

Patient Satisfaction Survey 345 W. Northwest Hwy., Palatine 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 92% 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.

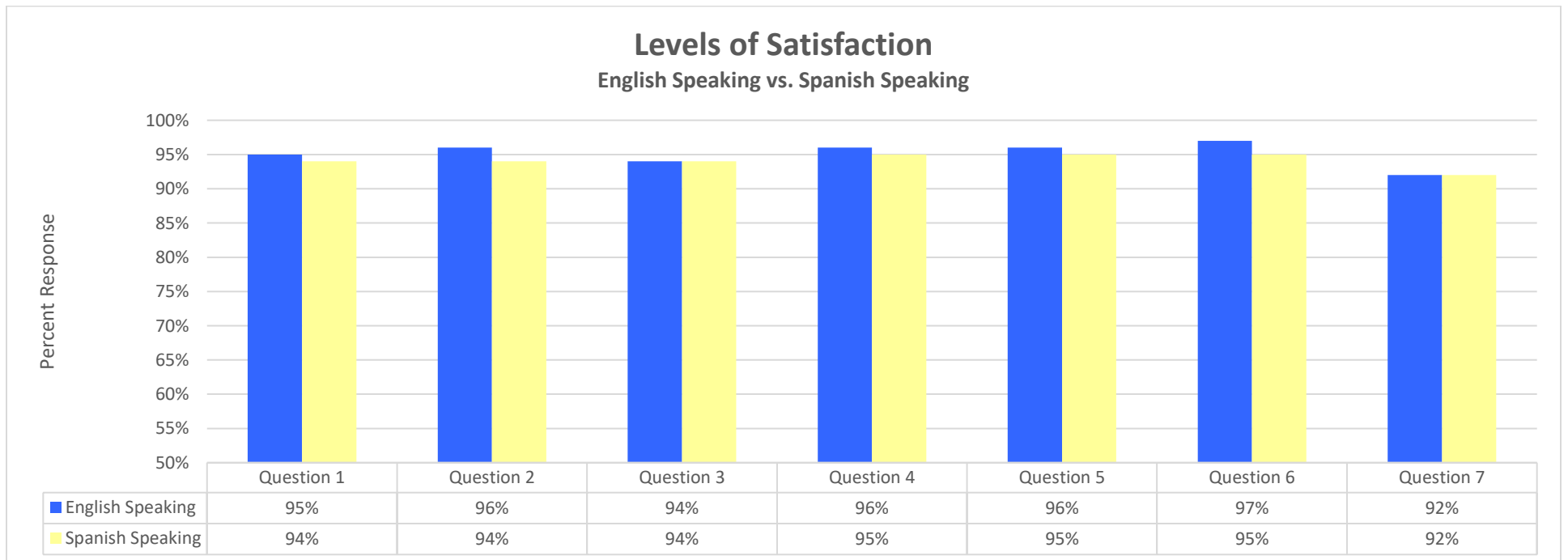
345 W. Northwest Hwy., Palatine – Survey Questions	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025
1. The phone operator staff and call center	95%	95%	93%	95%
2. The reception staff	95%	96%	94%	96%
3. Receiving a timely appointment	94%	95%	92%	94%
4. Education and explanation of plan provided in a way that I can understand	96%	96%	94%	96%
5. The follow-up, coordination, and continuity of my care	96%	95%	95%	96%
6. The staff addressing my medical needs today	96%	96%	95%	96%
7. The time spent waiting	92%	93%	90%	91%
8. The respectfulness of staff	96%	96%	95%	96%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	95%	95%	92%	94%
10. The handling of my personal medical information in a private and confidential	96%	96%	95%	96%
11. Your medical assistant	96%	96%	95%	97%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	96%	96%	97%
13. Overall, how satisfied are you with the Health Center?	95%	96%	94%	96%

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%

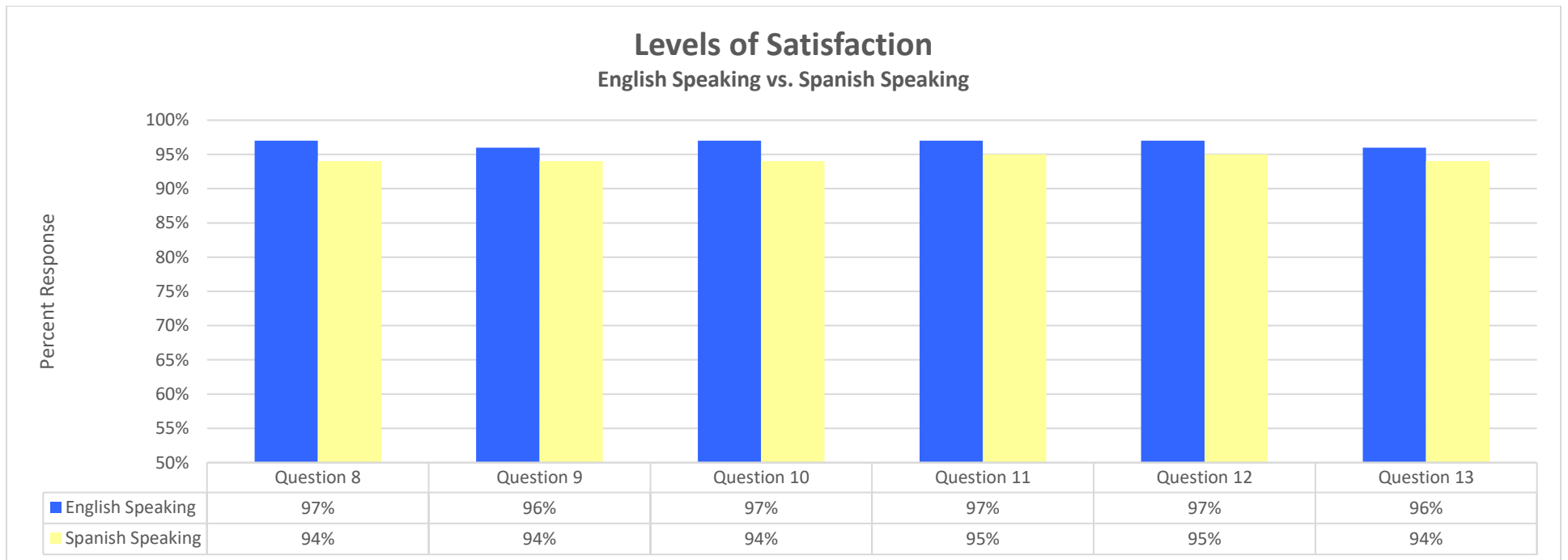
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	158 80%	101 80%	32 16%	19 15%	7 4%	1 1%	0	3 2%	0	2 2%
2. The reception staff	160 80%	101 80%	38 19%	18 14%	2 1%	1 1%	1 1%	3 2%	0	2 2%
3. Receiving a timely appointment	158 79%	99 81%	33 16%	18 15%	5 3%	0	5 3%	3 2%	0	3 2%
4. Education and explanation of plan provided in a way that I can understand	165 82%	101 82%	34 17%	17 14%	2 1%	1 1%	0	2 2%	0	2 2%
5. The follow-up, coordination, and continuity of my care	164 82%	104 84%	34 17%	16 13%	2 1%	1 1%	0	1 1%	0	2 2%
6. The staff addressing my medical needs today	168 84%	104 83%	31 15%	16 13%	2 1%	2 2%	0	1 1%	0	2 2%
7. The time spent waiting	148 74%	93 75%	36 18%	19 15%	12 6%	6 5%	2 1%	3 2%	0	3 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	170 85%	99 79%	28 14%	19 15%	3 2%	3 2%	0	2 2%	0	2 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	160 83%	96 78%	28 15%	20 16%	5 3%	3 2%	0	2 2%	0	2 2%
10. The handling of personal medical info in a private and confidential manner	169 85%	99 80%	28 14%	20 16%	2 1%	1 1%	0	2 2%	0	2 2%
11. Your medical assistant	172 86%	102 82%	26 13%	17 14%	2 1%	3 2%	0	1 1%	0	2 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	173 86%	103 84%	26 13%	15 12%	2 1%	2 2%	0	1 1%	0	2 2%
13. Overall, how satisfied are you with the Health Center?	166 83%	103 83%	26 13%	15 12%	7 4%	1 1%	0	1 1%	0	4 3%



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: 53

N/A: 15

YES: 3

Comments:

1. "Yes, Olha very much helped."
2. "Returned within 15 min."
3. "Jenny Mathews is hands down the best provider."

Spanish

NO: 38

N/A: 1

YES: 1

Comments:

1. "The experience was good, I called to confirm an appointment and they treated me good."
"La experiencia fue Buena, llame para confirmar una cita y me trataron bien."

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

English

1. "Olha." (5)
2. "Smooth transition of in and out." (Mathew)
3. "The staff." (2)
4. "No." (10)
5. "N/A." (6)
6. "Fast appointment." (Mattes)
7. "Meeting with my therapist." (Headley)
8. "Everything is fine." (Mattes)
9. "Ryan Acevez." (Acevez)
10. "Being a multi-lingual clinic makes this clinic amazing." (Perez)
11. "Doctors, nurse and receptionist are very helpful and have respectfulness."
12. "Being a bilingual clinic helps a lot." (Mattes)
13. "Yes."
14. "Reminders." (Headley)
15. "Everybody is so friendly." (Mattes)
16. "The ease of appointments." (Perez)
17. "Doctor Mendyuk." (Mendyuk)
18. "Doctor Olha Mendyuk seen her for 9 years excellent! Just excellent." (Mendyuk)
19. "Everyone." (Mendyuk)
20. "Friendly." (2)
21. "Healthcare for my baby."
22. "My health."
23. "Staff." (2)
24. "Same day appointment."
25. "Helpful staff."
26. "Communication patient portal." (Headley)
27. "The staff is very helpful." (Healey)
28. "Health."
29. "Close to my house."
30. "Staff and PCP's are good explaining and communicating." (Mendyuk)

Spanish

1. "I love that they help me with my pregnancy."
"Me encanta que me ayuden con mi embarazo."
2. "No." (5)
3. "Everyone is very kind." "Todos son muy amables." (Perez)
4. "My health." "Mi salud."
5. "Everything is good." "Todo esta bien." (3)
6. "They provide good service and give me helpful advice for my babies." "Atienden y me orientan bien para mis bebés." (Zgorka)
7. "They give you appointments fast." "Te dan citas rapidas." (Mattes)
8. "They are kind and responsible." "Son amables y responsables." (Perez)
9. "I can easily move and change times of my appointments." "Puedo mover citas y horarios facilmente." (Perez)
10. "The language and attention." "El language y atencion."
11. "Excellent attention." "Atencion excelente."
12. "Informative Dr. and staff." (Comment written in English on a Spanish survey)
13. "Close to me." "Cerca a mi." (Mattes)
14. "I like everything." "Todo me gusta."
15. "The personnel speaks Spanish." "El personal habla Espanol."
16. "My medical health." "Mi Cuidado de salud."
17. "Everything related to my health." "Todo relacionado con mi salud." (Mattes)
18. "The kind service." "El servicio amable." (Mattes)
19. "Health centers everywhere." "Clinicas en todas partes." (Mattes)

31. "Getting a copy of fibrosian." (Mattes)
32. "Excellent."
33. "Reception."
34. "Medicaid." (Mathew)
35. "My provider Heather."
36. "Timely appointment."
37. "Location." (Acevez)
38. "First time here."
39. "Fast appointment."
40. "Ukrainian."
41. "When they call me for my appointment reminders."
42. "Coordination and respectful."
43. "Communication is really well."
44. "Everything is perfect." (Zgorka)
45. "Accessible for a timely appointment."
46. "Dr. Zgorka."
47. "Communication." (Zgorka)
48. "Their receiving and concern." (Mattes)
49. "Doctor speaks language." (Mendyuk)
50. "Great answers." (Mathew)
51. "Accuracy."
52. "Ukrainian provider." (Mendyuk)
53. "Girls are friendly."
54. "Melissa is the best."
55. "Good health care."
56. "Kid appointment." (Headley)
57. "The appointment and wait time."
58. "Open early and close late."
20. "They speak Spanish." "Hablan Espanol." (2)
21. "The attention." "La atencion." (2)
22. "They are kind." "Son amables." (Perez)
23. "Good communication." "Buena comunicacion." (Sofowora)
24. "Fast appointments." "Citas rapidas."
25. "It helps me be informed about my pregnancy." "Me ayuda a estar informada de mi embarazo."
26. "My baby's health." "La salud de mis bebes."
27. "Your attention and service." "Su atencion y servicio." (Zgorka)
28. "With the referrals." "Con los referidos."
29. "Medical attention." "Atencion medica." (2)
30. "The personnel is very dedicated everyone is very kind attentive when providing service." "Personal muy dedicado a su trabajo todos son amables y atentos a dar el servicio."

Question 16: How can we improve Greater Family Health?

English

1. "Everything so far has been perfect." (Mattes)
2. "No." (11)
3. "N/A." (14)
4. "Nothing."
5. "Everything is fine." (2)
6. "Keep up the amazing work." (Perez)
7. "Keep up the good work." (Mattes)
8. "Yes."
9. "None." (3)
10. "Send please text messages for appointment." (Mendyuk)
11. "Nothing else everything is great." (Mendyuk)
12. "All is good."
13. "TBD." (Headley)
14. "Excellent."
15. "Faster wait time." (Zgorka)
16. "Labor." (Mathew)
17. "First time here, staff needs to be provided with alcohol pads to clean the iPad after each patient use." (Zgorka)
18. "More Ukrainian."
19. "Call center." (Mattes)
20. "Work on time management." (Zgorka)

Spanish

1. "Nothing." "Nada." (2)
2. "No." (6)
3. "I don't have any comments." "No tengo ningún comentario."
4. "Everything is good for now." "Todo esta bien por ahora." (Zgorka)
5. "It is perfect." "Esta perfecto." (Perez)
6. "Everything is good." "Todo esta bien." (2)
7. "N/A." "N/A." (2)
8. "It is not my first visit." "No es mi primera visita." (Mendyuk)
9. "Nothing." "Nada." (7)
10. "To me everything is perfect." "Para mi todo esta perfecto." (3)
11. "I think it is perfect, I like the service a lot." "Creo que esta perfecto, me gusta mucho el servicio." (Zgorka)
12. "Reduce the wait time." "Reducir el tiempo de espera."
13. "The wait time." "El tiempo de espera."
14. "The service is good." "El servicio es bueno."
15. "I think you have a great team." "Creo que todos tienen un gran team."

21. "Already doing good." (Mattes)
22. "Needs grace period."
23. "Better communication and have less wait times or call ahead to say place is backed up." (Mendyuk)
24. "Less wait time." (Mendyuk)
25. "Everything is good."
26. "Your system in general, not limiting doctors in the time spent with patient, not being so strict with not coming exactly 15 min prior." (Perez)

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

English

- YES: 144
- NO: 1

Spanish

- YES: 109
- NO: 1

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

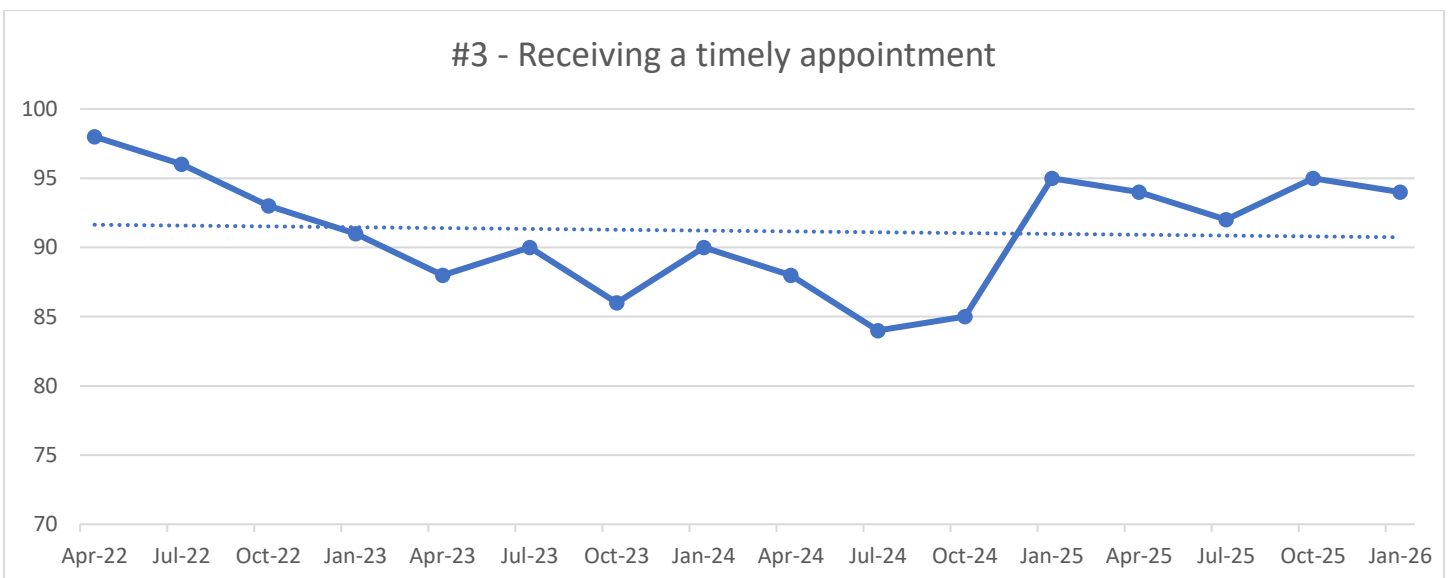
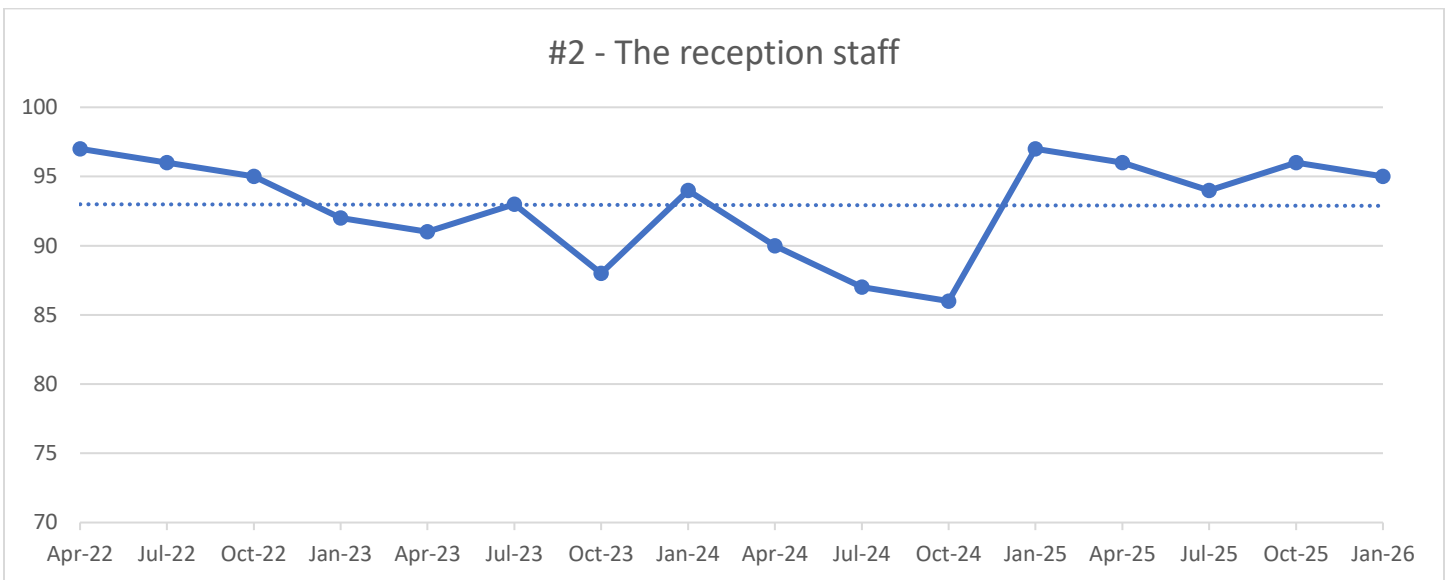
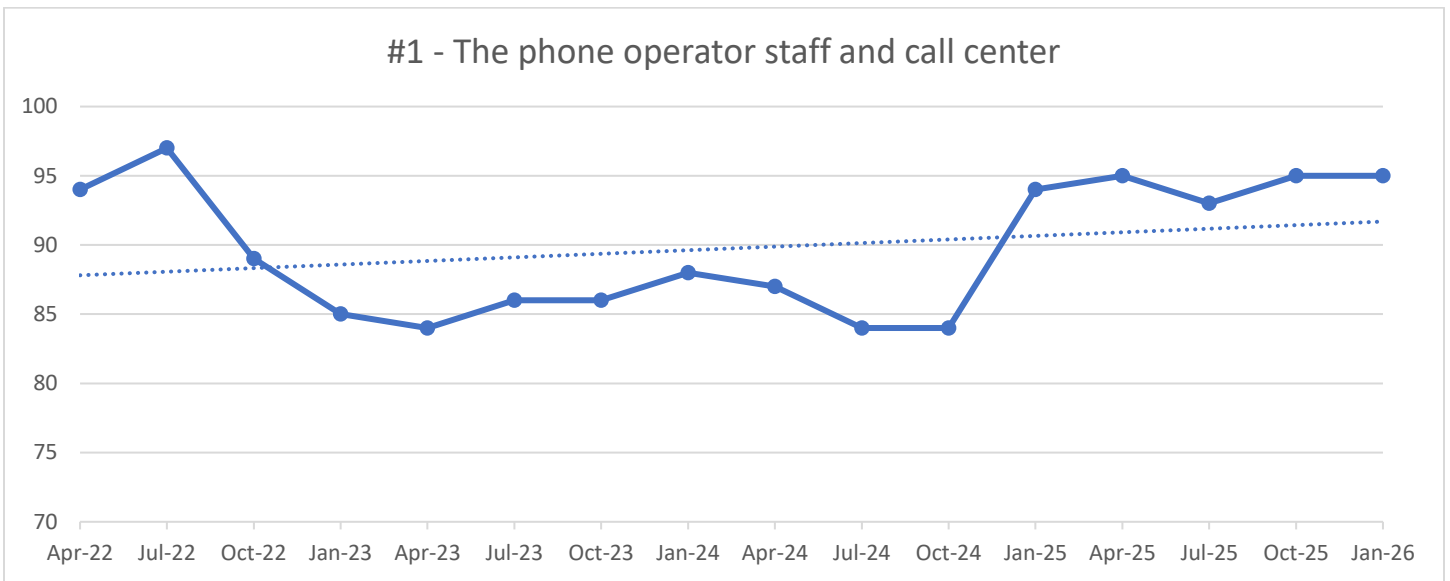
English

- Acevez: 3
- Headley: 10
- Mathew: 7
- Mattes: 14
- Mendyuk: 31
- Perez: 15
- Sofowora: 2
- Zgoraka: 16

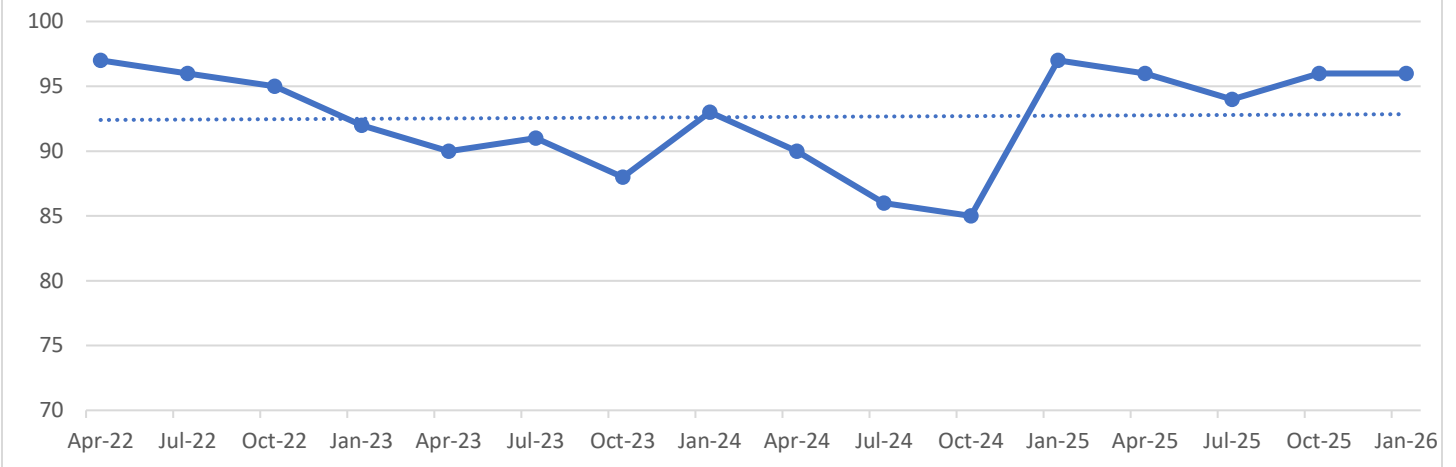
Spanish

- Fargotstein: 4
- Headley: 2
- Mathew: 5
- Mattes: 26
- Mendyuk: 19
- Perez: 46
- Sofowora: 3
- Zgoraka: 15

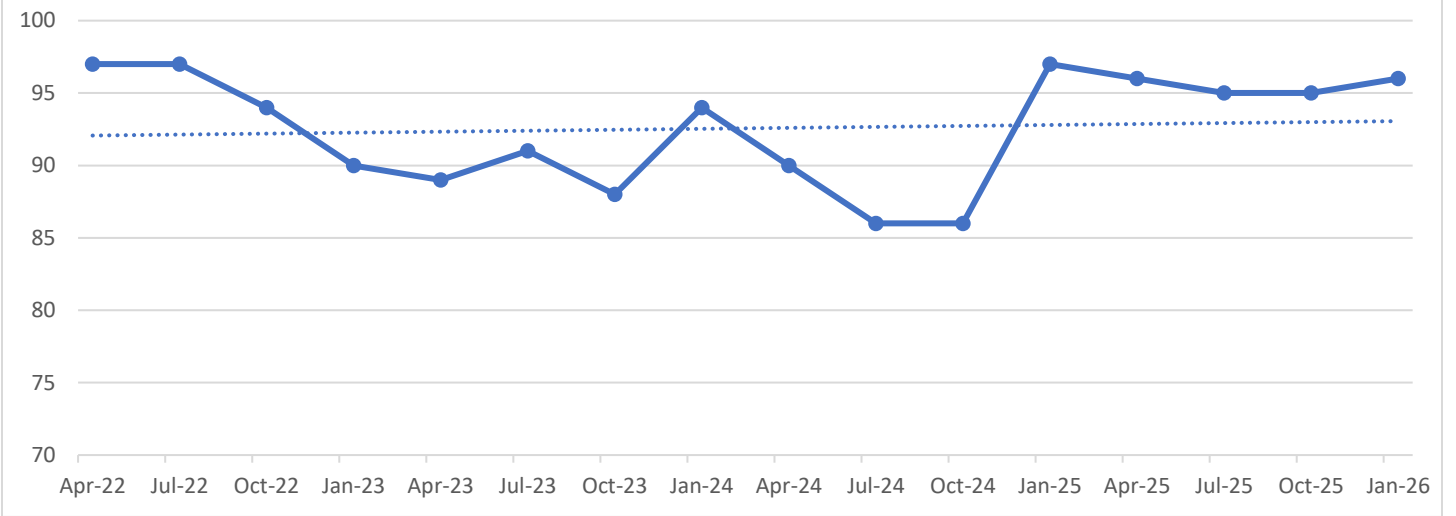
Individual Question Results with Trendlines



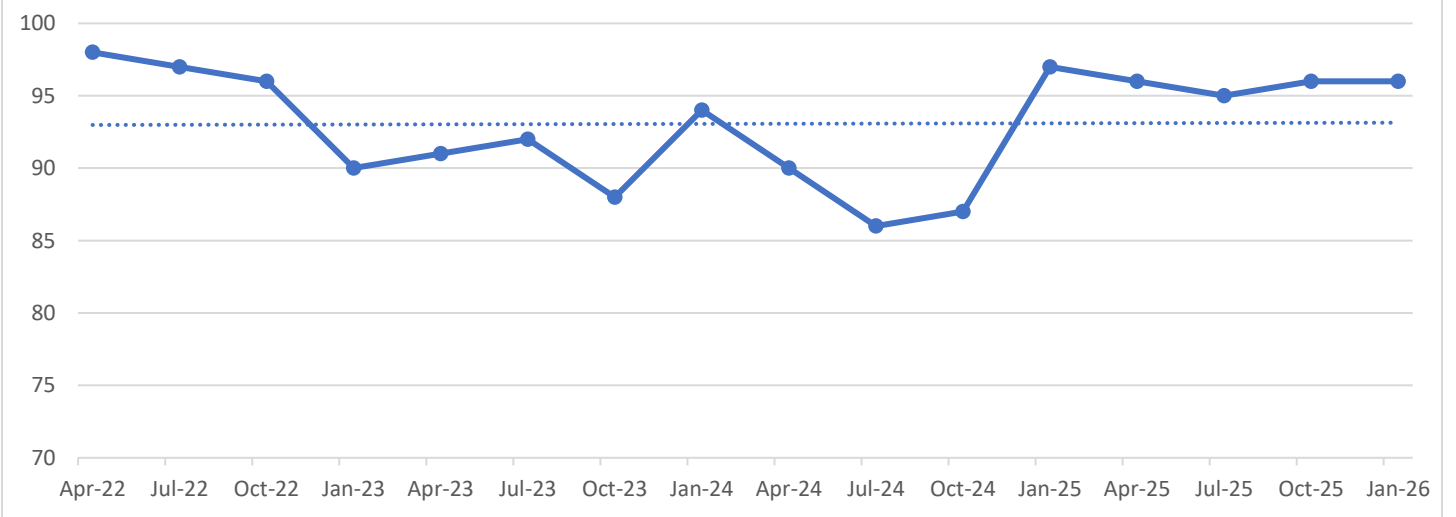
#4 - Education and explanation of plan provided in a way that I can understand



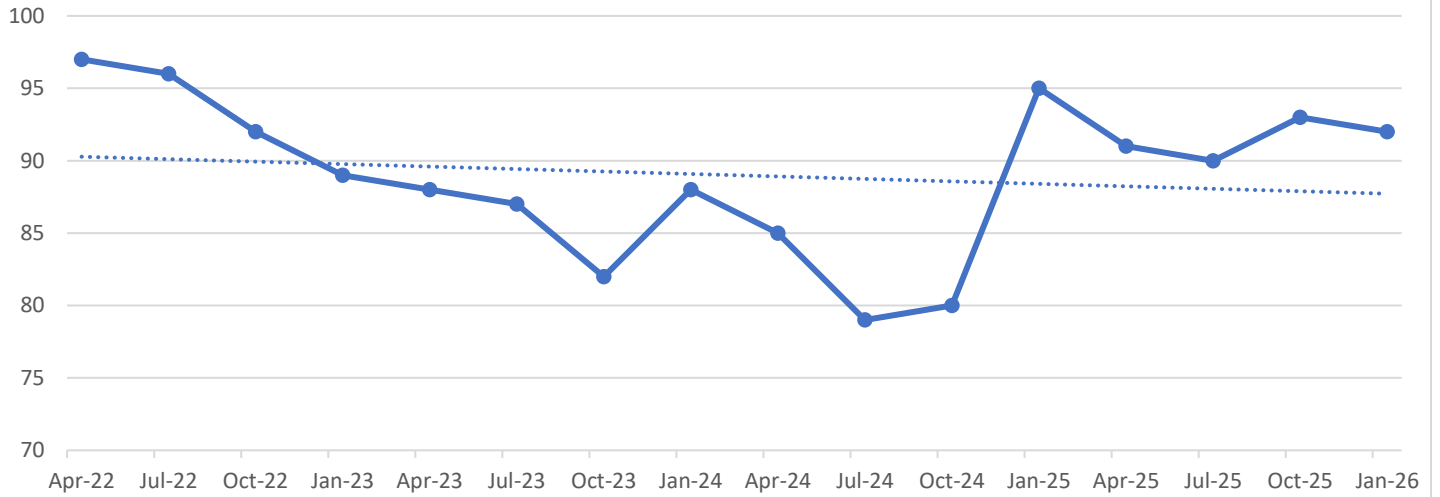
#5 - The follow-up, coordination, and continuity of my care



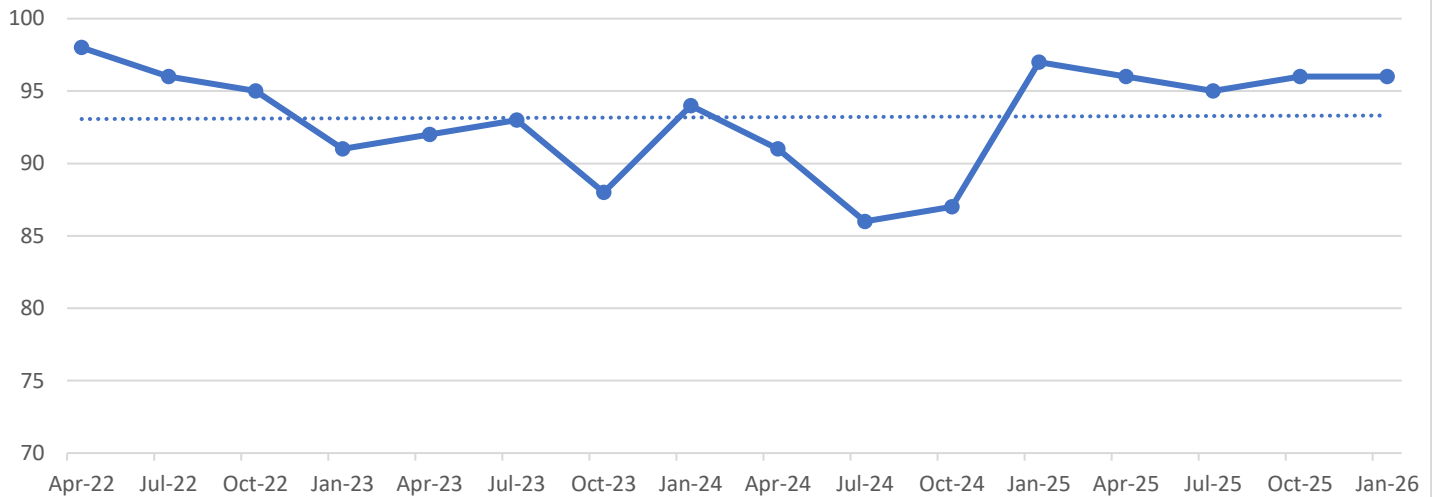
#6 - The staff addressing my medical needs today



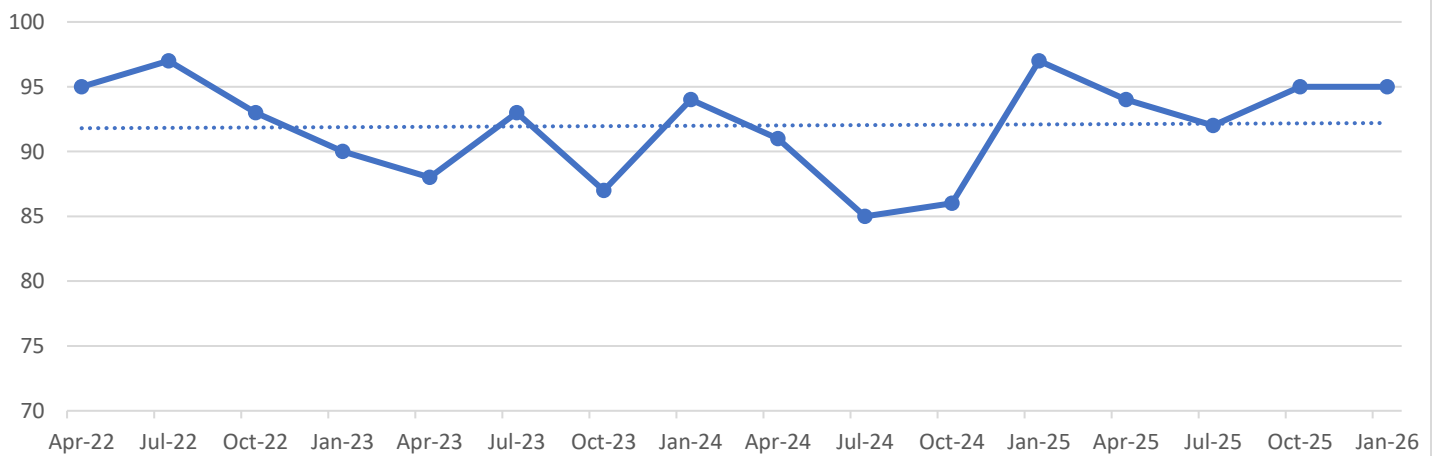
#7 - The time spent waiting



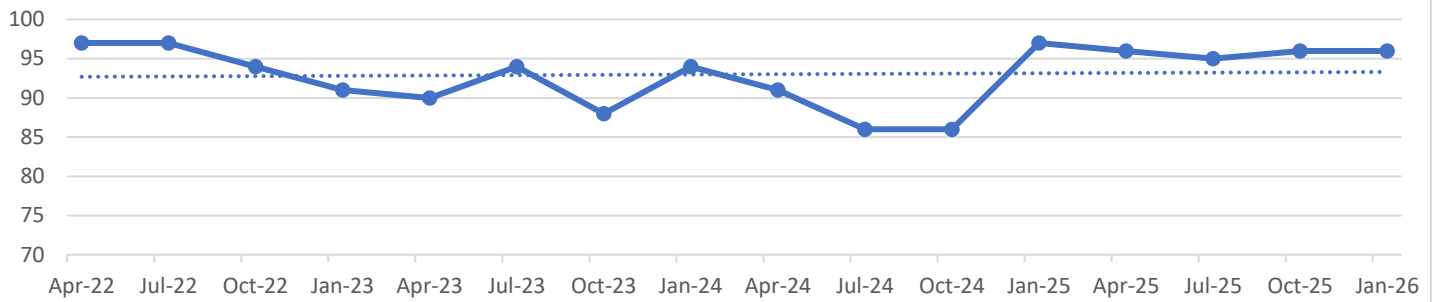
#8 - The respectfulness of staff



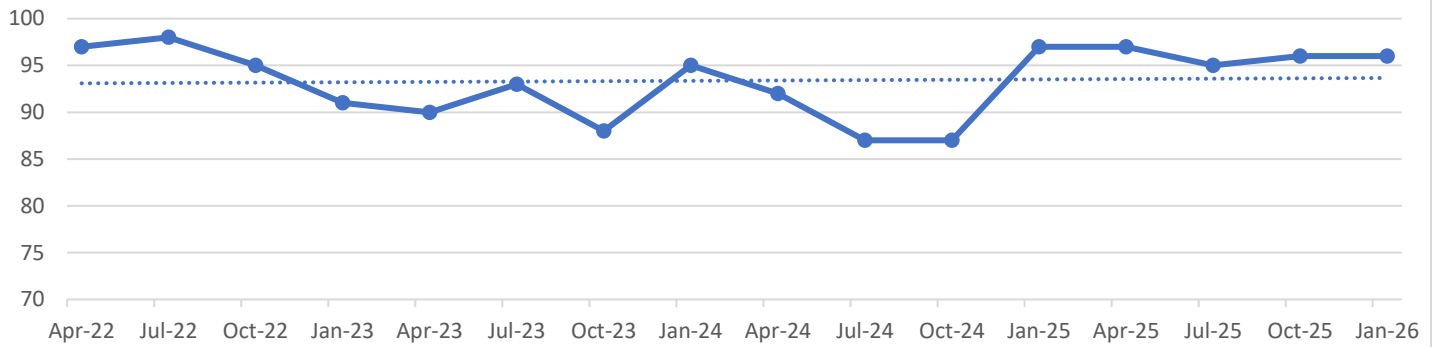
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



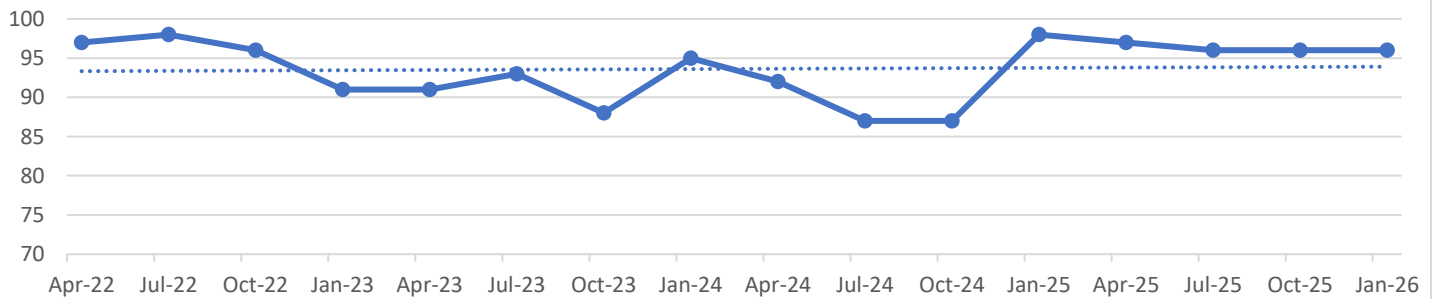
#10 - The handling of my personal medical information in a private and confidential manner



#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?

