

## Patient Satisfaction Survey 373 Summit St, Elgin July 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 88% to 94%. The mean for all questions was 93% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

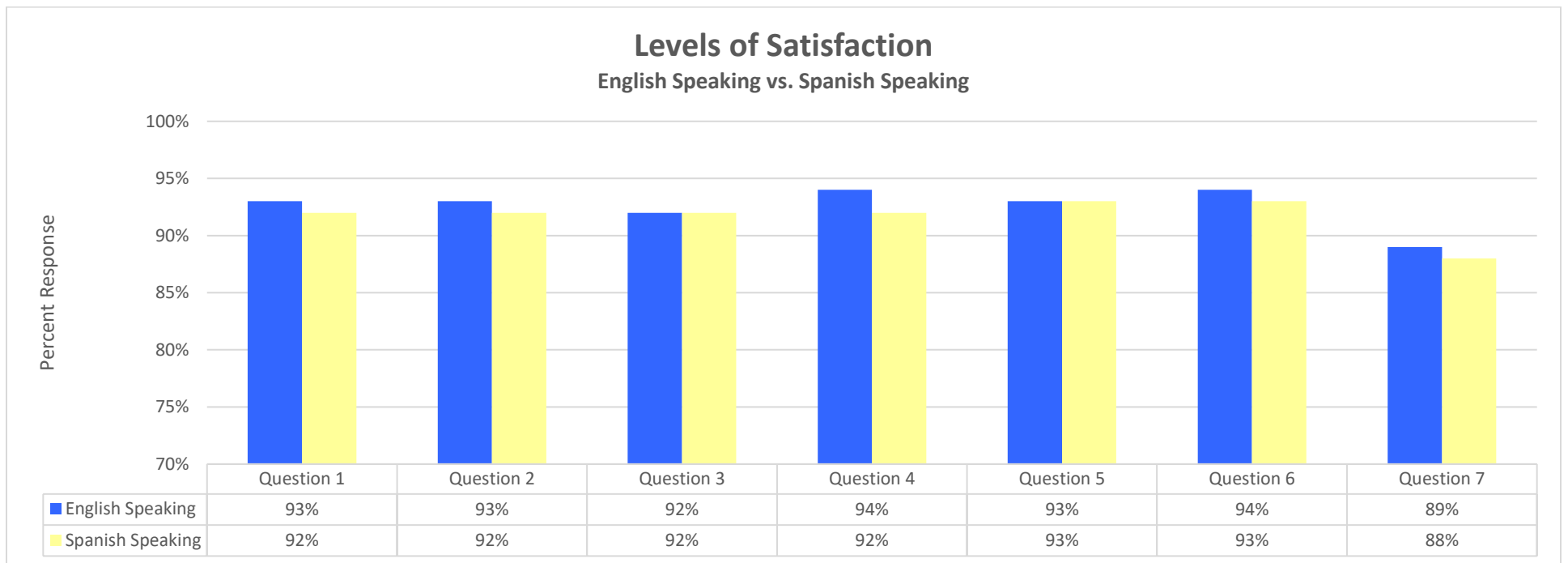
| 373 Summit St., Elgin – Survey Questions                                                          | Level of Satisfaction<br>July 2026 | Level of Satisfaction<br>April 2026 | Level of Satisfaction<br>January 2026 | Level of Satisfaction<br>October 2025 |
|---------------------------------------------------------------------------------------------------|------------------------------------|-------------------------------------|---------------------------------------|---------------------------------------|
| 1. The phone operator staff and call center                                                       | 92%                                | 94%                                 | 93%                                   | 92%                                   |
| 2. The reception staff                                                                            | 92%                                | 95%                                 | 94%                                   | 93%                                   |
| 3. Receiving a timely appointment                                                                 | 92%                                | 94%                                 | 93%                                   | 92%                                   |
| 4. Education and explanation of plan provided in a way that I can understand                      | 93%                                | 95%                                 | 94%                                   | 93%                                   |
| 5. The follow-up, coordination, and continuity of my care                                         | 93%                                | 95%                                 | 93%                                   | 93%                                   |
| 6. The staff addressing my medical needs today                                                    | 93%                                | 95%                                 | 94%                                   | 93%                                   |
| 7. The time spent waiting                                                                         | 88%                                | 92%                                 | 90%                                   | 90%                                   |
| 8. The respectfulness of staff                                                                    | 93%                                | 95%                                 | 94%                                   | 93%                                   |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner               | 92%                                | 94%                                 | 92%                                   | 92%                                   |
| 10. The handling of my personal medical information in a private and confidential                 | 93%                                | 95%                                 | 94%                                   | 93%                                   |
| 11. Your medical assistant                                                                        | 94%                                | 95%                                 | 94%                                   | 94%                                   |
| 12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist) | 94%                                | 95%                                 | 94%                                   | 94%                                   |
| 13. Overall, how satisfied are you with the Health Center?                                        | 93%                                | 95%                                 | 94%                                   | 93%                                   |

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

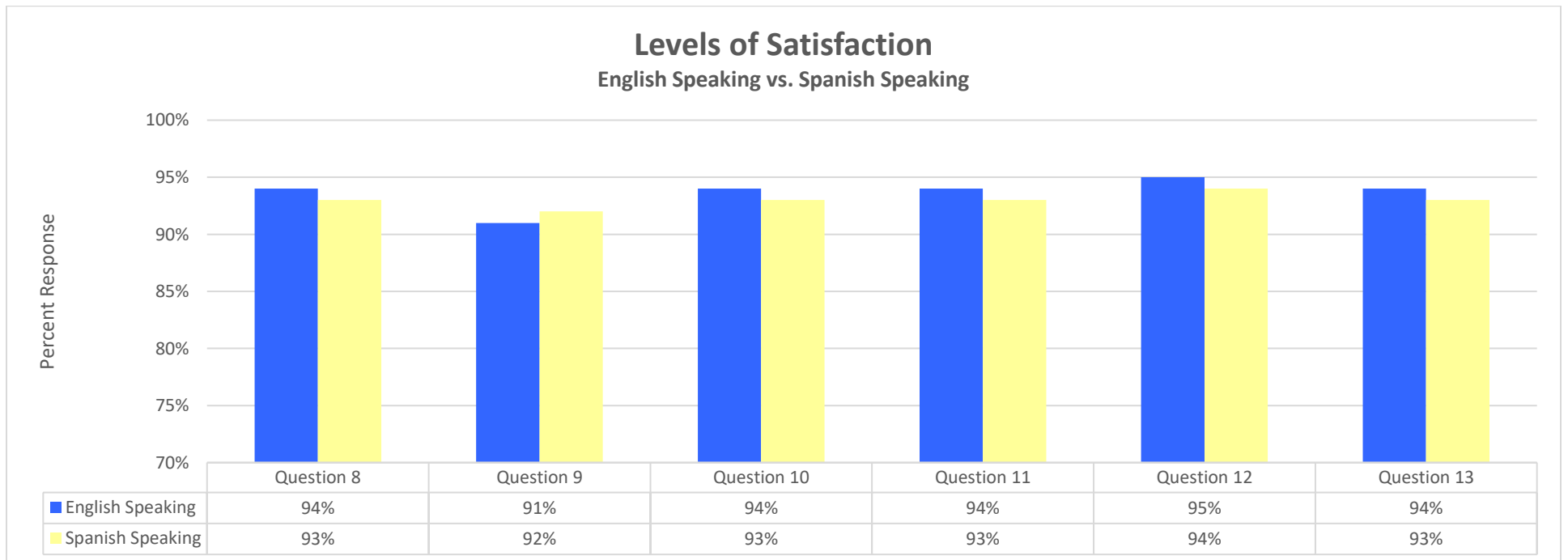
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



| Survey Questions                                                             | (5)<br>Very Satisfied |            | (4)<br>Satisfied |           | (3)<br>Neutral |          | (2)<br>Dissatisfied |         | (1)<br>Very Dissatisfied |          |
|------------------------------------------------------------------------------|-----------------------|------------|------------------|-----------|----------------|----------|---------------------|---------|--------------------------|----------|
|                                                                              | English               | Spanish    | English          | Spanish   | English        | Spanish  | English             | Spanish | English                  | Spanish  |
| 1. The phone operator staff and call center                                  | 214<br>70%            | 287<br>71% | 72<br>24%        | 89<br>22% | 15<br>5%       | 18<br>5% | 0                   | 1<br>1% | 3<br>1%                  | 9<br>2%  |
| 2. The reception staff                                                       | 218<br>71%            | 290<br>72% | 71<br>23%        | 89<br>22% | 15<br>5%       | 12<br>3% | 1<br>1%             | 1<br>1% | 1<br>1%                  | 13<br>3% |
| 3. Receiving a timely appointment                                            | 212<br>69%            | 288<br>72% | 64<br>21%        | 83<br>21% | 27<br>9%       | 18<br>5% | 3<br>1%             | 3<br>1% | 0                        | 9<br>2%  |
| 4. Education and explanation of plan provided in a way that I can understand | 223<br>73%            | 293<br>72% | 70<br>23%        | 91<br>23% | 11<br>4%       | 10<br>3% | 1<br>1%             | 1<br>1% | 1<br>1%                  | 10<br>3% |
| 5. The follow-up, coordination, and continuity of my care                    | 219<br>72%            | 297<br>73% | 71<br>23%        | 89<br>22% | 14<br>5%       | 9<br>2%  | 1<br>1%             | 4<br>1% | 1<br>1%                  | 7<br>2%  |
| 6. The staff addressing my medical needs today                               | 228<br>75%            | 303<br>75% | 66<br>22%        | 83<br>20% | 10<br>3%       | 7<br>2%  | 1<br>1%             | 4<br>1% | 1<br>1%                  | 9<br>2%  |
| 7. The time spent waiting                                                    | 192<br>63%            | 254<br>63% | 65<br>21%        | 98<br>24% | 39<br>13%      | 30<br>7% | 8<br>3%             | 4<br>1% | 2<br>1%                  | 17<br>4% |



| Survey Questions                                                                  | (5)<br>Very Satisfied |            | (4)<br>Satisfied |           | (3)<br>Neutral |          | (2)<br>Dissatisfied |         | (1)<br>Very Dissatisfied |          |
|-----------------------------------------------------------------------------------|-----------------------|------------|------------------|-----------|----------------|----------|---------------------|---------|--------------------------|----------|
|                                                                                   | English               | Spanish    | English          | Spanish   | English        | Spanish  | English             | Spanish | English                  | Spanish  |
| 8. The respectfulness of staff                                                    | 227<br>75%            | 293<br>73% | 63<br>21%        | 91<br>23% | 12<br>4%       | 5<br>1%  | 1<br>1%             | 1<br>1% | 1<br>1%                  | 11<br>3% |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 205<br>68%            | 279<br>71% | 66<br>22%        | 88<br>22% | 29<br>10%      | 15<br>4% | 1<br>1%             | 3<br>1% | 2<br>1%                  | 8<br>2%  |
| 10. The handling of personal medical info in a private and confidential manner    | 224<br>74%            | 290<br>72% | 69<br>23%        | 96<br>24% | 9<br>3%        | 7<br>2%  | 10<br>1%            | 3<br>1% | 0                        | 6<br>2%  |
| 11. Your medical assistant                                                        | 237<br>78%            | 303<br>75% | 56<br>18%        | 80<br>20% | 10<br>3%       | 10<br>3% | 10<br>1%            | 3<br>1% | 2<br>1%                  | 7<br>2%  |
| 12. Your health provider (MD/DO, NP, Midwife, or PA)                              | 236<br>77%            | 304<br>77% | 57<br>19%        | 76<br>19% | 12<br>4%       | 7<br>2%  | 0                   | 1<br>1% | 0                        | 9<br>2%  |
| 13. Overall, how satisfied are you with the Health Center?                        | 229<br>75%            | 295<br>75% | 63<br>21%        | 79<br>20% | 11<br>4%       | 11<br>3% | 1<br>1%             | 1<br>1% | 1<br>1%                  | 10<br>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: 69

N/A: 45

YES: 3

#### **Comments:**

1. "Have left a message in the past, went well."
2. "Very good."
3. "Called and everything worked out."
4. "Yes, excellent response time."
5. "Yes, and it was returned timely."

#### **Spanish**

NO: 73

N/A: 6

YES: 1

#### **Comments:**

1. "Never received an answer." "Nunca recibí respuesta."
2. "Yes, they responded the same day, very satisfied with the service." "Sí, respondieron el mismo día muy satisfecha con el servicio."
3. "I received the call back on time." "Recibí la llamada de regreso en tiempo."

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

#### **English**

1. "Good service, quick service." (Birkey)
2. "The several locations." (Luettke)
3. "Quick and easy." (Hedberg)
4. "Everyone is friendly informative." (Hedrich)
5. "Everything." (6)
6. "Yes, very nice and polite." (Hedberg)
7. "My care manager Elena." (Hedrich)
8. "Communication, phone operators getting in touch with doctors." (Birkey)
9. "Staff communication." (Spencer)
10. "Portal."
11. "Affordable health care." (Hedberg)
12. "Receiving appointments in a timely manner." (Spencer)
13. "The staff very nice." (Hedberg)
14. "Addressing my concerns." (Hedberg)
15. "Provider Melissa is great!" (Reller-Anderson)
16. "Great staff." (Luettke)
17. "Attending our needs." (Luettke)
18. "Always so helpful." (Hedberg)
19. "The staff." (5)
20. "Care."
21. "The attention."
22. "Location and friendly staff." (Hedrich)
23. "Answered my concerns." (Westel)
24. "The service." (Reller-Anderson)
25. "Prompt attention to patients." (Hedrich)
26. "People listening to me."
27. "N/A." (9)
28. "Personal staff."
29. "Everyone is nice." (Patel, A)

#### **Spanish**

1. "To improve my health." "A mejorar mi salud." (Spencer)
2. "To be able to have medical care without having medical insurance." "Poder tener cuidado médico sin tener seguro médico." (Hedrich)
3. "The doctors do respond." "Los doctores sí responden." (Spencer)
4. "To get an appointment quickly or the same day." "A conseguir una cita rápida o para el mismo día." (Luettke)
5. "In everything I need." "En todo lo que necesito." (Luettke)
6. "Medical attention in general." "Atención médica en general." (3)
7. "N/A." N/A." (2)
8. "It is good." "Esta bien."
9. "To maintain my health." "A mantener mi salud." (Herberg)
10. "Staying calm about my health reports." "Mantenerme tranquilo por mis reportes de salud." (Hedrich)
11. "They give you appointments the same day." "Que te dan cita el mismo día." (Luettke)
12. "Economic efficiency." "Eficiencia económica." (Hedberg)
13. "My health." "Mi salud." (2)
14. "Improve my health." "Mejorar mi salud." (Luettke)
15. "Good services." "Buenos servicios." (Reller-Anderson)

30. "Everyone was respectful." (Hopkins)
31. "Love Dan Newbrander."
32. "The way everything is explained in detail."  
(Hedberg)
33. "The staff I deal with is Blasinski."
34. "Service professionalism."
35. "Dr. Morris." (Morris)
36. "Hopkins." (Hopkins)
37. "Quick visits." (Hopkins)
38. "Great availability." (Hedberg)
39. "Appointments." (2)
40. "Everyone is helpful." (Hedberg)
41. "Time." (Westel)
42. "Service." (Hopkins)
43. "Good." (Hopkins)
44. "Get in to see doctor right away." (Dodis)
45. "Knowing what to do after appointments."
46. "Ladies at reception are very helpful."  
(Blasinski)
47. "Close to my house." (Hedberg)
48. "Attention to care." (VanBrunt)
49. "Reminder calls." (Blasinski)
50. "Reception makes it so easy to check in and  
answers all my questions." (Westel)
51. "Always caring and helpful." (Hedberg)
52. "Reception staff is always so nice and  
helpful." (Dodis)
53. "Everyone is excellent." (Westel)
54. "monica." (Herdrich)
55. "Continue seeing same provider and have  
great knowledge and remembering me."  
(Dodis)
56. "Fast scheduling." (Hopkins)
57. "Everyone is very helpful." (Morris)
58. "Really informed me on certain subjects."  
(Herdrich)
59. "The service." (3)
60. "Very understanding and patient." (Herdrich)
61. "Everyone." (Westel)
62. "My doctor and the staff." (Weaver)
63. "Working with me not having insurance."
64. "Able to do labs on site." (Luettke)
65. "Being seen without health insurance."  
(Luettke)
66. "Location." (3)
67. "My concerns were properly addressed."  
(Hopkins)
68. "Weever." (Weaver)
69. "Doctors." (Weaver)
70. "Lab report result." (Newbrander)
71. "I felt heard from Dr. Hopkins." (Hopkins)
72. "The MA was super patient with my child."  
(Westel)
73. "Appt availability." (Westel)
74. "All people felt welcoming." (VanBrunt)
75. "Correct customer service." (Weaver)
16. "The rapid attention and follow up." "La  
atención rápida y el seguimiento." (Reller-  
Anderson)
17. "Close to home." "Cerca a casa." (Westel)
18. "With lab work." "Con exámenes de  
laboratorio." (Reller-Anderson)
19. "They help us with interpreters." "Nos ayudan  
con interpretes." (Herdrich)
20. "Always be kind." "Siempre sean amables."
21. "Accessible prices and good attention."  
"Precios accesibles y Buena atencion." (Reller-  
Anderson)
22. "In everything." "En todo." (3)
23. "For my health because I have thyroid  
disease." "Para mi salud porque padesco de  
tiroides." (Patel, A)
24. "The attention." "La atencion." (2)
25. "They can speak my language." "Hablan mi  
idioma." (Newbrander)
26. "They refer to specialist." "Referidos a  
especialistas." (Hedberg)
27. "The cost of the consults." "El costo de las  
consultas." (Hedberg)
28. "Your professionalism." "Su profesionalismo."
29. "Cost and attention." "Costo y atencion."
30. "Medications." "Medicamentos."
31. "Professionalism and punctuality."  
"Profesionalismo y puntualidad." (Castro)
32. "I can make an appointment not too late."  
"Puedo agendar una cita no muy tarde."  
(Hedberg)
33. "Same day appointments." "Citas el mismo  
dia." (2)
34. "They always have appointments available."  
"Siempre tienen citas disponibles." (Westel)
35. "They are kind and fast." "Son amables y  
rapidos." (Westel)
36. "Good attention." "Buena atencion."  
(Herdrich)
37. "It is low cost." "Es bajo costo."
38. "Good service." "Buen servicio." (2)
39. "I don't have insurance and I pay a low cost."  
"Yo no tengo aseguranza y pago bajo costo."
40. "They speak Spanish." "Hablan espanol."
41. "They help me with my medical procedures."  
"Me ayuda con los procedimientos medicos."
42. "Close to home and good prices." "Cerca a  
casa y buenos precios."
43. "Same day appointments." "Citas el mismo  
dia."
44. "They are more efficient." "Que son mas  
eficientes."
45. "The attention that the doctors and workers  
give." "La atencion que los doctores y  
trabajadores dan." (Westel)
46. "My health." "Mi salud."

76. "The professional help and experience." (Newbrander)
77. "They are very helpful and understanding." (Westel)
78. "They are courteous and good." (Hopkins)
79. "Timely intervention and adequate medical care." (Newbrander)
80. "Being kind." (Newbrander)
81. "Friendly assistants." (Morris)
82. "Different service." (Morris)
47. "Location." "Ubicacion."
48. "Speaking economically, it helps a lot and the service is good." "Economicament hablando, ayuda bastante y el servicio es bueno."
49. "All the information they provide." "Todo la informacion que te dan." (Castro)
50. "They stay on top of all of my needs." "Estan pendientes en todas mis necesidades." (Luettkke)
51. "For people without medical insurance." "Para personas sin seguro medico."
52. "Reasonable prices, excellent personnel, doctors are very efficient." "Precios rasonables, personal excelente y doctores muy eficientes." (Westel)

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

#### **English**

1. "N/A." (29)
2. "I don't know." (3)
3. "Prioritize need." (Westel)
4. "None needed." (Birkey)
5. "Keep on trucking." (Hedrich)
6. "Nothing I know of." (Birkey)
7. "Exceptional."
8. "The medical assistants can be less rude and more respectful." (Hedberg)
9. "Nothing." (2)
10. "All is well."
11. "To be called in takes sometimes long and checking out takes longer."
12. "By not making us come 15 minutes early and then still have to wait 20-30 minutes to be called and then wait 20+ minutes for the provider unnecessary."
13. "None."
14. "Staff."
15. "No answers."
16. "Wait time." (2)
17. "More movie variety." (Reller-Anderson)
18. "Doing well." (2)
19. "Better time management." (VanBrunt)
20. "Be able to make an appointment online and be able to keep same doctor." (Hedberg)
21. "It is perfect." (Hedrich)
22. "Bring a HIV doctor to McHenry I hate driving to Elgin." (Hedrich)
23. "If it aint broke don't fix it." (Blasinski)
24. "It is fine." (Hedrich)
25. "Timely manner." (Westel)
26. "Nothing everything is good." (Hedberg)
27. "More doctors like Keith Hopkins." (Hopkins)
28. "Your perfect!"
29. "Nothing, everything's great!" (Hedrich)

#### **Spanish**

1. "Be kind." "Ser amables." (2)
2. "Everything is good." "Todo esta bien." (18)
3. "Maybe smile more." "Tal vez sonriendo mas." (Reller-Anderson)
4. "No comment." "No comentario." (Luettkke)
5. "Continue like until now." "Continue como hasta ahora." (Westel)
6. "Be more accesible at the time of our arrival." "Ser mas accesibles a la hora de llegar." (Westel)
7. "Continue with the good service." "Continue con el buen servicio." (Hedberg)
8. "N/A." "N/A." (5)
9. "During the day they never answer the phone." "Durante el día nunca contestan las llamadas." (Spencer)
10. "Excellent service nothing to improve." "Excelente servicio nada por mejorar." (Hedrich)
11. "Don't make us wait too long in the exam room." "No hacernos esperar tanto tiempo en el cuarto." (Hedberg)
12. "Everything is good in general." "Por ahora todo esta bien en general." (Newbrander)
13. "Everything is perfect." "Todo esta perfecto."
14. "Less wait time in the room waititng for the doctor." "Menos tiempo de espera en el cuarto esperando al doctor." (Castro)
15. "Be kind with people." "Ser amables con la gente." (VanBrunt)
16. "Nothing." "Nada." (2)
17. "To me it is perfect." "Para mi es perfecto." (2)
18. "The referrals get sent too late and sometimes I have to look for another place."

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>30. "Great service always but there is room for improvement." (Hedberg)</p> <p>31. "Not having so many lines." (Newbrander)</p> <p>32. "Nothing so far." (Morris)</p> <p>33. "Improve on the exiting system. There is always room for improvement." (Newbrander)</p> <p>34. "When there is no show or lateness, show mercy." (Hopkins)</p> <p>35. "Instruct on blood pressure cuffs not being on an elbow." (Westel)</p> <p>36. "Shorter wait time." (Westel)</p> <p>37. "Satisfied." (Newbrander)</p> <p>38. "Faster service." (Luettke)</p> <p>39. "Not sure."</p> <p>40. "Less time waiting." (VanBrunt)</p> <p>41. "Young people over the phone have no clue what they are doing."</p> | <p>"Los referidos los mandan muy tarde y aveces tengo que buscar otro lugar."</p> <p>19. "Improve the wait time during the visit." "Mejorar la espera durante la cita."</p> <p>20. "Give test lab results over the phone." "Dar los resultados de análisis por teléfono." (Westel)</p> <p>21. "Do promotions in social media." "Haciendo promociones en redes sociales." (Hedberg)</p> <p>22. "Wait time." "Tiempo de espera." (Luettke)</p> <p>23. "No comments." "No comentarios." (Hopkins)</p> <p>24. "Having additional appointments." "Teniendo mas citas disponibles." (Westel)</p> <p>25. "I think it is good service." "Creo que el servicio es bueno." (Hedberg)</p> <p>26. "The wait time is too long." "El tiempo de espera es un poco largo." (Westel)</p> |
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**Question 17: Would you recommend this Health Center to your friends and family? YES or NO**

**English**

- YES: 284
- NO: 3

**Spanish**

- YES: 254
- NO: 1

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

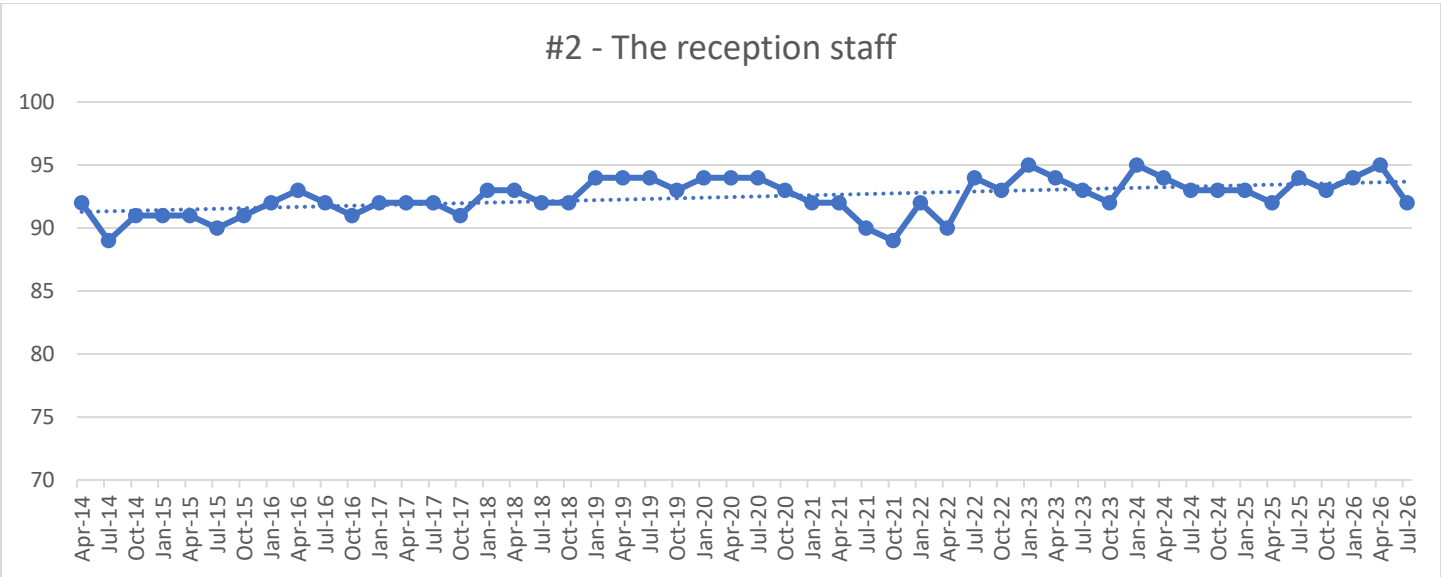
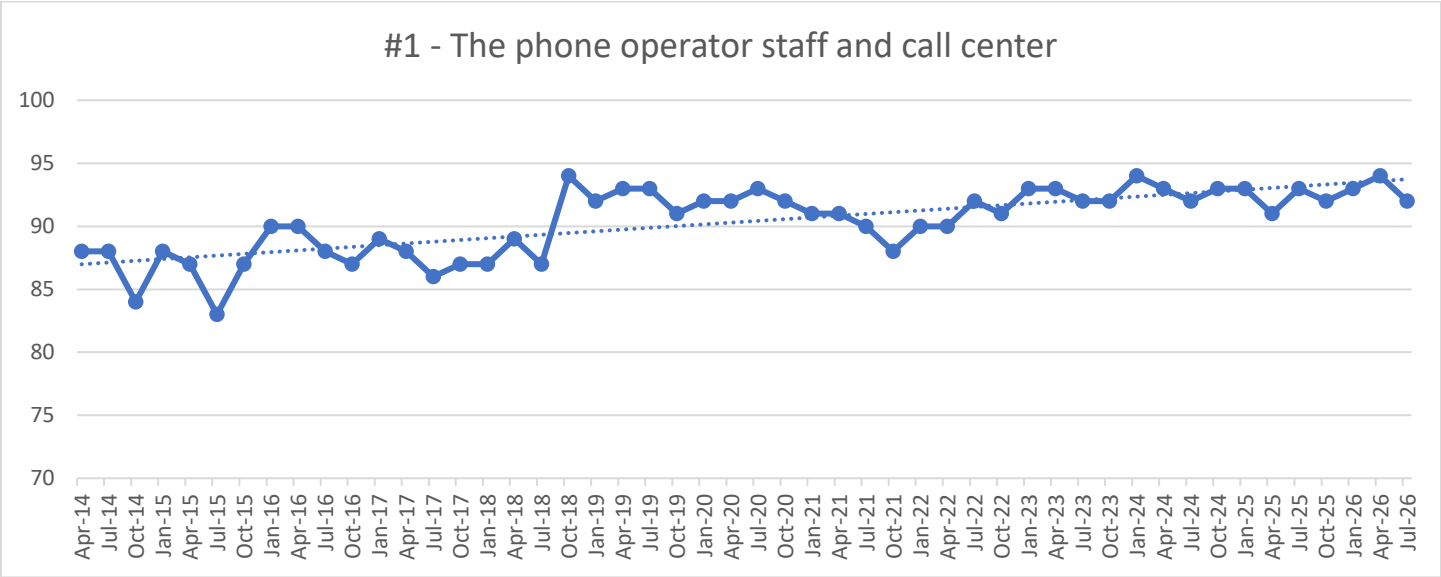
**English**

- Birkey: 9
- Blasinski: 7
- Castro: 10
- Dodis: 8
- Hedberg: 37
- Herdrich: 30
- Hopkins: 31
- Luettke: 14
- Morris: 9
- Newbrander: 48
- Patel, A: 14
- Reller-Anderson: 16
- Spencer: 4
- Van Brunt: 7
- Weaver: 4
- Westel: 21

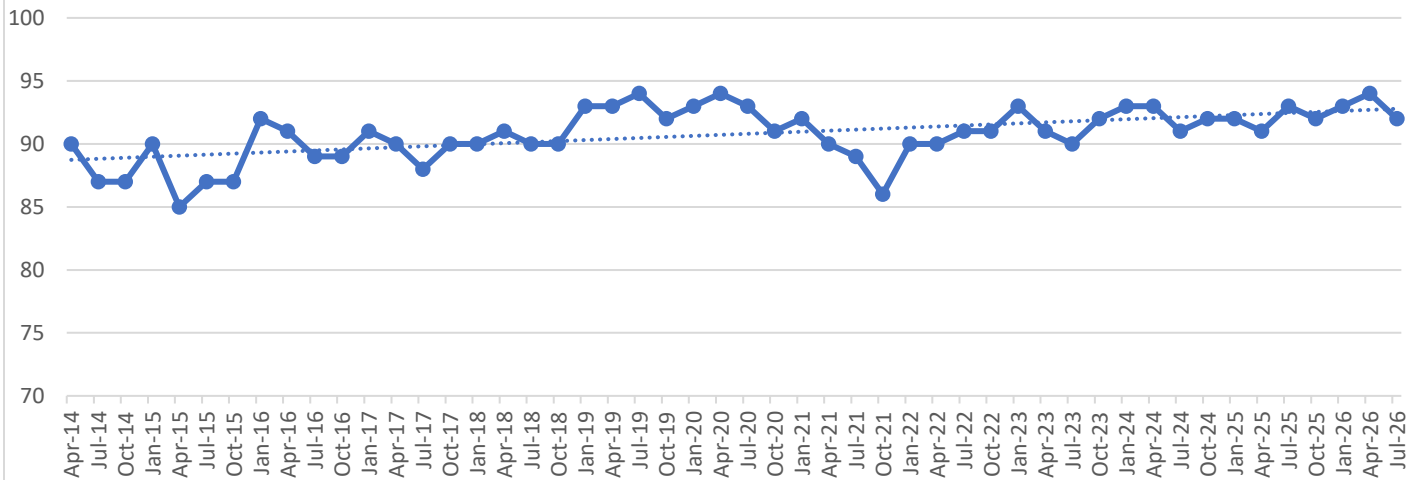
**Spanish**

- Castro: 37
- Dodis: 11
- Hedberg: 65
- Herdrich: 35
- Hopkins: 39
- Luettke: 37
- Morris: 4
- Newbrander: 25
- Patel, A: 30
- Reller-Anderson: 23
- Spencer: 7
- Van Brunt: 17
- Weaver: 5
- Westel: 67

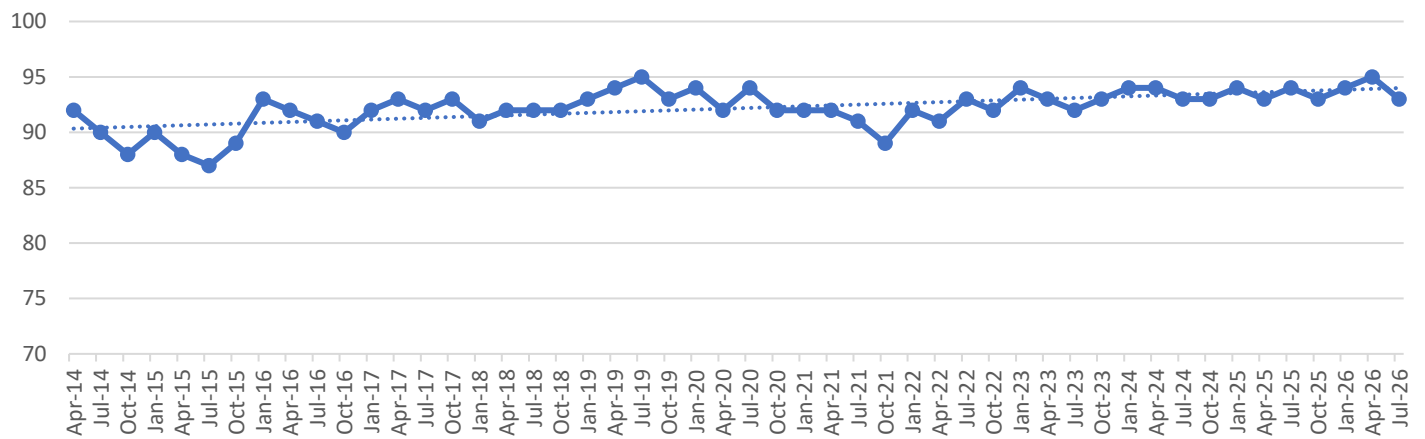
Individual Question Results with Trendlines



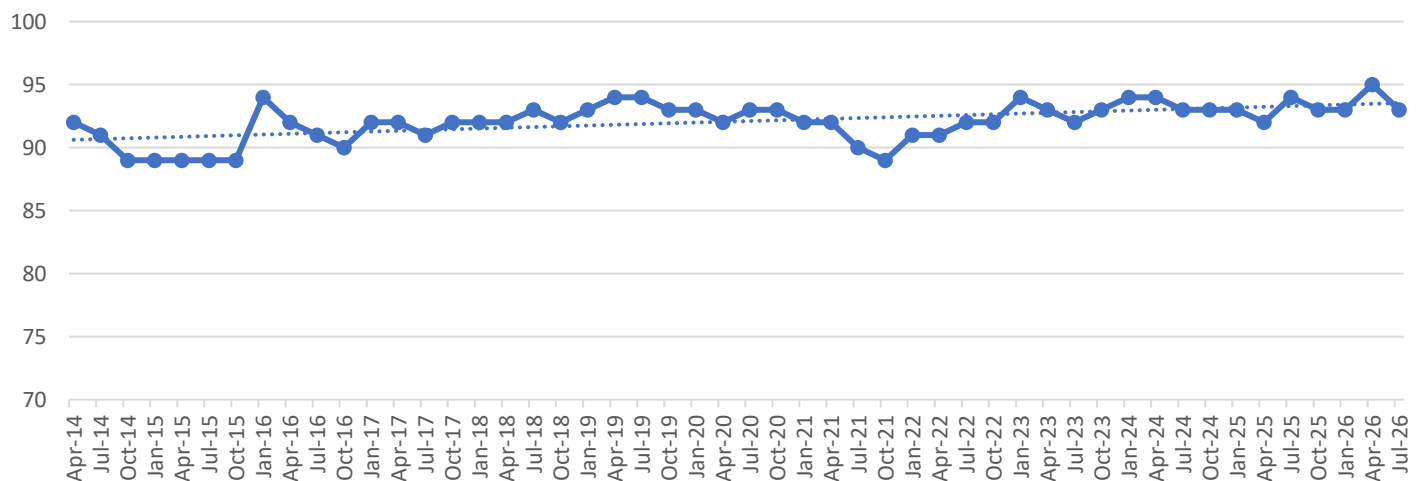
### #3 - Receiving a timely appointment



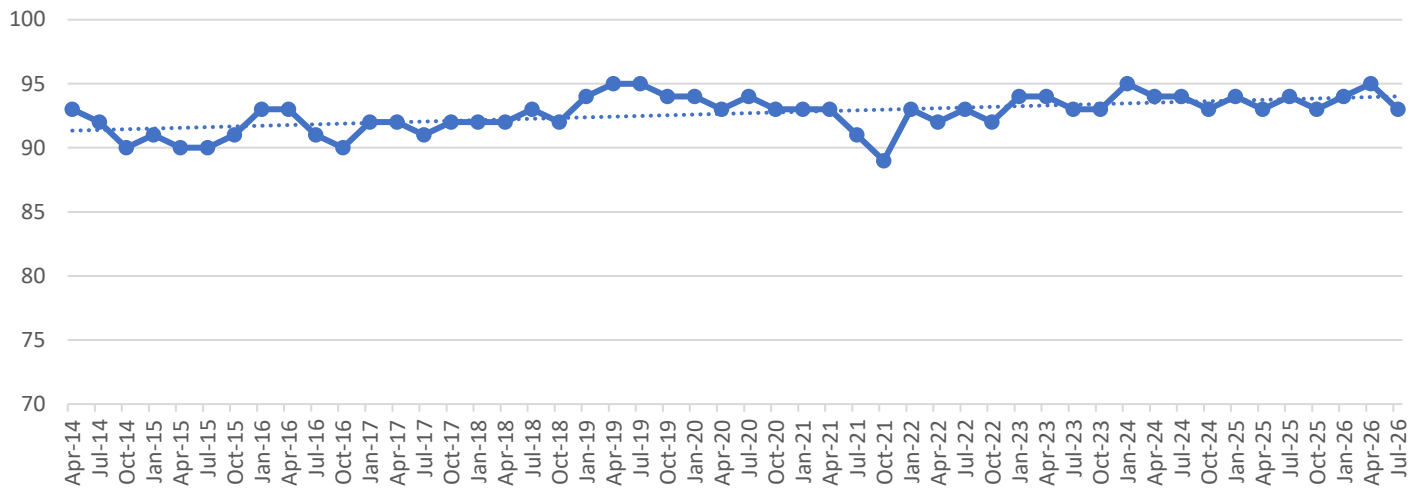
### #4 - Education and explanation of plan provided in a way that I can understand



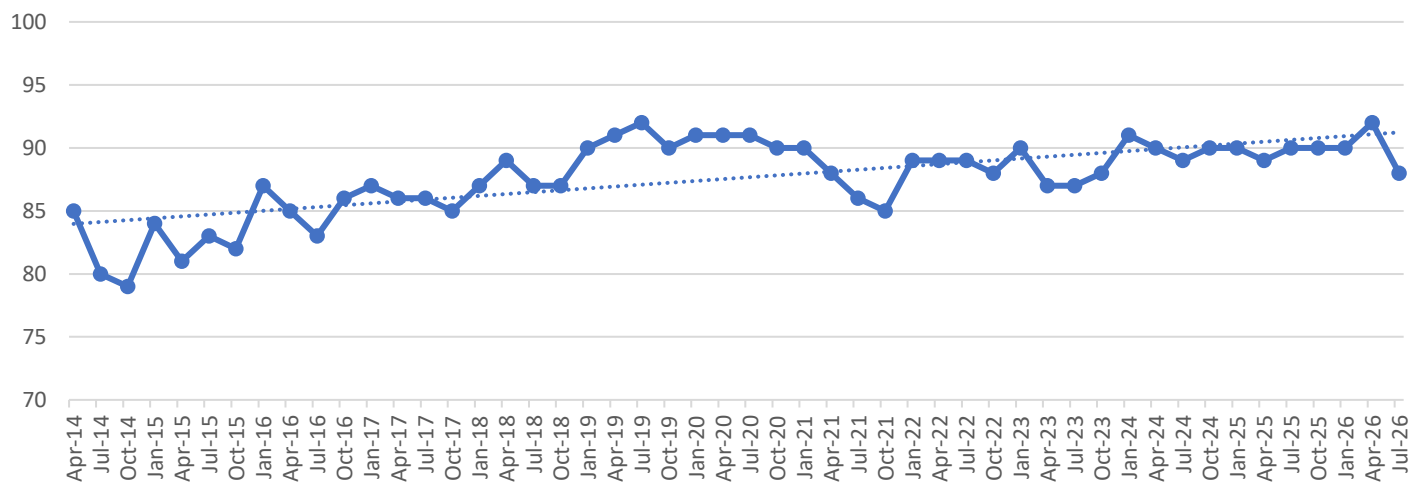
### #5 - The follow-up, coordination, and continuity of my care



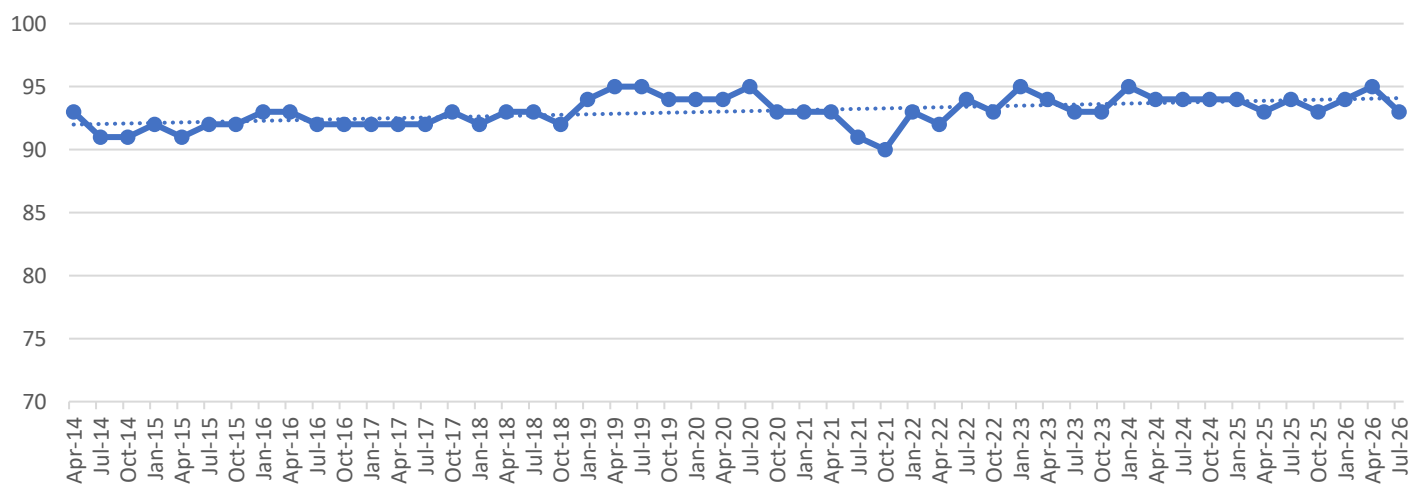
#6 - The staff addressing my medical needs today



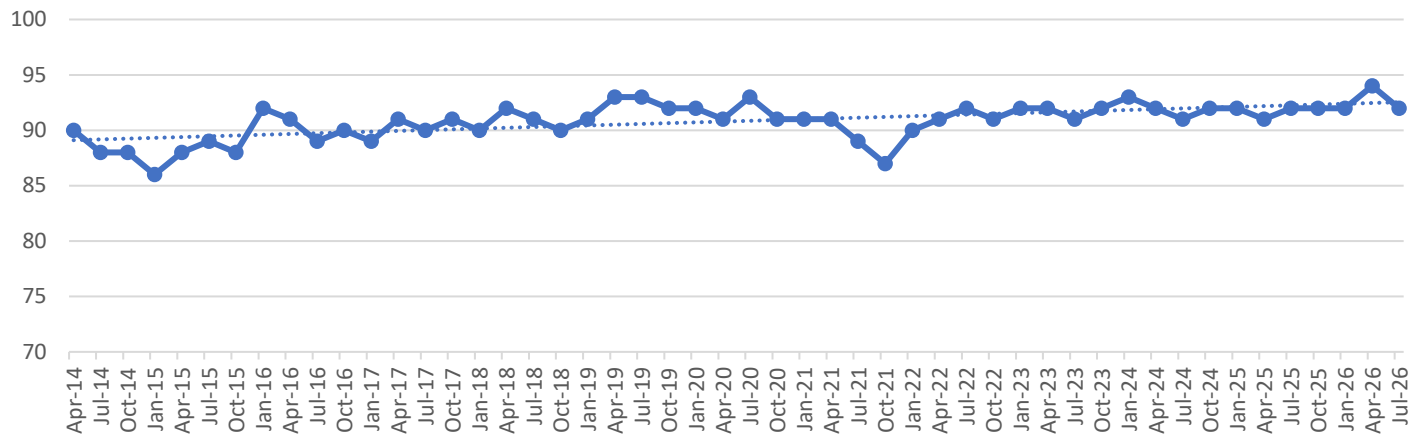
#7 - The time spent waiting



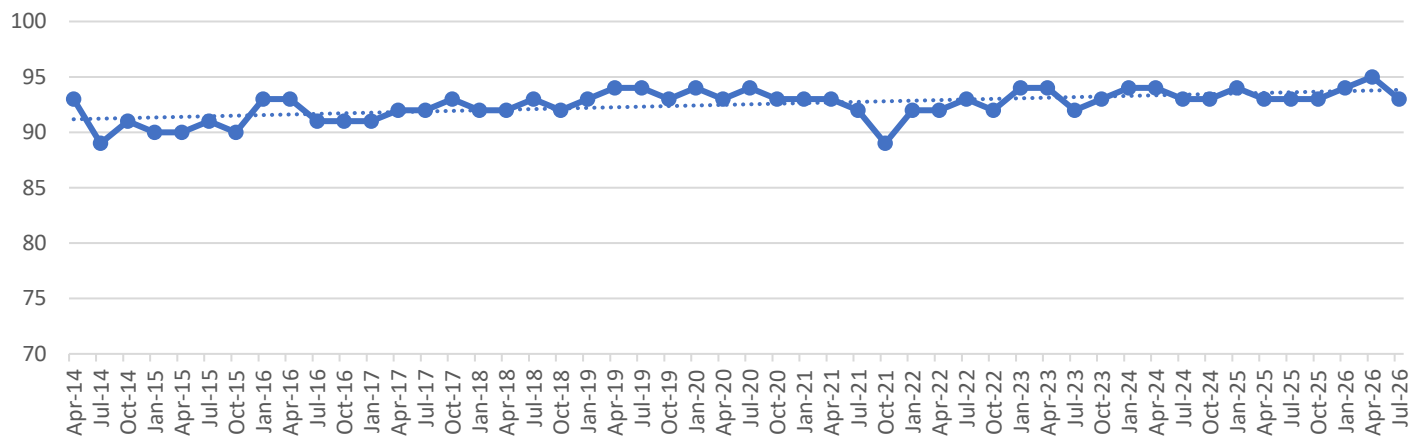
#8 - The respectfulness of staff



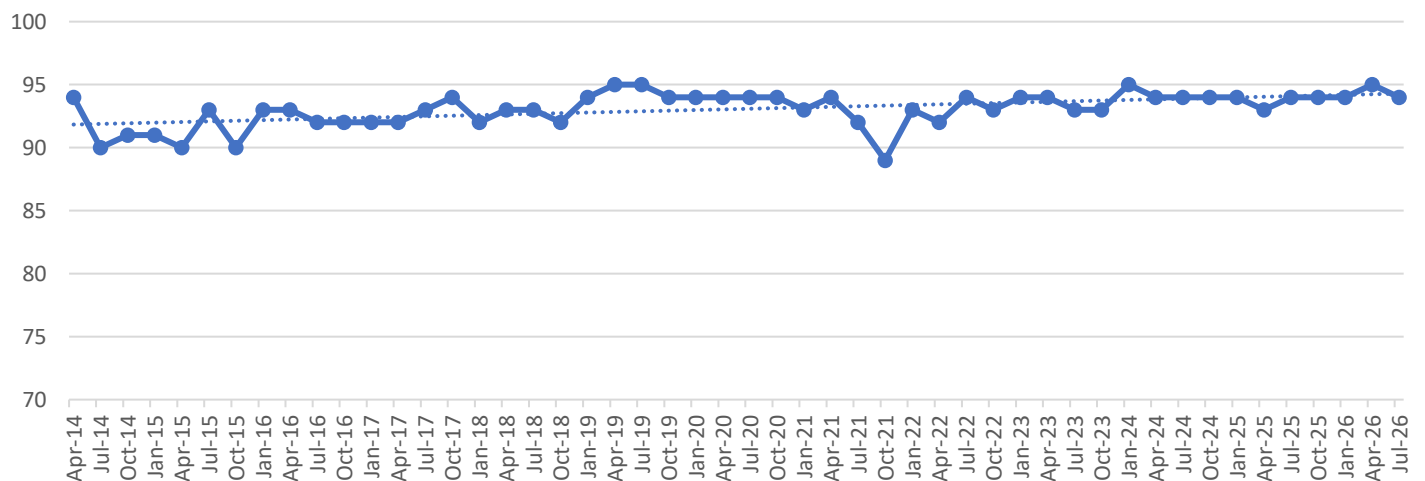
### #9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



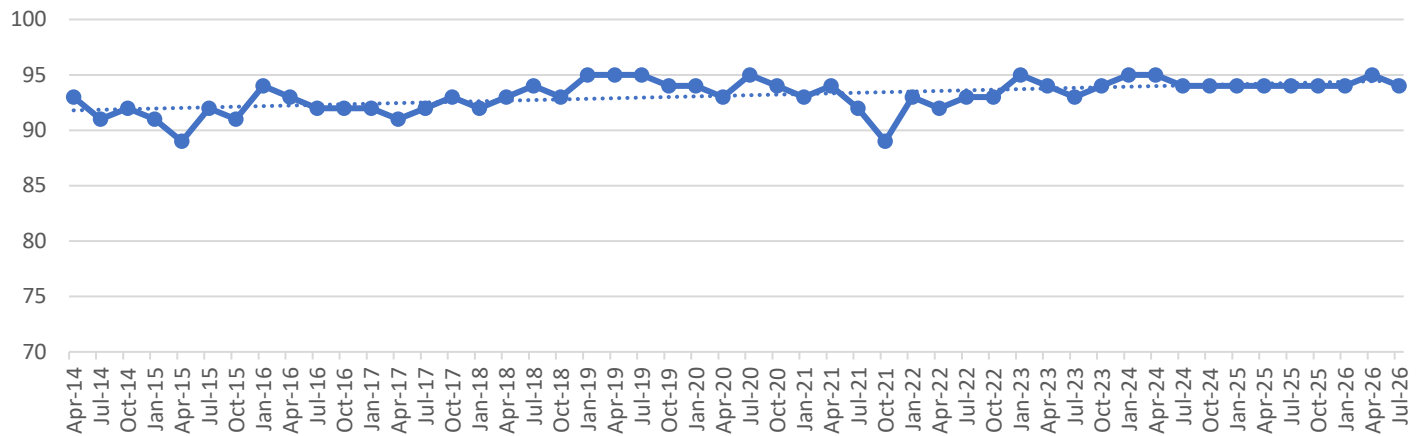
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

