "Great." "Buena." (2)
11. "Fine." "Bien." (2)
12. "Today's dr. was good and am glad he seems." (English response on a Spanish survey)
13. "Excellent." "Excelente." (Ali)
14. "Excellent they answered promptly." "Excelente me contestaron muy pronto." (Wenker)
15. "They help me explain well." "Me ayudan explicar bien." (Nettleton)
16. "Satisfactory." "Satisfactorio." (Aragones)
17. "No, good." "No, buena." (McComb)
18. "Everything is great." "Todo bien." (Carlton)
19. "No, thank you." "No gracias."
20. "Very great." "Muy buena." (2)

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

English

1. "N/A." (6)
2. "Yes."
3. "Doctor and nurses." (Modi)
4. "Late appointments." (Messina)

Spanish

1. "Yes." "Si." (2)
2. "N/A." (3)
3. "Excellent!" "Excelente!" (Shah)

5. "Able to schedule appts quickly." (McComb)
6. "Explained everything." (Modi)
7. "Everything." (3)
8. "Friendly."
9. "Flexibility." (Modi)
10. "The staff." (2)
11. "Staff." (Tran)
12. "Reception."
13. "Doctor." (2)
14. "Treatment." (Nettleton)
15. "My doctor." (Carlton)
16. "Very good." (Carlton)
17. "Very satisfied." (Aragones)
18. "Take care my health also I'm satisfied all staff for helping me." (Modi)
19. "Feedback from doctor." (White)
20. "Attention from personnel." (Modi)
21. "Fast and efficient care with respect." (Nettleton)
22. "Staff are very nice." (Wenker)
23. "The people staff are very professional and friendly." (Tran)
24. "Appointment time/availability." (Wenker)
25. "Everyone cooperating."
26. "The attention." (Modi)
27. "Timely attention from the staff." (White)
28. "That when I called I got an appointment very soon and on the day of my appointment all the staff was very friendly and professional." (Shah)
29. "Doctors, staff help." (Carlton)
30. "They help us, thank you!" (Carlton)
31. "Receiving a timely appts." (Carlton)
32. "Good help." (Shah)
33. "Office staff." (Carlton)
34. "Communication and the help they provide with one's health." (Shah)
35. "That you all get us in and out."
36. "Insight to bloodwork." (Tran)
37. "Quick and easy response." (Chaudhari)
38. "Getting an appointment also Dr. Ali." (Ali)
39. "The quickness in and out." (Shah)
40. "Same day app." (Chaudhari)
41. "My questions being answered." (Chaudhari)
42. "The attention to concerns and preferences."
43. "You know me." (White)
44. "Text reminder." (Carlton)
45. "Can you send reminders by text message." (White)
46. "Very friendly staff." (Shah)
47. "Kind, compassionate, medically accurate care." (Carlton)
48. "Thank you Dr. Carlton + Jose! 😊." (Carlton)
49. "Doctor Ali." (Ali)
50. "Very efficient staff." (Shah)
4. "Everything the health." "Todo la salud." (White)
5. "Everything." "Todo." (2)
6. "With everything." "En todo." (Nettleton)
7. "Assistance in Spanish." "Asistencia a Espanol." (Shah)
8. "That they speak Spanish." (Shah)
9. "The attention." "La atencion."
10. "Great attention." "Buena atencion." (Ali, N)
11. "Punctuality and kindness." "Puntualidad y amabilidad."
12. "Very kind." "Muy amables." (2)
13. "Their great attention." "Su buena atencion." (Nettleton)
14. "The communication." "La comunicacion." (Modi)
15. "Attention." "Atencion."
16. "The assistance." "La asistencia."
17. "Their attention." "Su atención." (Shah)
18. "Quick attention." "Atencion rápida." (McComb)
19. "The attention." "La atención." (3)
20. "Their attention." "Su atención."
21. "The information." "La información."
22. "The attention and professionalism." "La atencion y profesionalismo." (Shah)
23. "They understand our necessities, very kind." "Atienden nuestras necesidades, muy amables."
24. "The attention and location of the place." "La atencion y ubicacion del lugar." (Modi)
25. "Closeness, kindness and great service." "Cercano, amables y buen servicio." (Modi)
26. "Accessibility to the medical services." "Accesibilidad al servicio medico." (McComb)
27. "Opportune appointments- excellent attention." "Citas oportunas- excelente atencion." (Shah)
28. "Their services in general." "Sus servicios en general." (McComb)
29. "They explain everything very well with the instructions we are given." "Explican muy bien lo que tienen que hacer con uno." (Wenker)
30. "The prompt response regarding my health with exams and attention." "A tener pronta respuesta en cuanto a mi salud con los exámenes y atención." (McComb)
31. "Continuation of my health and my baby's." "Seguir la salud mia y de mi beb." (Wenker)
32. "Health check-up." "Chequeo de salud." (Shah)
33. "Maintaining my health healthy." "Mantener mi salud saludable." (Wenker)
34. "The care for the health." "El Cuidado de la salud." (White)

51. "Evening appointments." (Nettleton)
52. "Staff, doctors, reception." (Tran)
53. "My doctor is knowledgeable." (Aragones)
54. "Yes its very helpful." (Shah)
55. "Quick and easy appointment visits." (Carlton)
56. "Dr. & staff was very responsible & understanding for the patients needs."
57. "Timely appointments and help with referrals and resources." (Chaudhari)
58. "The staff are always pleasant and the doctors are kind." (Aragones)
59. "They always keep an eye on your health." (Tran)
60. "Availability with appointments/sick visits." (Ali)
61. "Very informative & helps if translation needed." (Ali)
62. "Patient does not require to have insurance, makes us feel inclusive." (McComb)
63. "Appointments and assistance." (Aragones)
64. "Fast and satisfying care." (Tran)
65. "The doctor is very friendly and professional." (Ali)
66. "All the information and the doctor Morgan White she is excellent and she explains everything very well for me to understand." (White)
67. "The staff answering all questions I want/have to ask." (Nettleton)
68. "Close to home." (Aragones)
69. "How close to home it is." (Carlton)
70. "Spanish speaking." (Aragones)
71. "Great staff who provide great care." (Nettleton)
72. "That whatever I need medically I know I'm going to the right place." (White)
35. "Having control of my health." "A tener el control en mi embarazo." (Messina)
36. "To have a very great healthy life." "A tener una buena vida saludable." (Shah)
37. "I find everything to be great for me and my family." "Encuentro todo para mi y mi familia."
38. "The same day appointments." "Las citas del mismo día."
39. "Generally in everything, they tend to my necessities!" "Generalmente en todo, atienden muy bien mis necesidades." (Messina)
40. "Everyone is very profesional." "Todos muy profesional." (Chaudhari)
41. "Very satisfied with everything." "Muy satisfecha con todo." (Aragones)
42. "Health." "Salud." (McComb)
43. "It helps with a lot." "Ayuda en mucho." (Chaudhari)
44. "My medical consults." "Mis consultas medicas." (Aragones)
45. "The attention and it is close to home." "La atención y que esta cercas de casa." (Shah)
46. "Immediate attention." "Atencion inmediata." (McComb)
47. "Taking care of my health." "Cuidar mi salud." (Tran)
48. "The help with the information." "La ayuda con la información." (Chaudhari)
49. "My health." "Mi salud." (Tran)
50. "The doctors." "Los doctores." (McComb)
51. "All of your attention." "Toda su atencion." (Shah)
52. "Thanks." "Gracias."
53. "With the appointments." "En las citas." (Shah)
54. "The doctors." "Los doctores." (White)
55. "The cost." "El costo."
56. "Same day available appts." (English response on a Spanish survey)
57. "The follow-up." "El seguimiento." (Ali)
58. "Good." "Bueno." (Aragones)
59. "Very helpful." "Muy servicial." (Ali)
60. "Their entire personnel." "Todo su personal." (McComb)
61. "Their service." "Su servicio." (Carlton)
62. "The medical attention." "Su atencion medica." (Nettleton)
63. "The nurses." "Las enfermeras." (Nettleton)
64. "That I can schedule a prompt appointment and it is not difficult to answer." "Que puedo hacer cita muy rapidos y no es muy deficiel de contestarlo." (Nettleton)
65. "Having control of my pregnancy." "Llevar mi control de embarazo." (Nettleton)

66. "That they are always available to help."
"Que siempre esta disponibles para ayudar."
(Aragones)
67. "The great attention from the personnel and practitioner." "La buena atencion del personal y médicos."
68. "Help and economical support." "Ayuda y apoyo economico." (Mccomb)
69. "The attention and the care they provide."
"La atencion y Cuidado que me dan."
(Aragones)
70. "The attention at a low price it helps a lot."
"La atencion a bajo precio ayuda mucho."
(Chaudhari)
71. "Feeling well. They are very kind and they do." "Sentir bien. Son muy amables y lo hacen."
72. "To improve a lot, my health." "A mejorar mucho mi salud."
73. "With a lot with my help." "En mucho en mi salud." (Aragones)
74. "Everything with really great service." "Todo un muy buen servicio." (Modi)
75. "That they speak Spanish, tend to well and they are kind." "Hablan Espanol atienden bien son amables." (McComb)
76. "The Doctor Morgan White – tends to very well." "La doctora Morgan White – Atiende bien." (White)
77. "Their medical attention is excellent." "Su atencion medica exelente." (Aragones)
78. "The availability and the attention is very accessible." (Chaudhari)
79. "It is close and the great service." "Esta serca y el buen servicio." (Tran)
80. "It has helped me with my children's necessities." "Me ha ayudado con las necesidades de mis hijos." (Ali)
81. "It has helped me with my necessities." "Me ayuda con mis necesidades." (McComb)
82. "Medical attention Dr. Aragones." "Atencion medica Dr. Aragones." (Aragones)
83. "Appointments in general." "Citas en general." (Shah)
84. "The availability to have my appointments and the great treatment." "La disponibilidad para tener mis citas y el buen trato." (Chaudhari)
85. "Their peronnel is marvellous." "Que tiene personal maravilloso." (Nettleton)
86. "Excellent medical services." "Exelente servicios médicos."
87. "They speak my language, accesible prices without insurance." "Hablan mi idioma, precios accesibles sin aseguranza." (Wenker)

88. "The appointment accessibility. The personnel in general are very great." "La accesibilidad a las citas el personal en general muy bien."
89. "The great attention." "La buena atención." (Carlton)
90. "They see me when I need to schedule appointments." "Andeterme cuando quiero hacer citas." (Aragones)
91. "That they always help me obtain prompt appointments when I need them." "Que siempre me ayudan obtener citas rapidas cuando las necesito." (Shah)
92. "I like the way the practitioners treat me." "Me gustan los medicos como me tratan."
93. "Cost + maintaining healthy." (English response on a Spanish survey)
94. "They tend to very well." "Atienden muy bien."
95. "Very much with my health which is important." "Mucho en mi salud es lo importante." (Carlton)
96. "Same day appointments." "Las citas del mismo día." (Wenker)
97. "Aware of how well my baby is." "Al tanto como esta bien del mi bebe." (Nettleton)
98. "That they have availability and it is close to my home." "Que tiene disponibilidad y están cercas de mi casa." (Carlton)
99. "The personnel is very kind to me." "El personal es muy amable conmigo."
100. "It has helped me a lot in the care for my health." "Me ayuda mucho en el cuidado de mi salud." (Aragones)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (8)
2. "None." (4)
3. "Nothing." (2)
4. "Waiting list." (Shah)
5. "?" (White)
6. "All good." (Modi)
7. "Keep it up!!!" (Nettleton)
8. "Perfect." (Modi)
9. "Not sure it's nice." (Modi)
10. "You are trying your best."
11. "I think they are doing an awesome job." (Shah)
12. "On call doctors." (Ali)
13. "Reception."
14. "Very good." (Carlton)
15. "Not sure." (Carlton)
16. "Less wait." (Wenker)
17. "You guys are amazing already!" (Shah)

Spanish

1. "No." (Shah)
2. "N/A." (4)
3. "Yes." "Si." (Shah)
4. "I do not know." "No se." (Shah)
5. "Everything is great." "Todo esta bien." (4)
6. "Everything is great." "Todo bien." (5)
7. "Everything is very great." "Todo muy bien." (2)
8. "Too much time spent waiting." "Mucha espera." (Layton)
9. "It is great." "Esta bien." (Ali)
10. "Everything is excellent." "Todo esta exelente." (McComb)
11. "It is excellent." "Es exelente." (Modi)
12. "Everything is perfect." "Todo es perfecto." (2)(Wenker)
13. "Everything very great service." "Todo muy buen servicio." (Wenker)

18. "Doing good as is." (Ali)
19. "Everything is great." (shah)
20. "Wait times." (Chaudhari)
21. "Everything was great." (Chaudhari)
22. "Not sure."
23. "Faster check in process." (Tran)
24. "Make sure doctors get their messages."
(Aragones)
25. "Open location in Schaumburg/Hoffman
Estates." (Shah)
26. "None, everything functions well." (Carlton)
27. "Just keep going as same." (Tran)
28. "Everything is great so far." (Nettleton)
29. "Not be penalized or loose the whole
appointment if we can't make it exactly 15
mins prior." (Carlton)
30. "Do not need is really good." (Shah)
31. "The office is very loud. Waiting on scheduled
appointment while staff was conversating
among themselves instead of taking care of
my needs." (Carlton)
32. "Nothing everything is good." (Shah)
33. "Advocate for free healthcare across USA for
all citizens and residents, including
undocumented 😊 + integrative medicine
(western + traditional Chinese medicine)."
(Carlton)
34. "Don't cancel me or others for arriving 1
minute at the exact appointment time." (Ali)
35. "Reduce waiting time before and after seeing
the doctor." (Ali)
36. "Provide more specialists services." (White)
37. "Nothing everything is good." (Nettleton)
38. "Nothing all lovely & kind keep it up!" (White)
14. "Everything has been perfect." "Todo a
estado perfecto." (Mesina)
15. "I think that everything is fine." "Creo que
todo esta bien." (Shah)
16. "Everything is great, continue this way. 😊"
"Todo bien, sigan asi. 😊."
17. "That they are always attentive during the
appointments, and if they do not make
contact, they leave messages or call back."
"Que siempre estan atentos a las citas y si no
lo contactan, dejan mensajes o vuelven a
llamar."
18. "Continue to inform your personnel of
education and good treatment." "Continuar
informando a su personal la importancia de
educacion y buen trato."
19. How you tend to now is very great." "Asi
como atienden muy bueno." (Wenker)
20. "Nothing everything appears perfect to me."
"Nada todo me parece perfecto."
21. "In my experience there is nothing to
improve. They work very well." "Por mi
experencia con hay nada que mejorar.
Trabajan muy bien." (Messina)
22. "There is great service." "Hay un buen
servicio." (Chaudhari)
23. "It is perfect." "Esta perfecto." (Aragones)
24. "I do not know the job is done well." "Noce
hacen su trabajo bien." (Nettleton)
25. "I am doing well for now." "Estoy bien hasta
ahora." (Chaudhari)
26. "It is very good." "Esta muy bien." (Aragones)
27. "Continue with the great service I am very
satisfied." "Sigan con ese buen servicio
estoy muy satisfecha." (White)
28. "The 15 minutes are not fair." "Los 15
minutos no es justo."
29. "Less time spent waiting." "Menos tiempo de
esepera." (Ali)
30. "I have nothing to say simply continue this
way, thanks." "No tengo nada que decir
simplemente seguir así gracias." (McComb)
31. "I do not have any suggestions excellent
services." "No tengo sugerencia excelente
servicio." (Aragones)
32. "It appears that the service is really great."
"Me a parecido muy bien el servicio."
(Mccomb)
33. "Continue with the great personnel." "Que
sigan con buen personal." (Nettleton)
34. "Everything is great, very kind and efficient."
"Todo esta bien muy amables y eficientes."
(Wenker)

35. "Well for me, they have always tended to me well." "Pues a mi, siempre me an tendido muy bien."
36. "Improving the time spent waiting." "Mejorando los tiempos de espera." (Carlton)
37. "Answer when we call." "Contestar cuando uno llama." (Aragones)
38. "Nothing, everything seems well to me." "Nada, todo me parece muy bien." (Wenker)
39. "It is great, they help me." "Estoy bien me ayudan." (Nettleton)
40. "For me they have great services." "Para mi tienen un buen servicio." (Carlton)
41. "Perhaps provide more time with the doctors." "Alomejor dejar mas tiempo con los doctorse."

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

English

- YES: 128
- NO: 0

Spanish

- YES: 176
- NO: 0

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

English

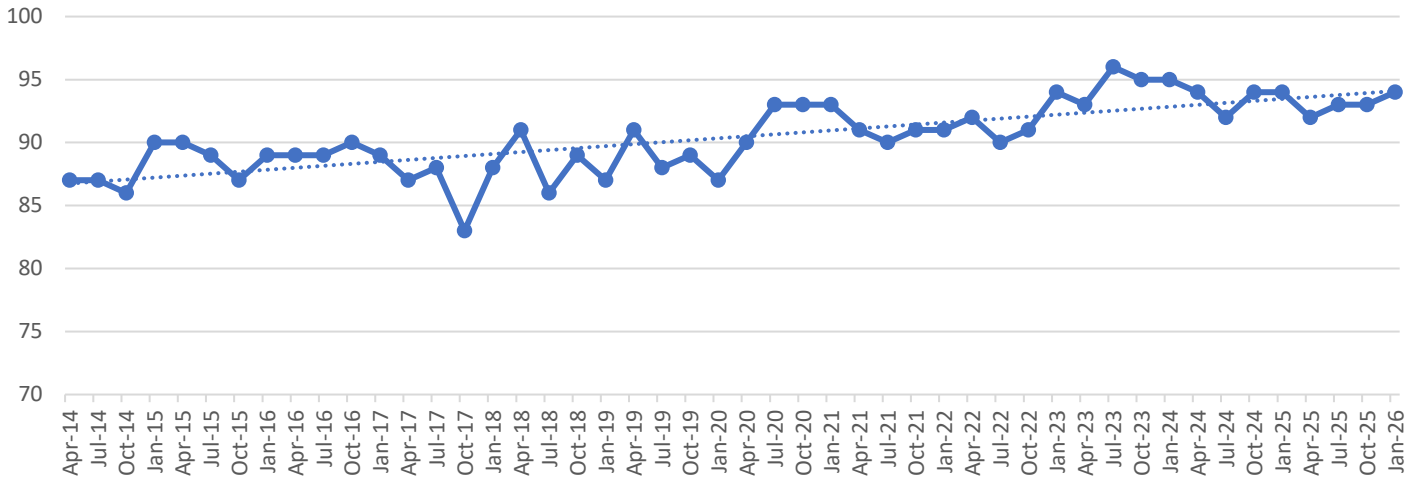
- Ali: 19
- Aragones: 13
- Carlton: 23
- Chaudhari: 20
- Layton: 1
- McComb: 2
- Messina: 1
- Modi: 8
- Nettleton: 18
- Shah: 23
- Tran: 16
- Wenker: 15
- White: 17

Spanish

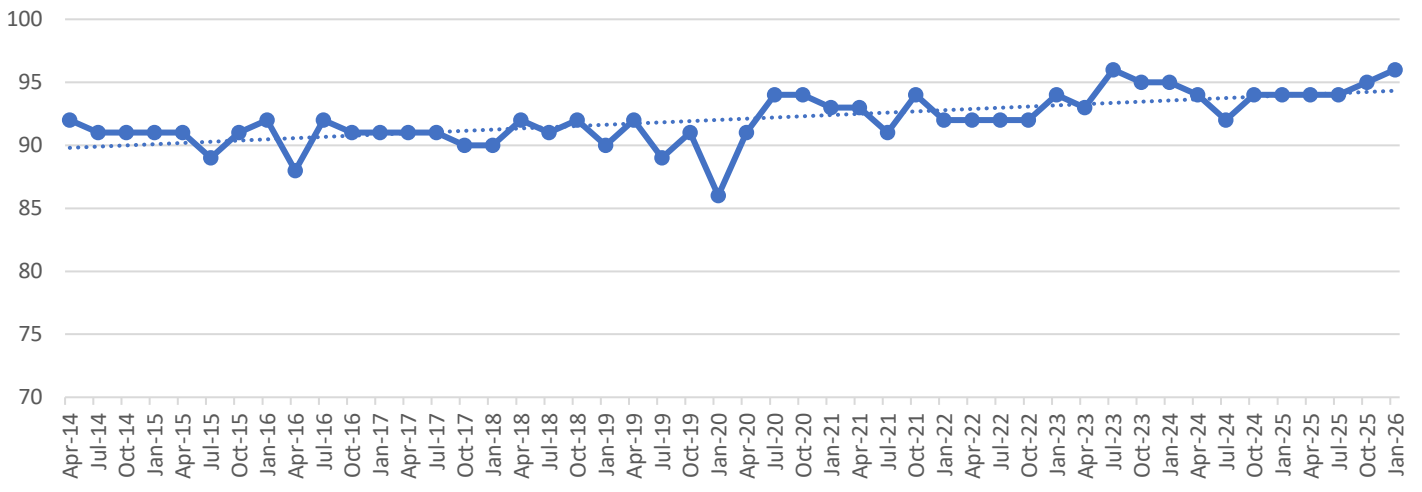
- Ali: 13
- Aragones: 30
- Carlton: 18
- Chaudhari: 25
- Layton: 5
- McComb: 24
- Messina: 7
- Modi: 17
- Nettleton: 31
- Shah: 35
- Tran: 23
- Wenker: 40
- White: 21

Individual Question Results with Trendlines

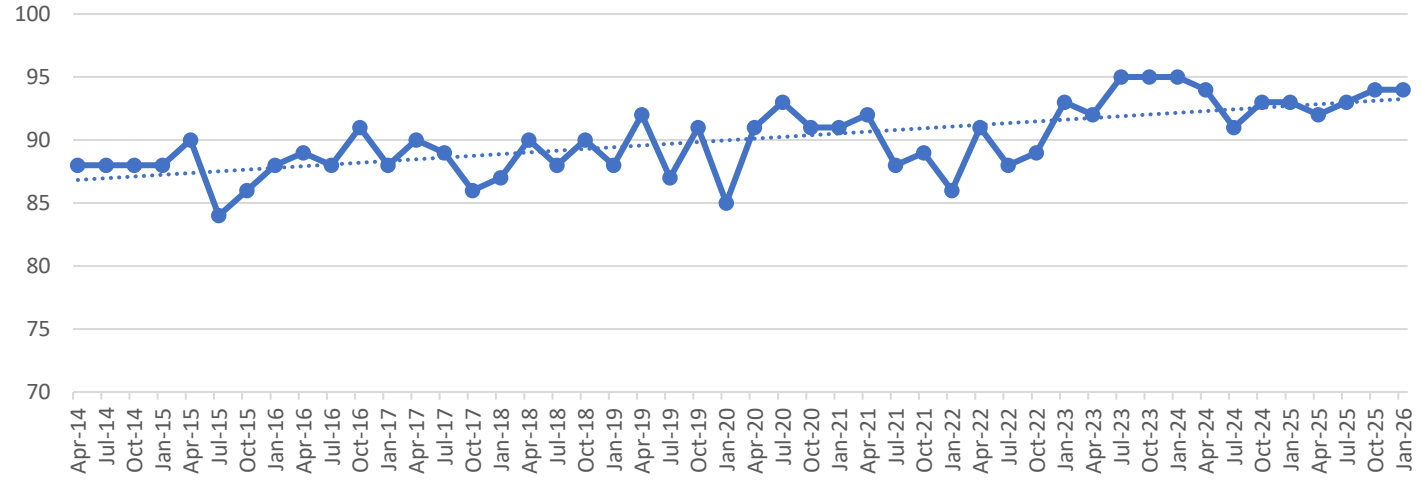
#1 - The phone operator staff and call center



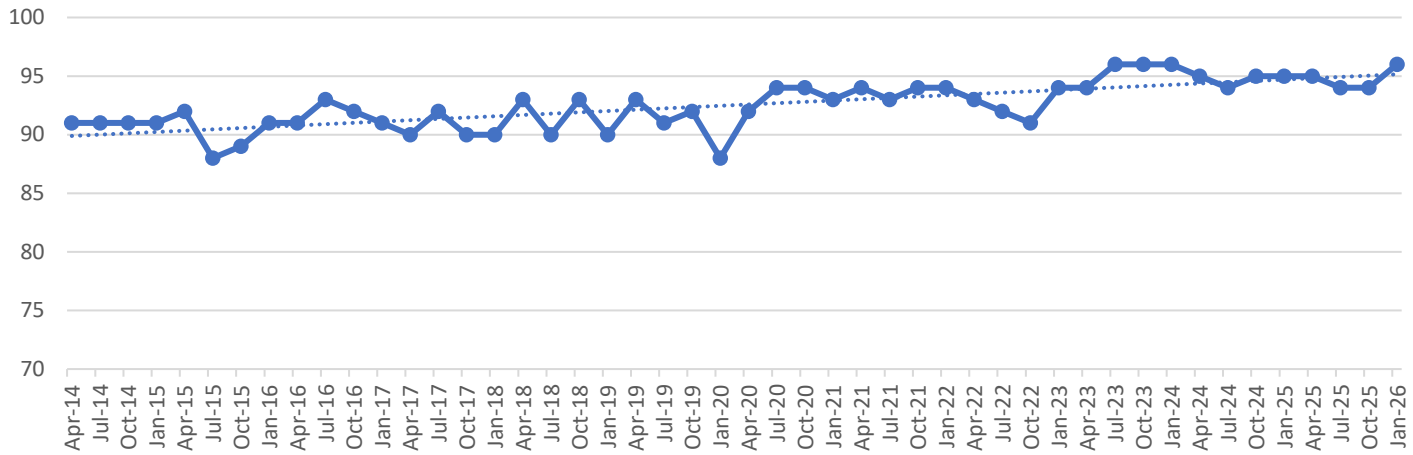
#2 - The reception staff



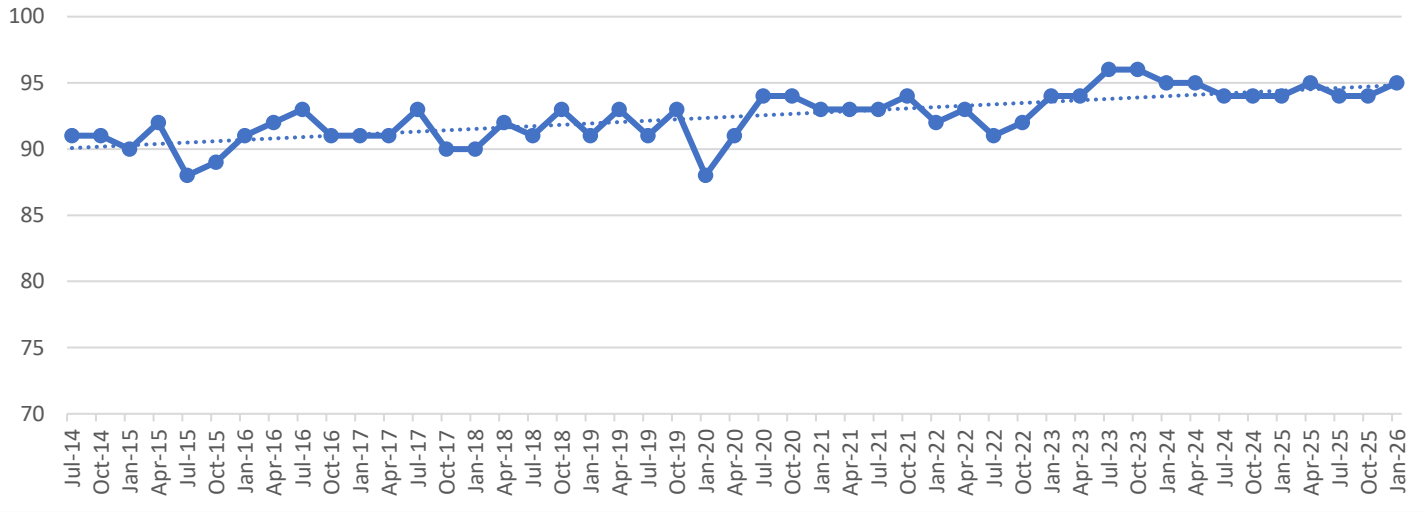
#3 - Receiving a timely appointment



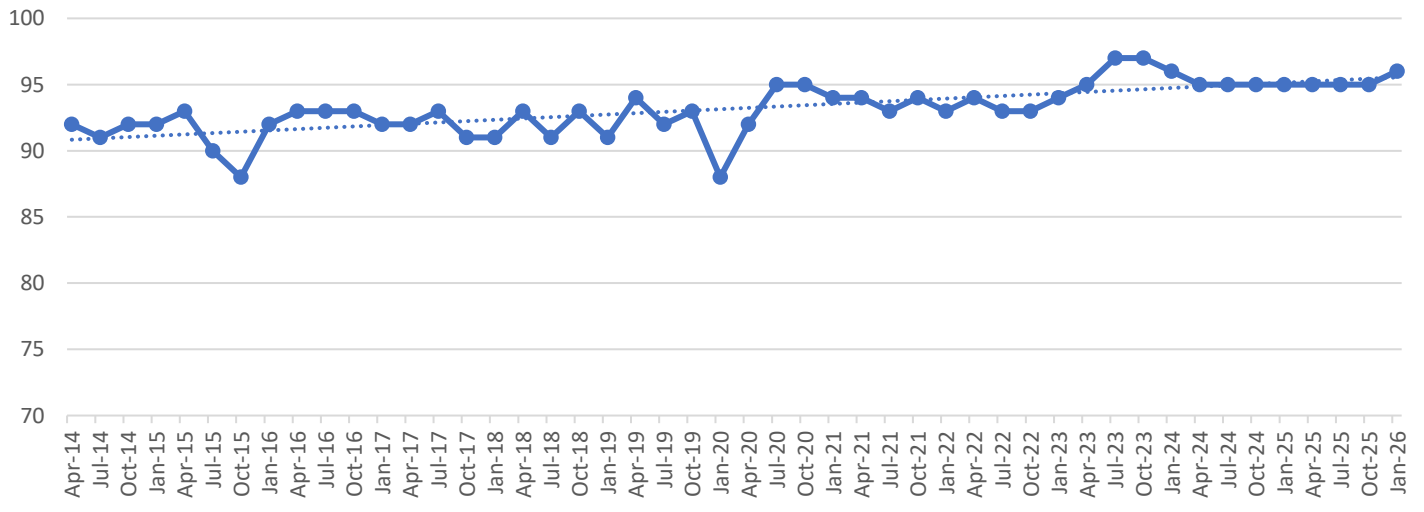
#4 - Education and explanation of plan provided in a way that I can understand



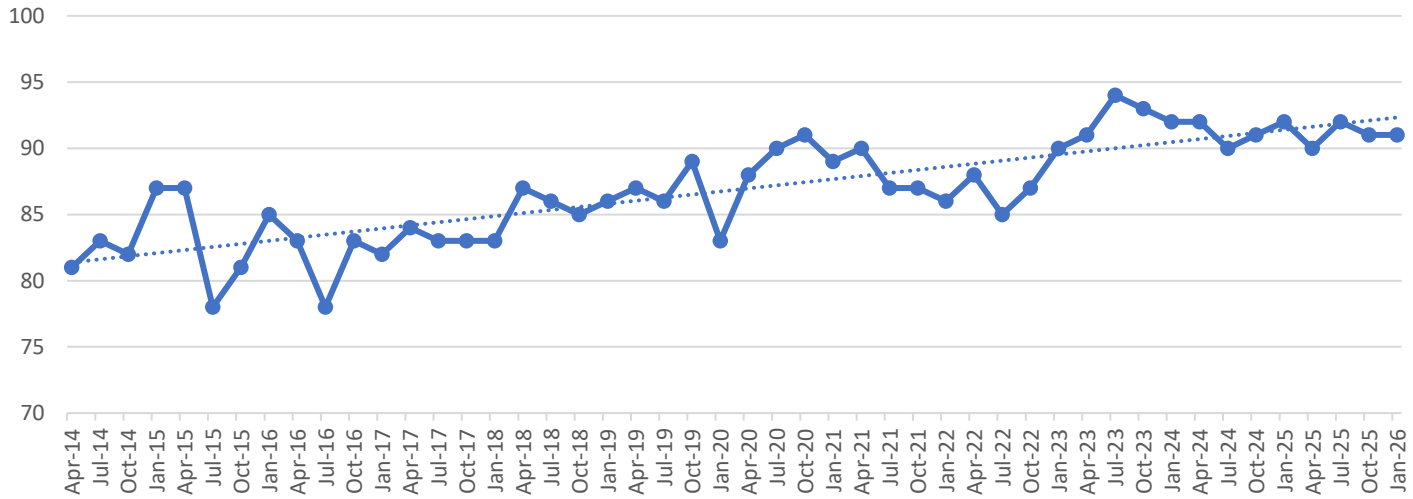
#5 - The follow-up, coordination, and continuity of my care



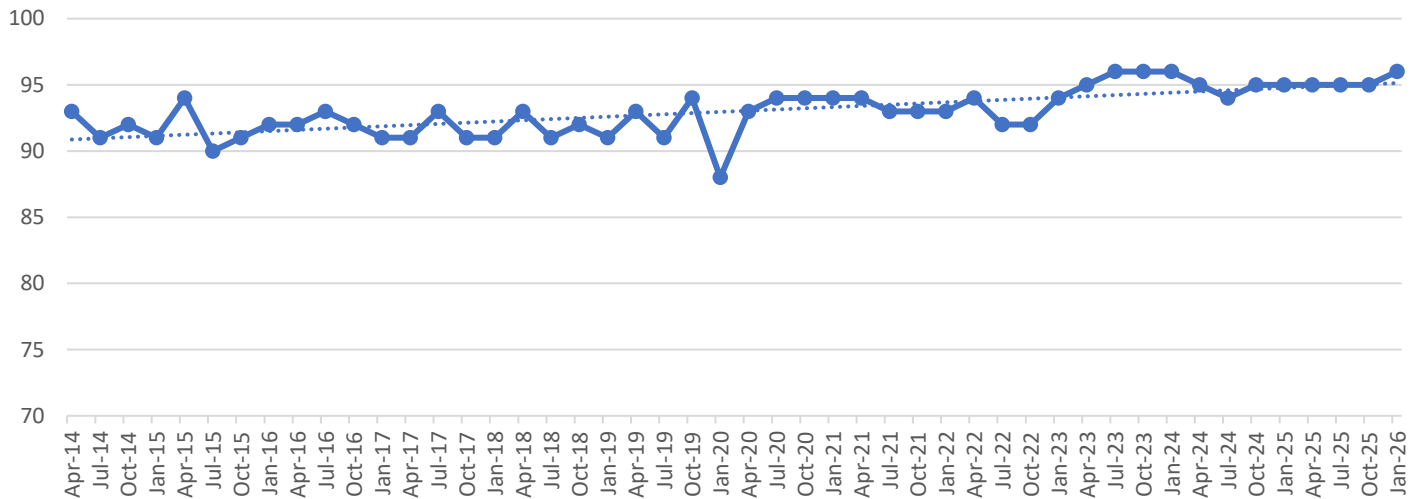
#6 - The staff addressing my medical needs today



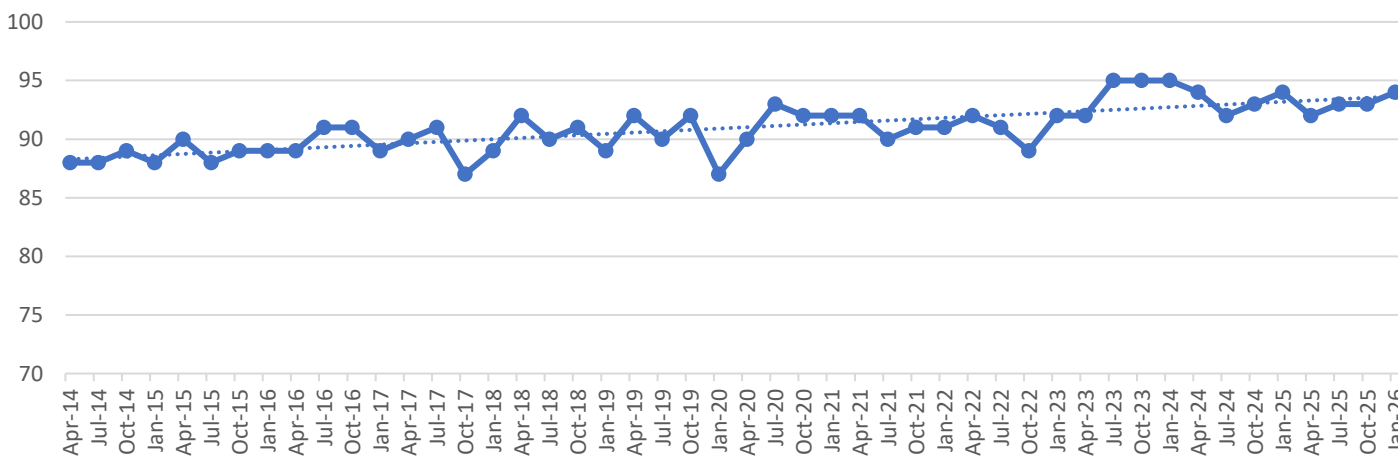
#7 - The time spent waiting



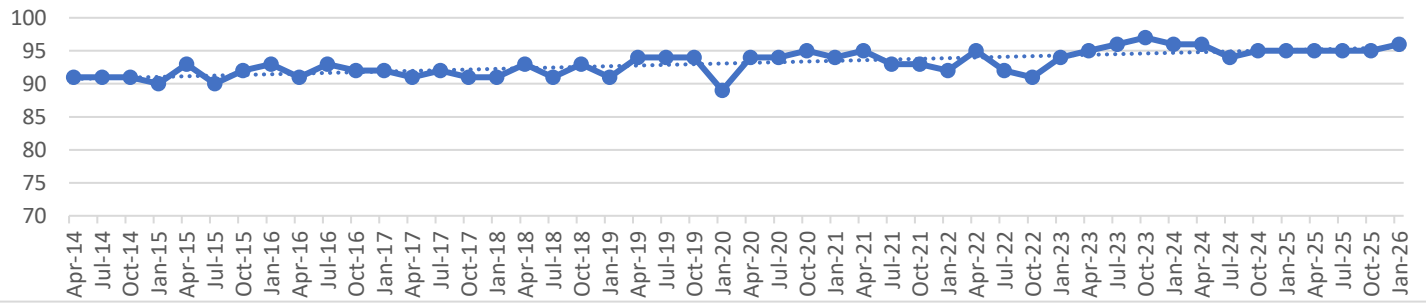
#8 - The respectfulness of staff



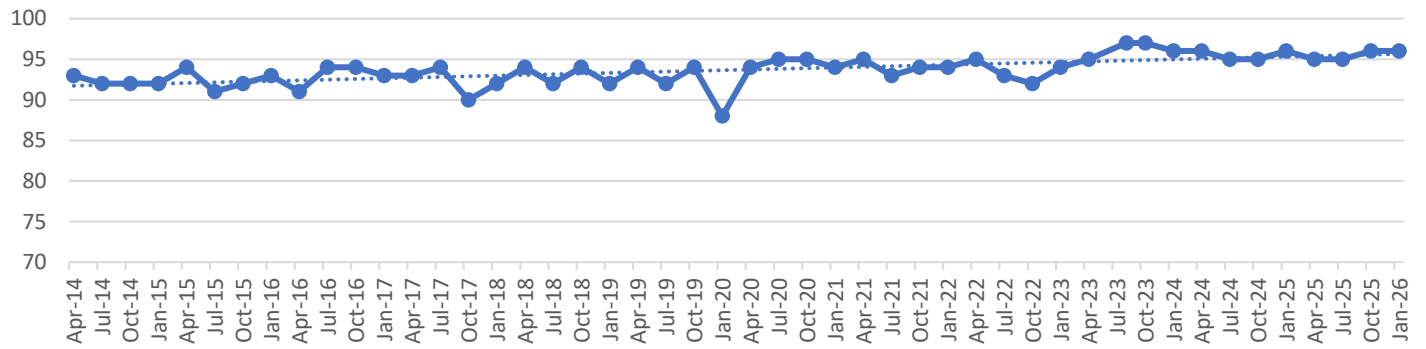
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



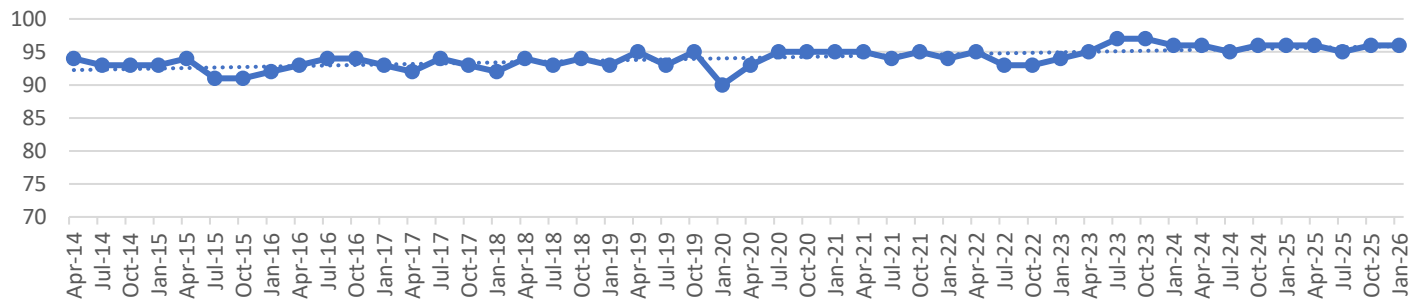
#10 - The handling of my personal medical information in a private and confidential manner



#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?

