

**Patient Satisfaction Survey**  
**450 Dundee Ave., Elgin - Upper Level (OB/GYN/Dental)**  
**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 90% to 95%. 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.

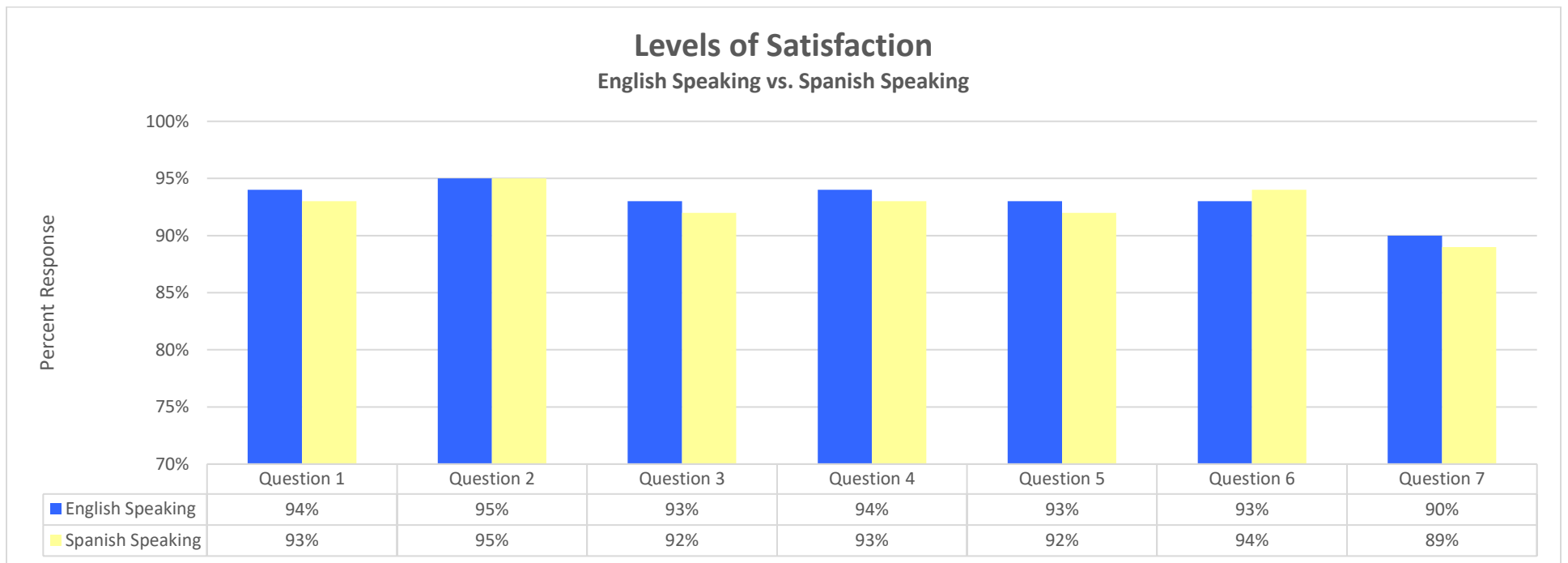
<b>450 Dundee Ave., Elgin - Upper Level – Survey Questions</b>	<b>Level of Satisfaction January 2026</b>	<b>Level of Satisfaction October 2025</b>	<b>Level of Satisfaction July 2025</b>	<b>Level of Satisfaction April 2025</b>
1. The phone operator staff and call center	93%	92%	92%	94%
2. The reception staff	95%	94%	94%	95%
3. Receiving a timely appointment	92%	91%	91%	93%
4. Education and explanation of plan provided in a way that I can understand	93%	92%	94%	94%
5. The follow-up, coordination, and continuity of my care	93%	92%	93%	94%
6. The staff addressing my medical needs today	94%	93%	94%	94%
7. The time spent waiting	90%	89%	91%	91%
8. The respectfulness of staff	94%	94%	94%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	91%	92%	94%
10. The handling of my personal medical information in a private and confidential	94%	93%	94%	95%
11. Your medical/dental assistant	93%	92%	93%	93%
12. Your health/dental provider (MD/DO, midwife, nurse practitioner, PA, DDS/DMD, RDH)	94%	93%	93%	94%
13. Overall, how satisfied are you with the Health Center?	95%	93%	94%	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%

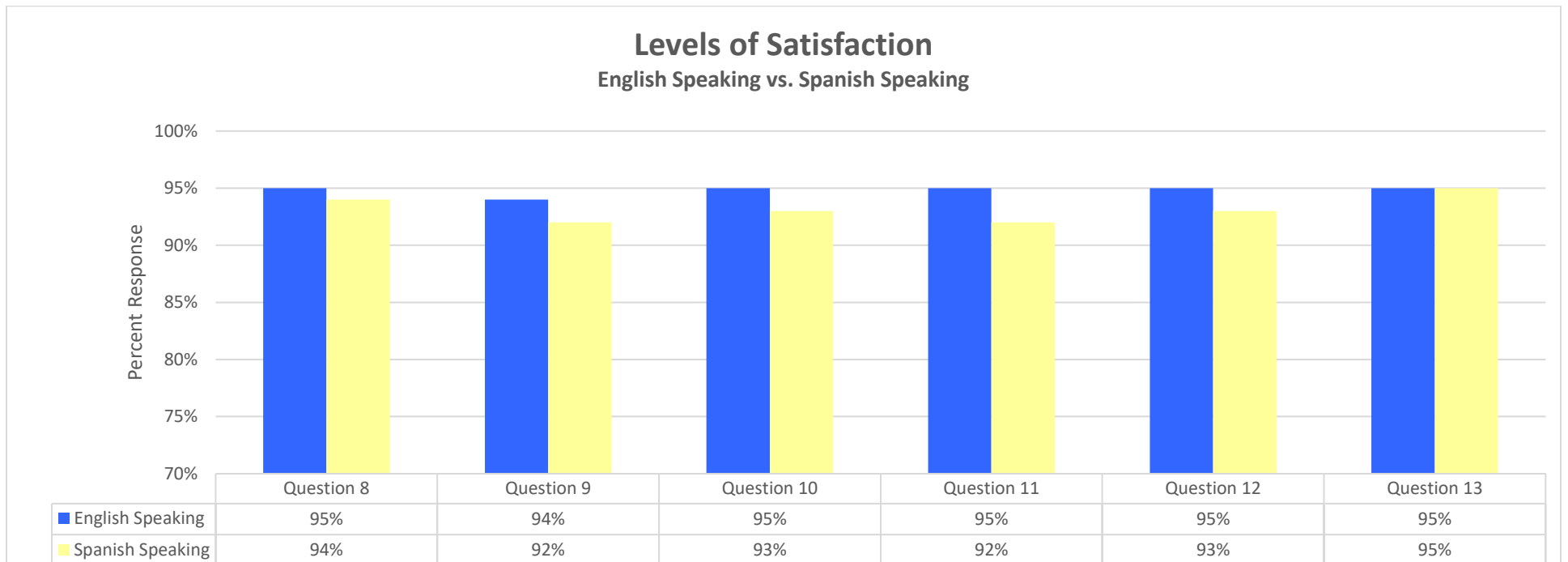
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	114 76%	158 72%	25 17%	51 23%	10 7%	7 3%	1 1%	4 2%	0	0
2. The reception staff	123 81%	168 76%	21 14%	49 22%	8 5%	2 1%	0	2 1%	0	0
3. Receiving a timely appointment	115 76%	147 67%	24 16%	56 26%	8 5%	11 5%	2 1%	3 1%	2 1%	1 1%
4. Education and explanation of plan provided in a way that I can understand	115 77%	148 68%	26 17%	62 28%	7 5%	5 2%	1 1%	2 1%	1 1%	1 1%
5. The follow-up, coordination, and continuity of my care	114 76%	152 70%	27 18%	52 24%	7 5%	9 4%	2 1%	2 1%	1 1%	2 1%
6. The staff addressing my medical needs today	114 75%	159 73%	29 19%	52 24%	7 5%	6 3%	1 1%	2 1%	1 1%	0
7. The time spent waiting	101 66%	132 60%	33 22%	63 29%	12 8%	19 9%	4 3%	4 2%	2 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	121 80%	160 73%	23 15%	53 24%	7 5%	4 2%	1 1%	2 1%	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	114 76%	145 68%	27 18%	58 27%	9 6%	8 4%	0	3 1%	1 1%	0
10. The handling of personal medical info in a private and confidential manner	122 81%	153 70%	23 15%	58 27%	5 3%	3 1%	1 1%	4 2%	0	0
11. Your medical assistant	122 81%	141 68%	20 13%	56 27%	7 5%	6 3%	1 1%	2 1%	0	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	121 81%	149 71%	22 15%	51 24%	6 4%	6 3%	0	1 1%	1 1%	2 1%
13. Overall, how satisfied are you with the Health Center?	124 82%	166 78%	21 14%	41 19%	6 4%	4 2%	0	2 1%	1 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: 37

N/A: 12

YES: 2

#### Comments:

1. "Yes, Mon, Tues, Wed. Mon called after appointment and did not hear a "response" till Thursday." (Piper)
2. "OB notes I indeed received a call back. Very helpful in all my needs." (Guzman)
3. "Every time I leave a message I get a call back." (Piper)
4. "Satisfied." (Piper)
5. "They answered me back right away." (Piper)
6. "Yes, got a call back really fast & they assisted me with questions I had." (Akroush)
7. "Last year, the doctor was busy when she cancelled 2-3 time scheduled checkups. Now we have problems. The child eventually needed to have a tooth extracted. By the way we changed the doctor." (Akroush)
8. "Call back as soon as they could 😊." (Stern)
9. "Yes, the experience was handled well." (Messina)
10. "Yes, my daughters lab results took almost a week to hear back." (Guzman)
11. "I left a message with my ob and she got back to me sooner than the expected time." (Stern)

#### Spanish

NO: 43

N/A: 2

YES: 5

#### Comments:

1. "Very great." "Muy buena." (Piper)
2. "No messages for the Greater Family Health personnel." "No ningun de personas de Greater Health."
3. "The doctor is very good people and provides you with much information." "La doctora es muy buena gente y te da mucha información." (Akroush)
4. "They always cancel my appointments." "Siempre me cancelas las citas." (Safavinejad)
5. "I like them but they fall behind too much." "Caen bien, pero se atracan mucho." (Piper)
6. "Yes, they responded to me very quickly Very satisfied." "Si me respondieron muy rápido. Muy satisfecha." (Messina)
7. "Very well-tended to excellent attention." "Muy atendida exelente atencion." (Messina)
8. "No, this week I have not." "No esta semana no." (Uy)
9. "No, not at all." "No para nada." (Guzman)
10. "Excellent." "Excelente."
11. "For the moment I have not left a message but as of now, my experience has been pleasant with the personnel I am very satisfied." "Asta el momento no e dejado nungun mensaje pero astar horita mi experiencia asido muy agradable con el personal estoy muy satisfecha." (Uy)
12. "The experience was satisfactory." "La experiencia fue satisfecha." (2)

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

#### English

1. "Clean." (George)
2. "N/A." (2)
3. "All." (Quesea)
4. "Patience." (Piper)
5. "Staff." (2)
6. "The care." (Messina)

#### Spanish

1. "Nothing." "Nada." (Piper)
2. "Everything." "Todo." (2)
3. "With everything." "En todo." (Piper)
4. "The personnel." "El personal." (Stern)
5. "Their personnel." "Su personal." (Piper)
6. "Information." "Informaciones."

7. "No." (Messina)
8. "Everyone." (Stern)
9. "Affordability." (Uy)
10. "Staff + providers/drs." (Uy)
11. "Staff amazing." (Akroush)
12. "The cost." (Akroush)
13. "It's fast." (Piper)
14. "Personal." (Safavinejad)
15. "Staff." (Akroush)
16. "Receptionist amazing." (George)
17. "Being attended as soon as possible, staff are respectful & kind." (Singh)
18. "Helpful staff coming alone with daughter." (Piper)
19. "Not long wait time to be seen." (George)
20. "The fast check in." (Piper)
21. "All the staff." (Guzman)
22. "All the services." (Piper)
23. "Staff communication." (Guzman)
24. "How nice everyone is & that they make sure you're following everything you need to." (George)
25. "Resources." (George)
26. "Staff/nurses/doctors." (Stern)
27. "Scheduling flexibility." (Piper)
28. "Good communication." (Quesea)
29. "Staff kindness and communication." (Stern)
30. "Appointment reminders & friendly staff." (Stern)
31. "Communication provider being able to answer all questions." (Piper)
32. "They easy accommodations." (Piper)
33. "Easy appointment scheduling." (Akroush)
34. "Reminder calls a day before appointment." (George)
35. "When the doctor busy transfer to someone." (Akroush)
36. "Very fast care."
37. "Insurance help." (Stern)
38. "Being able to have." (Messina)
39. "Receiving great care." (Stern)
40. "Everyone's timeliness and customer service." (Guzman)
41. "Ability to get appointments and excellent care." (Quesea)
42. "The way my dr explains everything to me and how hospitable all the staff are." (Guzman)
43. "Being able to get timely appointments." (2)
44. "The affordable care, respectful staff and the clear communication." (Quesea)
7. "The attention." "La atención." (3)
8. "Great attention, very kind." "Buena atencion, muy amables." (Guzman)
9. "Great attention." "Buena atención." (Messina)
10. "Personnel and providers." "Personal y proveedores." (George)
11. "Timely medical attention." "Atencion medica a tiempo."
12. "Everyone is very kind and they help." "Todos son muy amables y ayudan."
13. "Having control of my pregnancy." "Mi control de embarazo." (Piper)
14. "My health in general." "Mi salud en general." (George)
15. "Providing information over our health." "Brindarnos inf sobre la salud." (Singh)
16. "That they tend to you well." "Que te atienden bien." (George)
17. "That it is close to home." "Que esta cerca de casa." (Safavinejad)
18. "The economical discount." "El descuento económico." (George)
19. "Solutions for my health." "Soluciones a mi salud." (Messina)
20. "The opportunity to revive a service that is within my reach." "La oportunidad de revivir un servicio que este entre mi alcance." (Akroush)
21. "The voicemails." "Los mensajes de voz." (Guzman)
22. "The attention toward my person." "La atencion a mi persona." (Messina)
23. "With the attention towards my baby." "Con la atension de mi bebe." (Uy)
24. "I do not know everything is great..." "No se todo esta muy bien..." (Guzman)
25. "Exams, general check-ups." "Exámenes chequeos general." (Stern)
26. "The closeness to my home and the great treatment." "La cercania a mi hogar y el buen trato." (Stern)
27. "That they always call to remind me of my appointments." "Que siempre llaman para recordar las citas." (Quesea)
28. "Well I think that everything is very great." "Pues creo que todo esta muy bien." (Uy)
29. "With health." "En la salud." (2)
30. "The way in which the staff helps." "La forma en que el personal ayuda." (Uy)
31. "That you have interpreters." "Que tienes interpreter." (Uy)
32. "They assist with making it more cost effective." "La ayuda a que salga mas barato." (Uy)

33. "The attention and the disposition." "La atencion y la disposición." (Messina)
34. "The services and costs." "Los servicios y costos."
35. "People." "Gente."
36. "Quick and kind." "Rápidos y amables." (Akroush)
37. "The form in which they help us with any doubt we may have." "La forma en que ayudan uno con cualquier duda." (Akroush)
38. "It is close and they have available appointments." "Esta cerca y tienen citas disponibles." (George)
39. "Their kindness when responding to any concerns in the moment." "Su amabilidad al responder las inquietudes en el momento." (Quesea)
40. "Their quickness with scheduling appointments since the time spent waiting is minimum." "Su rapidez al agendar citas ya que el tiempo de espera es mínimo." (Safavinejad)
41. "Kindness." "Amabilidad." (Quesea)
42. "I like how things are explained to my children what they are going to do to them." "Me gusta como explican a mis hijos lo que les van a hacer." (Quesea)
43. "Their dental and children's services is excellent." "Su servicio dental infantiles es excelente." (2)
44. "The service." "El servicio." (Messina)
45. "Remind me of my appointments." "Recordar mis cita." (Quesea)
46. "It helps in the way that they tend to and are on top of our health." "Ayuda la manera en la que atienden y están pendientes de la salud de uno." (Stern)
47. "My health management, having access to the medical attention at a low cost." "Mantener en seguimiento mi salud, poder tener acceso a atención médica a bajo costo." (Guzman)
48. "Managing my health." "Para mantener mi salud."
49. "Having great prenatal management." "Llevar buen control prenatal." (Guzman)
50. "They resolve my doubts. The attention is great." "Resuelven mis dudas. La atención es buena." (Stern)
51. "They have attention most of the time." "Tienen atención la mayor parte del tiempo." (Quesea)
52. "With everything." "En todo." (Quesea)
53. "With on time appointments everything is fine." "En las citas a tiempo todo bien." (Quesea)

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

### **English**

1. "N/A." (7)
2. "No." (Messina)
3. "No improvements needed." (Akroush)
4. "Nothing." (Stern)
5. "None." (2)
6. "Everything is good."
7. "No comments!" (Guzman)
8. "Shorter waiting time." (Quesea)
9. "Sooner appointments." "Mas citas cercanas." (2) (Spanish response on an English survey)
10. "More appointments." (George)
11. "Let people into their appointments even if it's one min till because you spend 20 min waiting in back anyway." (Piper)
12. "Referrals to be processed faster." (Safavinejad)
13. "Great everything." (Uy)
14. "Today's wait time was long for my appointment." (Piper)
15. "More appts for fillings/extractions too far out!" (Safavinejad)
16. "More appts for fillings my appt is until April 2026!" (Akroush)
17. "More appointments for fillings." (Akroush)
18. "More lenient on 15 min grace period." (George)
19. "Closer appointment times for fillings." (Akroush)
20. "Appointments have to be sooner." (George)
21. "Appt available." (George)
22. "Nothing I can think of." (Piper)
23. "Medical records should have better and easier access." (Piper)
24. "The amount of reminders is ridiculous. I understand others may need it but if there was a way to opt out of some of it." (George)
25. "If have app on a time schedule don't make wait until an hour on your set app is so frustrated!!" (Piper)
26. "The call representative should be more patient and respectful." (Piper)
27. "Letting us know if our appointment is running late." (Stern)
28. "Before history, the nurse did not clean the child's teeth and only examined them." (Akroush)
29. "Everything is great. Been here for my ob + dental appointments." (Uy)
30. "Less reminder calls for dental. I get 3 texts and 2 calls" (Akroush)
31. "Providers run behind an 1 hr sometimes. Make appts longer?" (Messina)

### **Spanish**

1. "More organized." "Mas organizados." (Piper)
2. "Nothing." "Nada." (Akroush)
3. "Everything is great." "Todo vien." (Uy)
4. "Everything is great." "Esta bien todo." (George)
5. "No comments." "No comentarios." (2)
6. "Everything is great." "Todo esta bien." (2)
7. "Everything is very great." "Todo muy bien." (Akroush)
8. "Everything is very great." "Todo esta muy ben." (Guzman)
9. "For me it is perfect." "Para mi esta perfecto." (Uy)
10. "They are excellent." "Son excelente." (Quesea)
11. "It is excellent." "Esta exelente." (Messina)
12. "Nothing. Everything is excellent." "Nada todo exelente."
13. "For now everything is very great." "Por ahora todo esta muy bien."
14. "Providing longer appointments and more availability." "Tener citas mas largas y mas disponibles." (Akroush)
15. "Additional appointments for cavities." "Mas citas para las carias." (2)
16. "For the moment I have received a great service." "Hasta los momentos he recibido buen servicio." (Piper)
17. "Do a good job." "Hacer un buen trabajo." (George)
18. "Nothing, they provide a very great service." "Nada, tienen muy buen servicio." (Safavinejad)
19. "Attention in Spanish language." "Atencion el idioma Spanol." (George)
20. "For the moment, everything is great." "Por el momento todo bien." (Messina)
21. "Everything was very great thank you continue this way." "Todo esta muy bien gracias sigan así." (Piper)
22. "Well for me, it is excellent." "Bueno para mi esta excelente." (Uy)
23. "Everything is perfect. Only improve services with LabCorp." "Todo perfecto. Solo mejorar servicio con LabCorp." (Messina)
24. "I am satisfied." "Estoy satisfecho." (Uy)
25. "Advertising to learn more about our services." "Publicidad para conocer mas servicios." (Quesea)
26. "Only sometimes the time spent waiting during the visits." "Solo algunas veces el tiempo de espera en las citas." (Quesea)

32. "Have more ultrasound app available." (Guzman)
33. "N/A we okay at the moment." (Quesea)
34. "Giving a 15 min grace period if running late but on our way especially if we don't live in the area but want/need the services here." (Messina)
35. "You guys are doing great 😊." (Stern)
36. "Nothing, it's a pretty decent facility." (Guzman)
37. "At this time I don't have any suggestions for improvement." (Quesea)
27. "I do not see what needs improvement, the service provided is excellent." "No veo que mejorar, el servicio brindado es excelente." (Messina)
28. "Everything is great how it is." "Todo bien asi." (Stern)
29. "Excellent service." "Excelente servicio." (Quesea)
30. "Everything is great." "Todo esta bien." (Quesea)
31. "I think that everything is great." "Creo que esta bien todo." ((Quesea)
32. "Up until now satisfied." "Hasta ahora satisfecha."
33. "You could provide additional time when arriving to appointments (inconveniences present themselves)." "Podrian dar un poco + de tiempo a la llegada de las citas (sepresentan inconvenencias)." (Quesea)
34. "Improving the time spent waiting, now that we arrive 15 minutes before the appointment and many times it takes too long to pass." "Mejorar un poco el tiempo de espera, ya que uno llega 15 minutos antes de la cita y muchos veces tarda demasiado en pasar." (Guzman)

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

**English**

- YES: 136
- NO: 3

**Spanish**

- YES: 196
- NO: 4

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

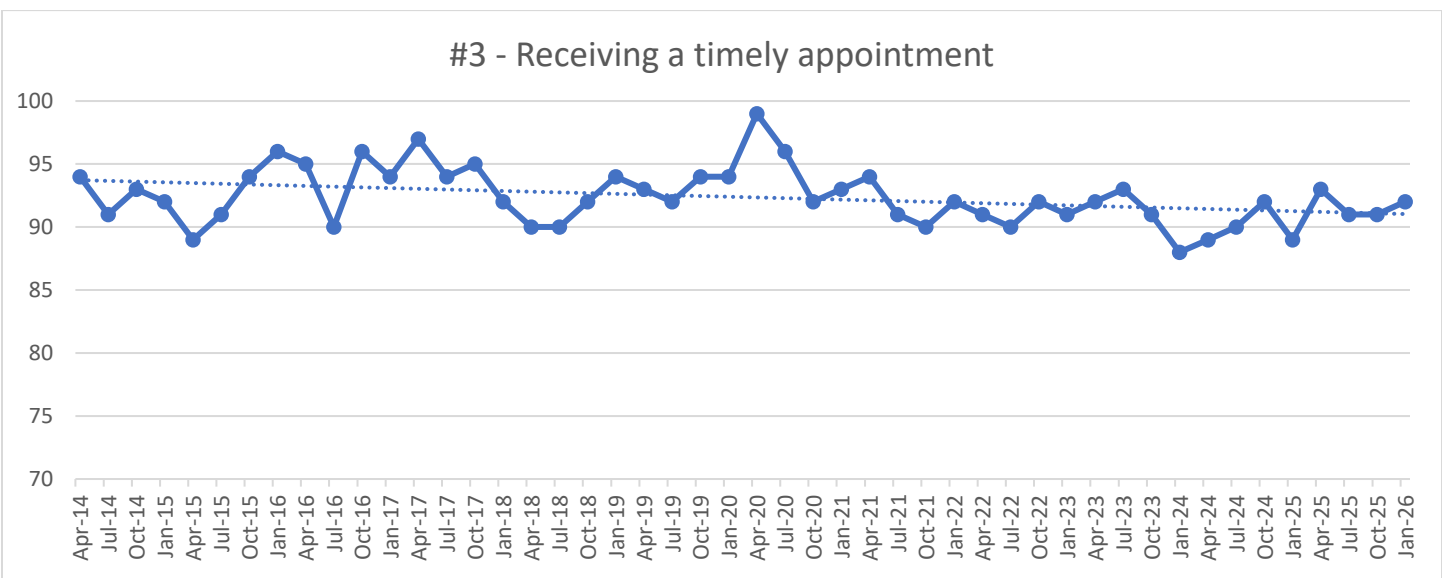
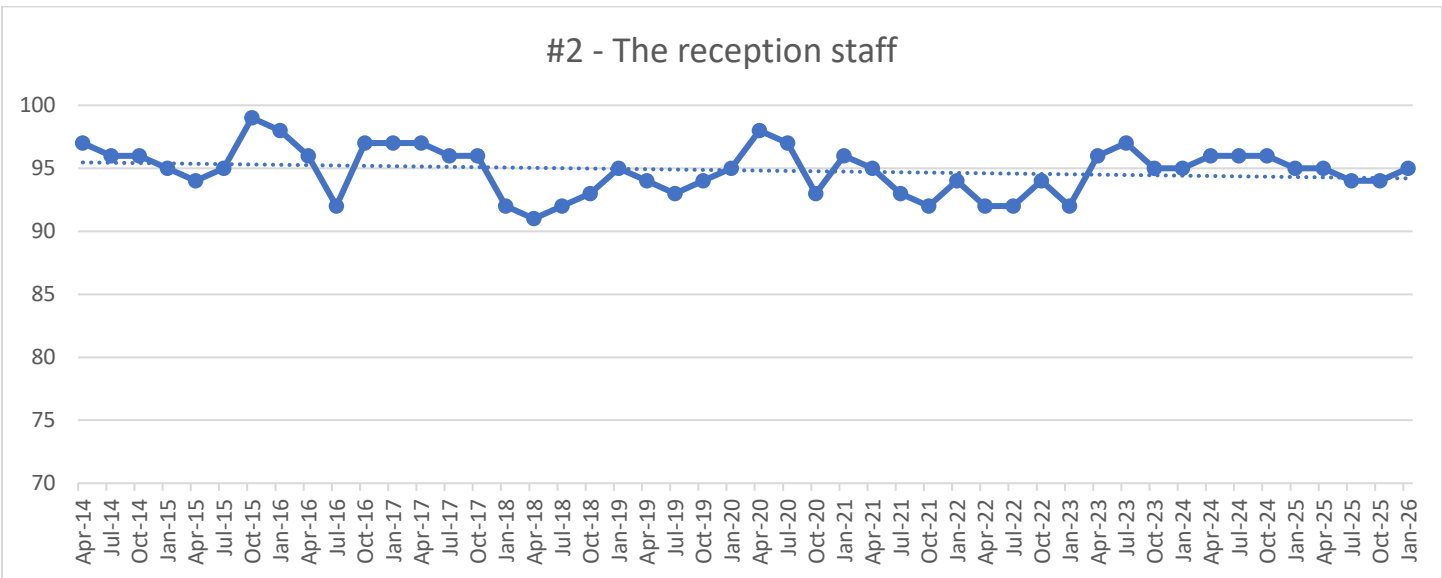
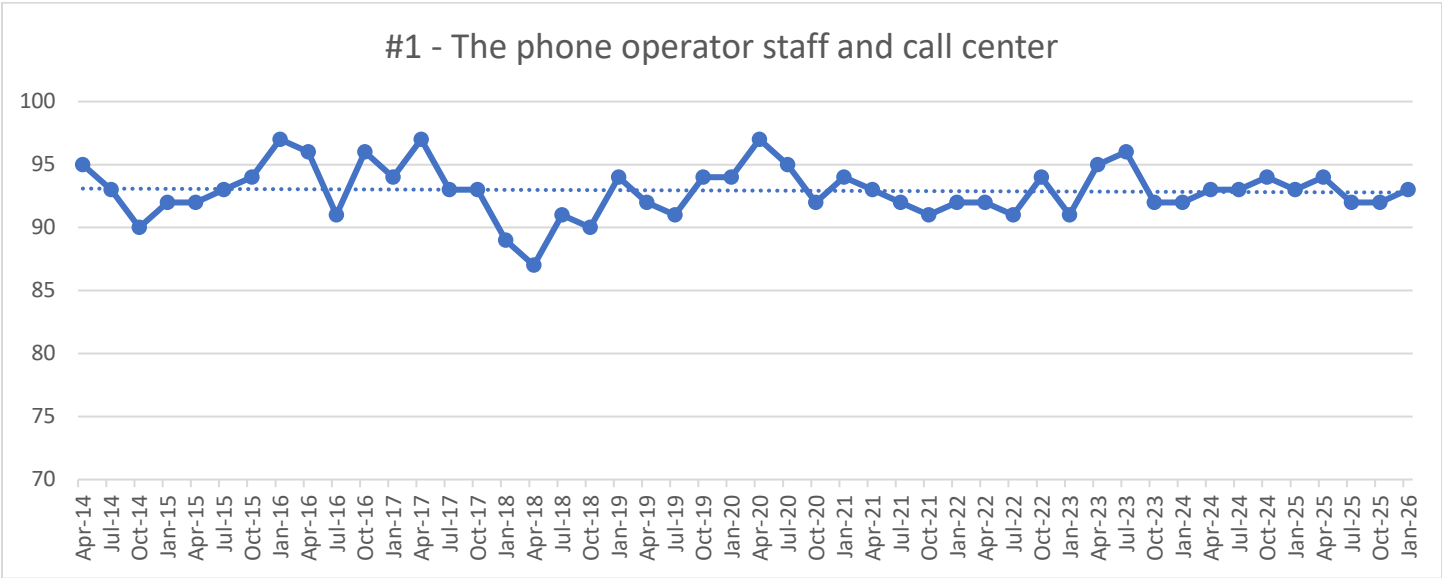
**English**

- Akroush: 20
- George: 15
- Guzman: 11
- Messina: 21
- Piper: 24
- Quesea: 13
- Safavinejad: 9
- Singh: 7
- Stern: 12
- Uy: 15

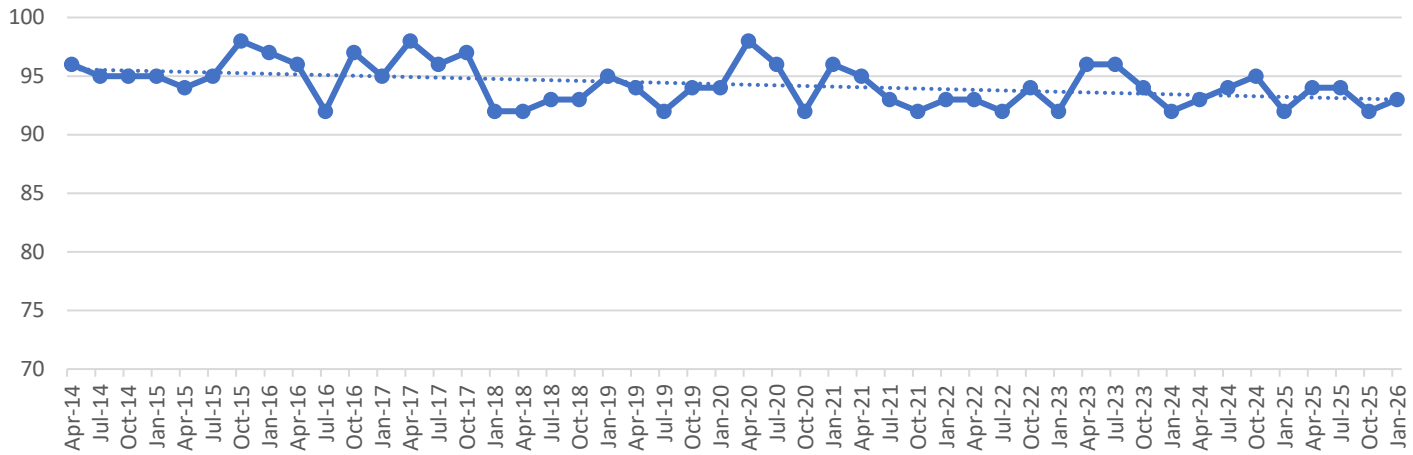
**Spanish**

- Akroush: 35
- George: 124
- Guzman: 19
- Messina: 16
- Piper: 21
- Quesea: 32
- Safavinejad: 3
- Singh: 10
- Stern: 8
- Uy: 38

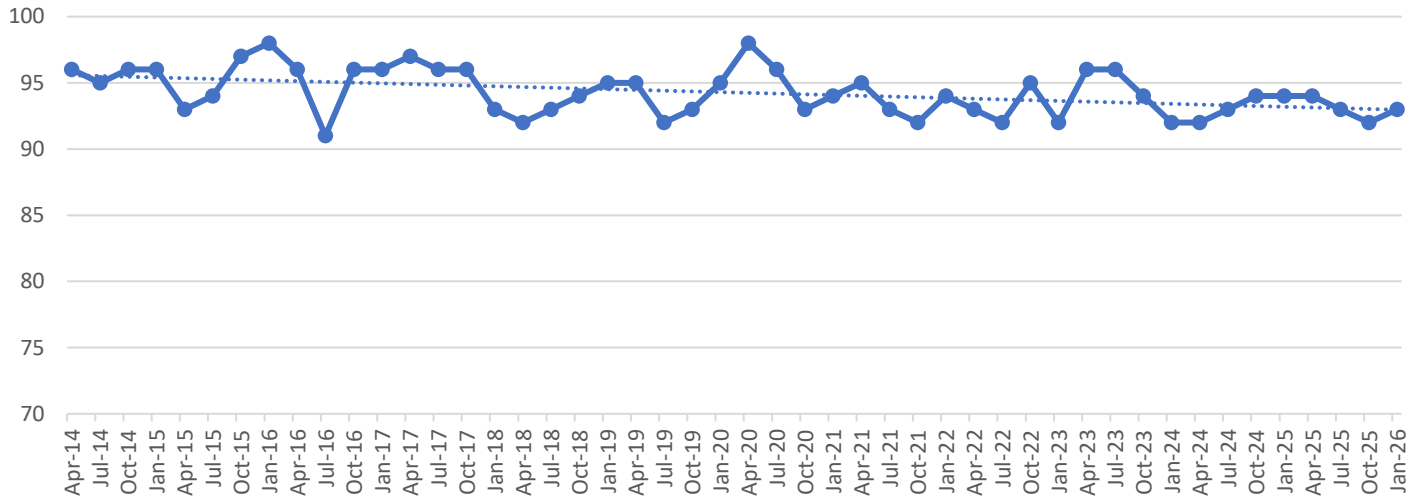
# Individual Question Results with Trendlines



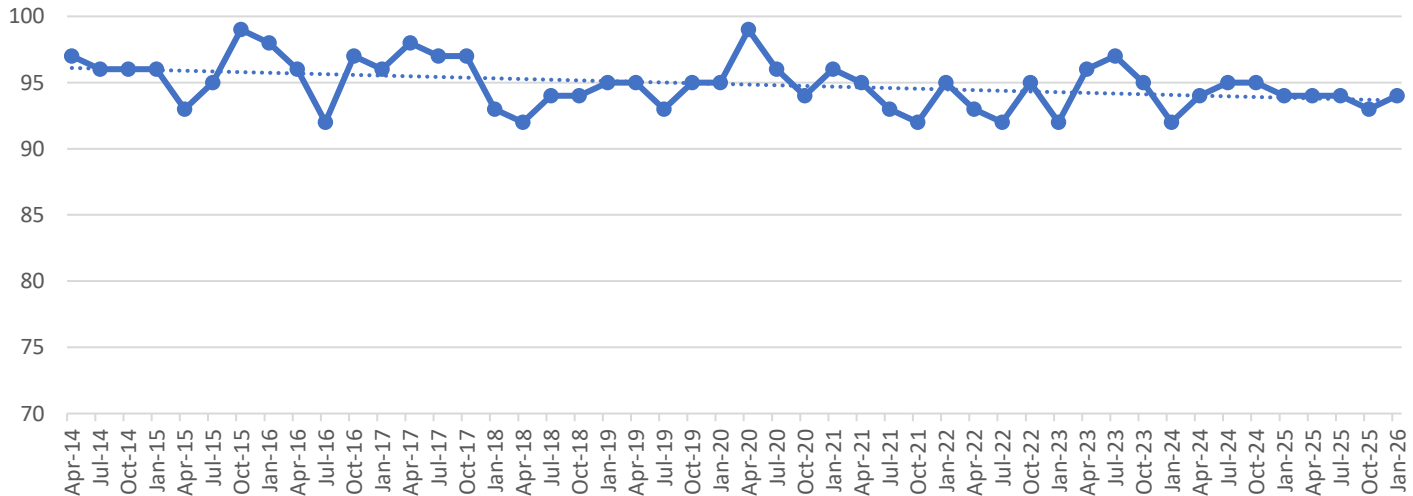
### #4 - Education and explanation of plan provided in a way that I can understand



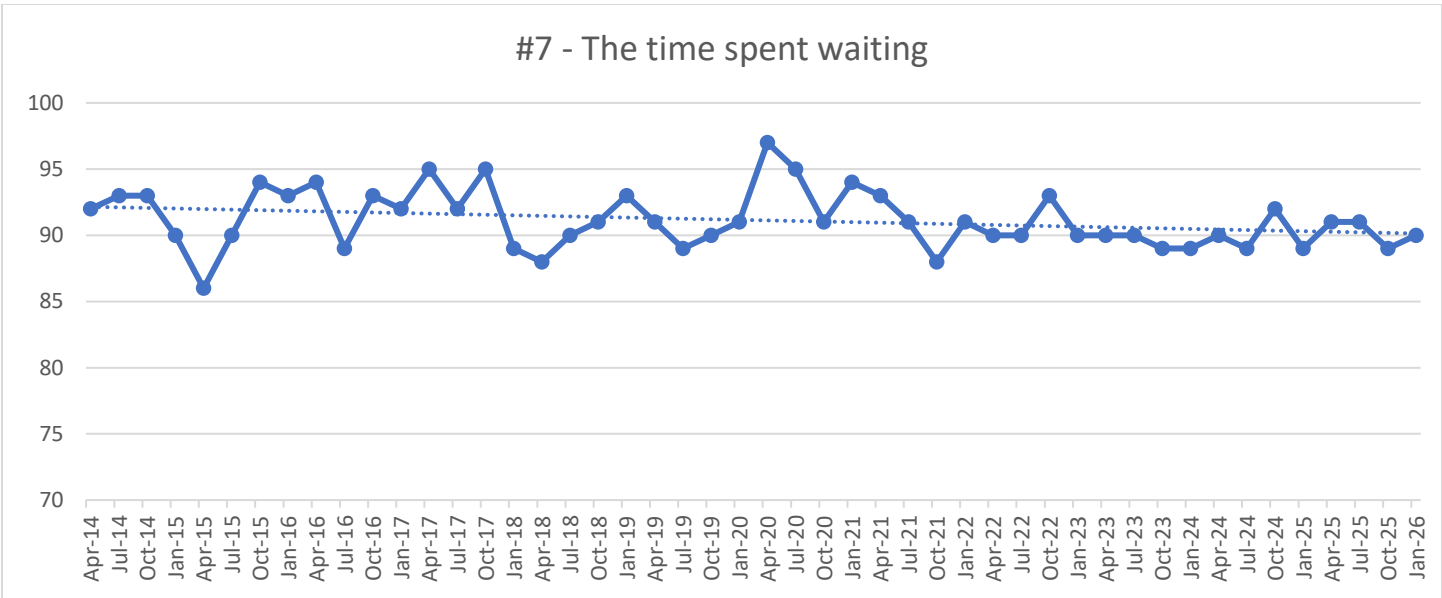
### #5 - The follow-up, coordination, and continuity of my care



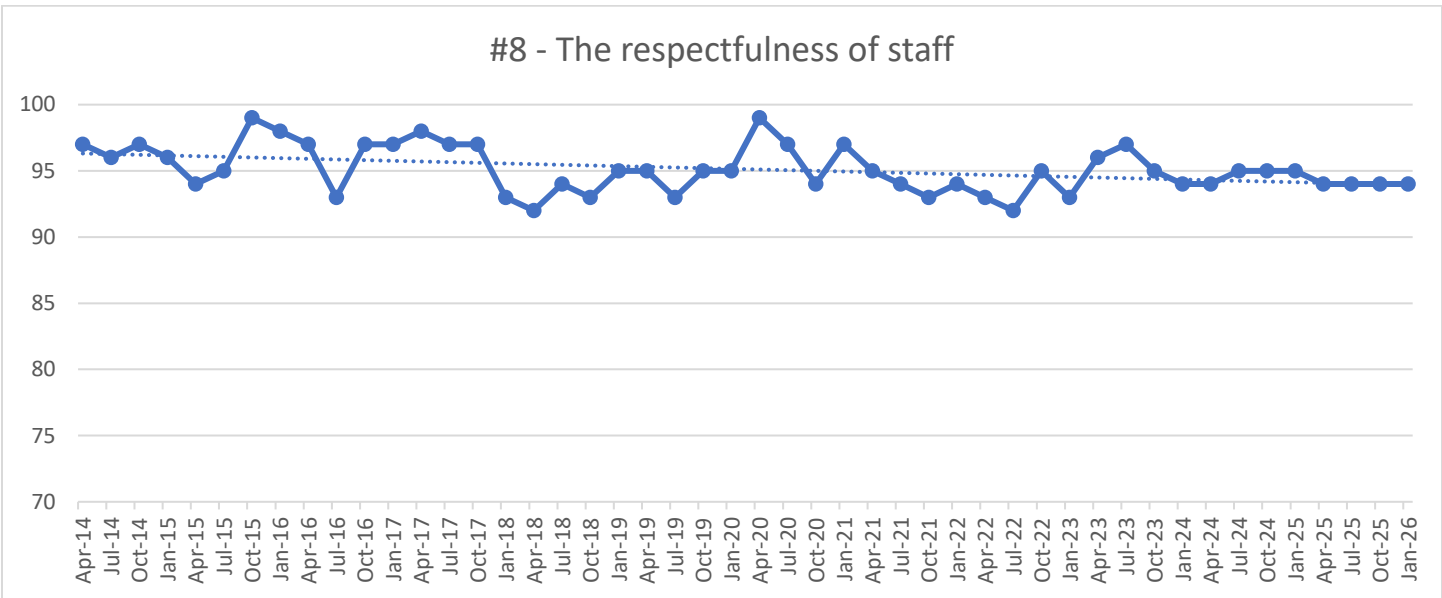
### #6 - The staff addressing my medical needs today



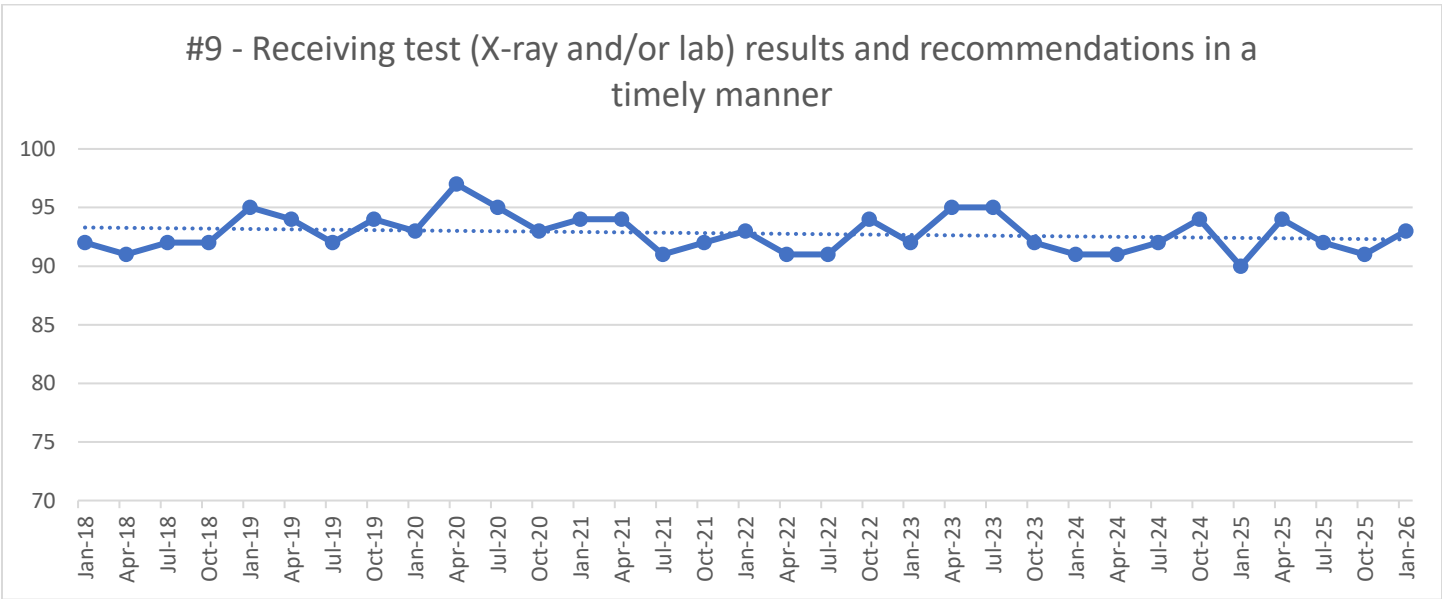
#7 - The time spent waiting



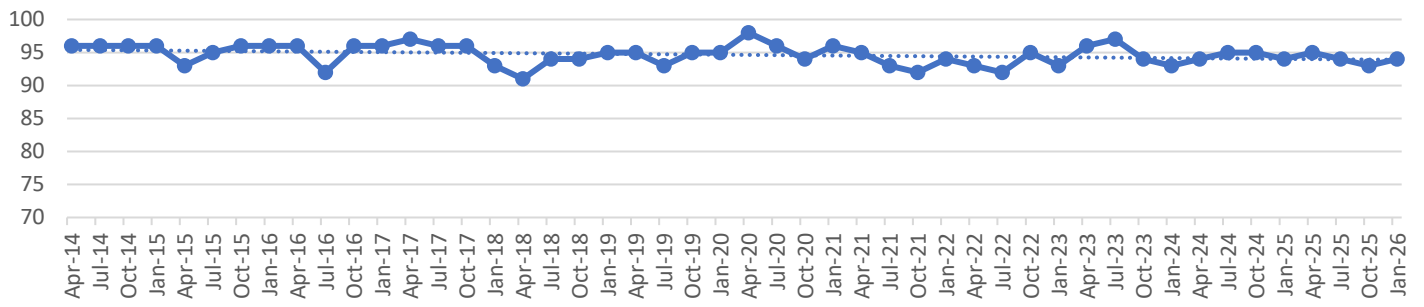
#8 - The respectfulness of staff



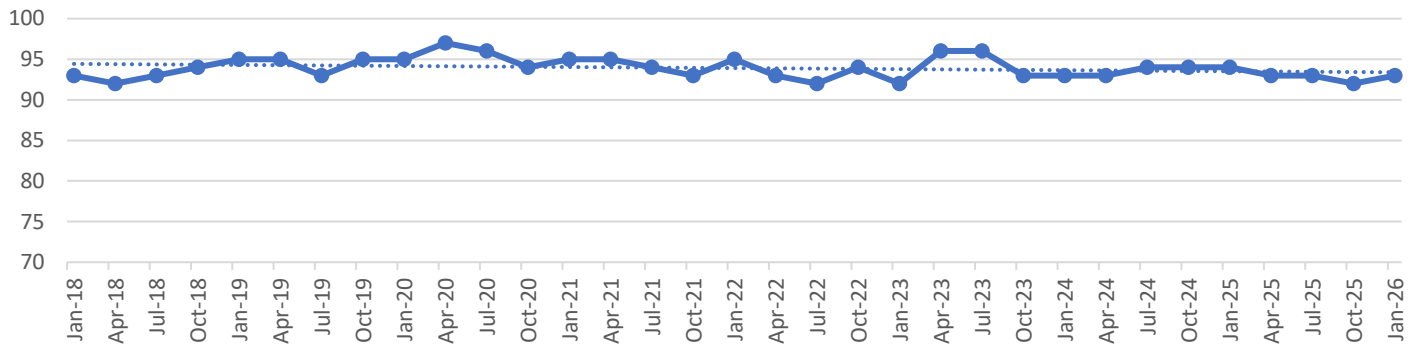
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



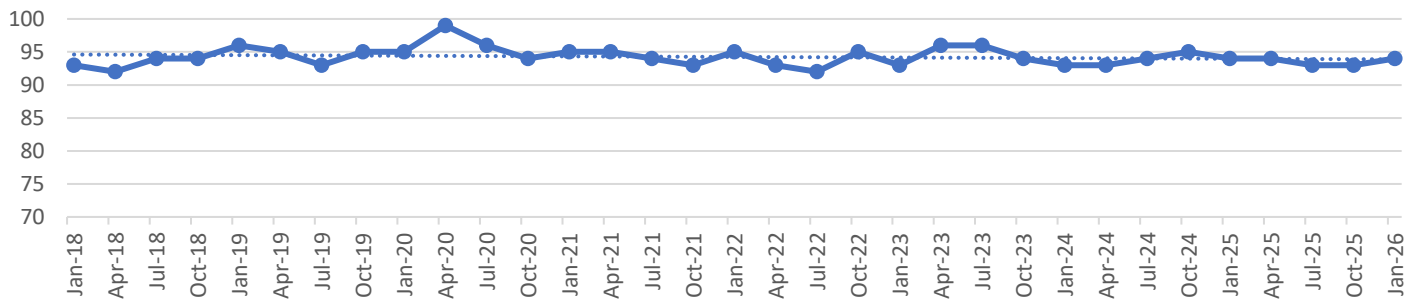
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

