

Patient Satisfaction Survey 3901 Mercy Dr, McHenry 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 89% 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.

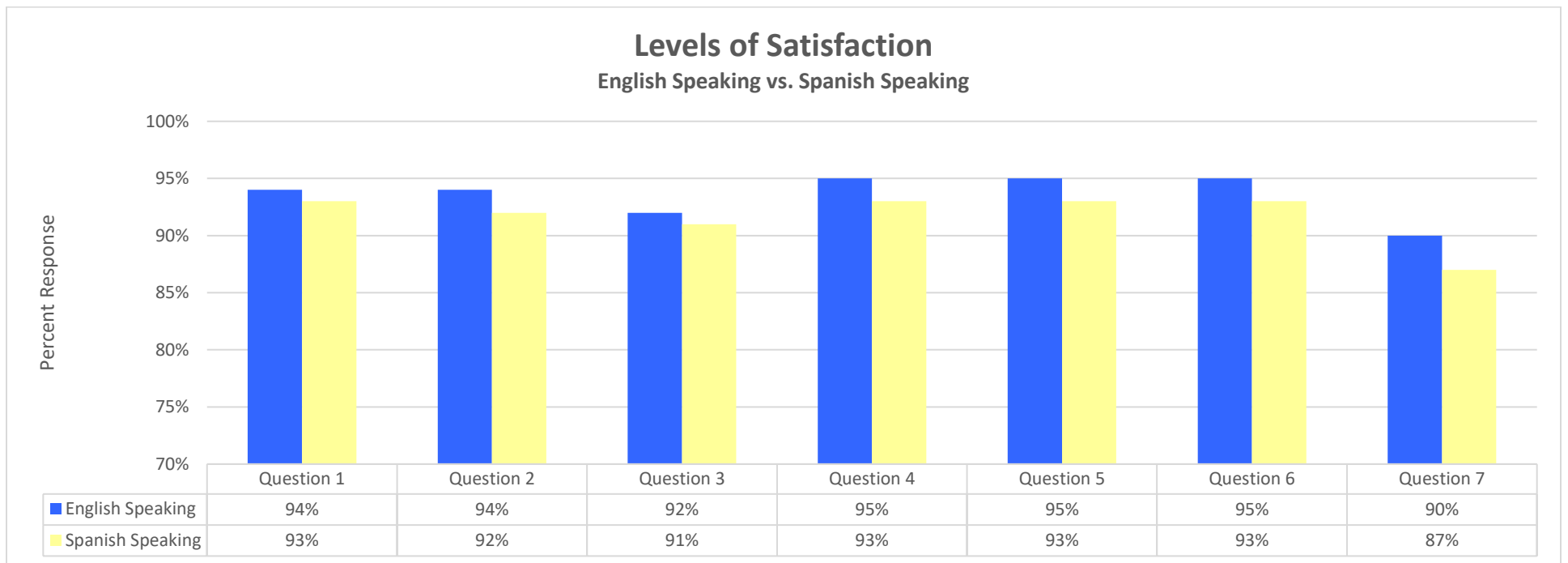
3901 Mercy Dr., McHenry – Survey Questions	Level of Satisfaction July 2026	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025
1. The phone operator staff and call center	93%	93%	94%	94%
2. The reception staff	93%	94%	95%	94%
3. Receiving a timely appointment	92%	93%	94%	93%
4. Education and explanation of plan provided in a way that I can understand	94%	93%	95%	95%
5. The follow-up, coordination, and continuity of my care	94%	93%	95%	95%
6. The staff addressing my medical needs today	94%	94%	96%	95%
7. The time spent waiting	89%	90%	91%	92%
8. The respectfulness of staff	94%	94%	95%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	92%	93%	93%
10. The handling of my personal medical information in a private and confidential	94%	93%	95%	95%
11. Your medical assistant	95%	94%	96%	95%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	95%	95%	96%	96%
13. Overall, how satisfied are you with the Health Center?	94%	94%	96%	95%

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%

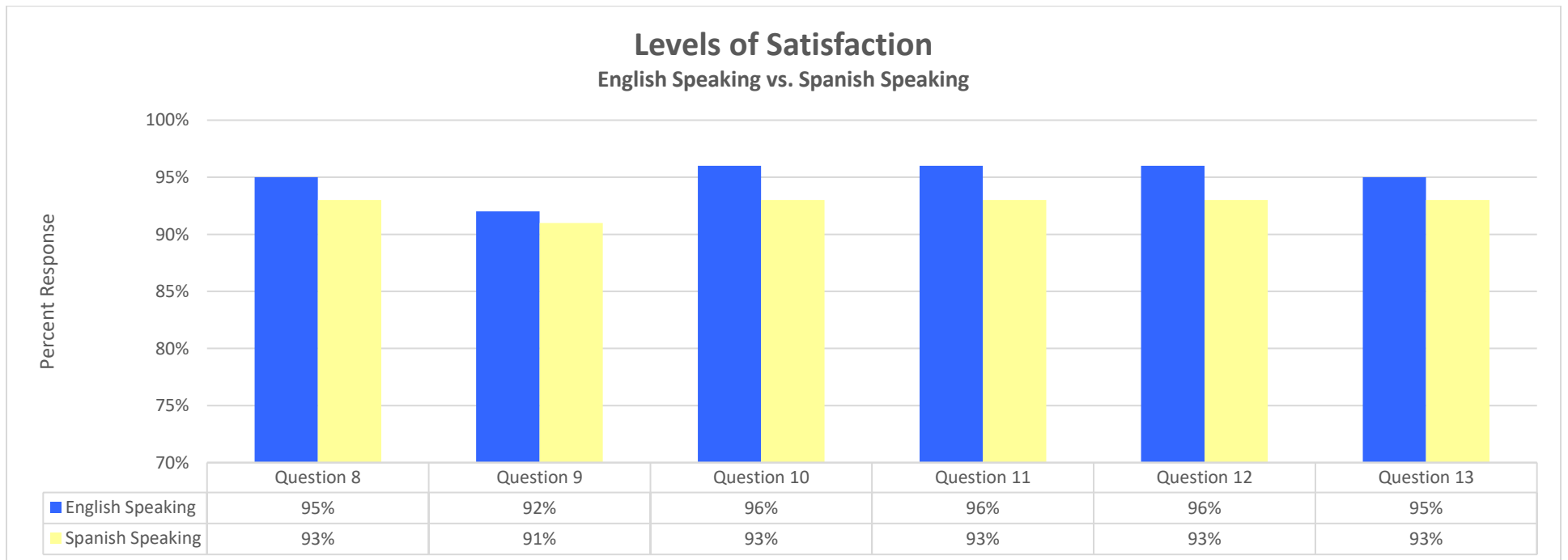
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



Survey Questions	(5) 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	186 76%	163 77%	44 18%	35 16%	14 6%	8 4%	0	1 1%	2 1%	6 3%
2. The reception staff	187 76%	162 76%	49 20%	34 16%	9 4%	7 3%	0	3 1%	1 1%	7 3%
3. Receiving a timely appointment	178 73%	148 70%	46 19%	47 22%	14 6%	7 3%	6 2%	5 2%	1 1%	4 2%
4. Education and explanation of plan provided in a way that I can understand	196 80%	158 75%	38 16%	41 19%	9 4%	6 3%	0	2 1%	1 1%	5 2%
5. The follow-up, coordination, and continuity of my care	197 81%	157 74%	37 15%	44 21%	8 3%	4 2%	1 1%	2 1%	1 1%	4 2%
6. The staff addressing my medical needs today	194 80%	158 75%	43 18%	41 20%	5 2%	4 2%	0	2 1%	2 1%	5 2%
7. The time spent waiting	165 68%	131 62%	48 20%	45 21%	22 9%	19 9%	3 1%	10 5%	4 2%	6 3%



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	193 79%	156 74%	42 17%	42 20%	7 3%	4 2%	0	3 1%	1 1%	5 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	172 74%	138 68%	37 16%	49 24%	21 9%	9 4%	1 1%	4 2%	2 1%	3 2%
10. The handling of personal medical info in a private and confidential manner	194 81%	152 73%	43 18%	46 22%	3 1%	3 1%	0	2 1%	1 1%	5 2%
11. Your medical assistant	200 82%	158 76%	37 15%	40 19%	4 2%	3 1%	1 1%	2 1%	1 1%	5 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	203 84%	159 76%	34 14%	41 20%	5 2%	1 1%	0	2 1%	1 1%	5 2%
13. Overall, how satisfied are you with the Health Center?	194 81%	154 74%	38 16%	40 19%	8 3%	6 3%	0	2 1%	1 1%	5 2%



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: 97

N/A: 32

YES: 3

Comments:

1. "Overall, I am satisfied with the service here."
2. "Yes they followed up delivered message to provider in a timely manner." (Origer)
3. "They timely sent my medicine to the pharmacy."
4. "Yes, call was returned within 24 hours."
5. "Very friendly & quick response."

Spanish

NO: 41

N/A: 4

YES: 1

Comments:

1. "Yes, never got a call back for a referral." "Si, nunca recibí una llamada para el referido."

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

English

1. "Mostly communication." (Nambo)
2. "Appointment reminders."
3. "The behavioral health services." (Weaver)
4. "Some of the receptionist are wonderful. They go out of their way to help. Some on the other hand act somewhat annoyed when asking questions." (Keclik)
5. "Access to health care and appointment availability." (Ali)
6. "Love staff member very helpful concern about your health." (Origer)
7. "Everything." (Nambo)
8. "Good."
9. "Wonderful staff."
10. "The staff." (5)
11. "The caring staff and knowledgeable doctors." (Origer)
12. "How helpful everyone is." (Aphaivong)
13. "Clear review of medical info." (Ali)
14. "Appt availability." (Chang)
15. "How smoothly appointment go." (Nambo)
16. "The doctor I got today was the best." (Chang)
17. "Fast appointments." (Aphaivong)
18. "Everyone here is great."
19. "Drs are very helpful." (Keclik)
20. "People here." (Origer)
21. "Friendly staff." (3)
22. "N/A." (13)
23. "Staff & dr. Ali are great." (Ali)
24. "They value my time. No waiting."
25. "Quick visit very pleasant." (Ali)
26. "Great staff and doctors."

Spanish

1. "Close to my house." "Cerca a mi casa." (Nambo)
2. "Staff in general." "Personal en general." (Origer)
3. "In everything." "En todo." (6)
4. "Community." "Comunidad." (Ali)
5. "I like that they answer any question I have." "Me gusta que me resuelven cualquier pregunta." (Keclik)
6. "They treat you good." "Te atienden bien." (Nambo)
7. "The interpreters help." "Las interpretes ayudan." (Beall)
8. "I am satisfied with the service." "Estoy satisfecha con el servicio." (Keclik)
9. "The health and information." "La salud y la información." (Nambo)
10. "I get appointments when I need them." "Tengo citas cuando las necesito." (Origer)
11. "Everyone is very kind." "Todos son muy amables." (Keclik)
12. "The Psychiatrist is good." "La psiquiatra es buena." (Azarela)
13. "Explanation regarding nutrition." "Explicación sobre alimentación." (Nambo)
14. "All about my health." "Todo sobre mi salud." (Ali)
15. "With my follow up with my doctor." "Con mi seguimiento con mi doctora." (Keclik)
16. "The ladies are very efficient." "Las muchachas son muy eficientes." (Ali)
17. "It is a very good health center." "Es un buen centro de salud." (Azarela)

27. "Convenience."
28. "Appointment speed." (Aphaivong)
29. "The time the provider took to explain my health plan."
30. "Their flexibility and service."
31. "It is close to home." (Keclik)
32. "The reminder appointments."
33. "All the staff has been super helpful."
34. "It is excellent."
35. "Sliding pay scale." (Talwar)
36. "Overall happy."
37. "Scheduling." (Talwar)
38. "How quickly I get taken care of and that my doctor cares."
39. "Staff and services." (Chang)
40. "Many locations." (Aphaivong)
41. "How easy & fast to make appointments." (Chang)
42. "Service and staff are great." (Aphaivong)
43. "I love Dr. Talwar." (Talwar)
44. "Good communication & flexibility." (Talwar)
45. "The simply of getting seen." (Chang)
46. "Very good explanations." (Origer)
47. "They always see us any time we need in a timely fashion." (Aphaivong)
48. "The reminder call."
49. "Everyone is kind and make sure they help with one's concerns." (Weaver)
50. "They look for the perfect time for your appt according to you." (Origer)
51. "The attitude & helpfulness of everyone working here." (Keclik)
52. "Many providers to choose from." (Chang)
53. "How kind & helpful everyone is." (Ali)
54. "All-inclusive healthcare."
55. "Being helpful."
56. "Dr. Talwar takes best care of me." (Talwar)
57. "How quickly they return my phone call and set up appointment and my appointment are very well provided." (Aphaivong)
58. "Flexible." (Hering)
59. "Very helpful."
60. "The patient portal."
61. "Care for low-income family."
62. "The way the staff is so friendly."
63. "Being able to get a health checkup even without insurance."
64. "Always professional & friendly never a long wait for appt." (Aphaivong)
65. "Fast appts."
66. "Close to home."
67. "My psychiatrist." (Talwar)
68. "Quick check in."
69. "No comment." (Azarela)
70. "Flexible and reliable." (Talwar)
18. "We do not have insurance and they help us with our medical care." "Que no tenemos aseguranza y nos ayudan con nuestro cuidado medico." (Chang)
19. "Your sevices." "Sus servicios." (Beall)
20. "All the personnel." "Todo el personal."
21. "The appointment reminders." "Los mensajes para recordar las citas." (Origer)
22. "The accessibility, the preference to the patient." "La accesibilidad y preferencia al paciente."
23. "The doctors." "Los doctores."
24. "Appointment reminders." "Recordatorios de citas." (Ali)
25. "How the personal treats us." "Como nos trata el personal."
26. "Good explanation." "Buena explicación." (Ali)
27. "Feel safe and that my health is important." "Sentirme segura y que mi salud le importa."
28. "Don't make us wait too long." "No hacernos esperar tanto." (Aphaivong)
29. "All the personnel is good specially Alejandro." "Todo el personal es bueno especialmente Alejandro." (Nambo)
30. "My doctor is very kind and attentive." "Mi doctora es amable y atenta."
31. "They have good service." "Hay buen servicio."
32. "Attention for my kids." "Atención para mis niños."
33. "The lab work." "Los análisis."
34. "Cost." "Costo."
35. "They explain good." "Te explican bien."
36. "It is an accessible health center for the community." "Es una clínica muy accesible para la comunidad."
37. "My families health." "La salud de mi familia." (Keclik)
38. "The telephone assistance." "La asistencia en el teléfono."
39. "I like that I always find same day appointments." "Me gusta que siempre encuentre citas el mismo día."
40. "They are very kind." "Son muy amables." (Origer)
41. "When I am sick they treat me fast." "Que cuando me enfermo me atienden rápido."

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

1. "N/A." (30)
2. "No comment." (2)
3. "Nothing." (12)
4. "None needed." (Ali)
5. "Sooner appointments." (Origer)
6. "I happy with things."
7. "Easier access to portal (an app)" (Chang)
8. "Stay amazing." (Origer)
9. "Good already." (2)
10. "Can't find anything." (Origer)
11. "Having someone get back to you about questions in a timely manner."
12. "Book a little less people and the same time."
13. "Stop asking to come in 15 min before the appointment." (Chang)
14. "More respectful towards patients mistakes." (Talwar)
15. "You guys should give out cute stickers." (Talwar)
16. "Not sure." (2)
17. "Keep up the great staff and doctors." (Talwar)
18. "Less TV would be great or area with none."
19. "All is good." (Keclik)
20. "Doing great."
21. "You can't, the staff and doctors are all GREAT."
22. "Don't change."
23. "Keep on keeping on." (Talwar)
24. "Keep it up, good job." (Chang)
25. "Wait time." (Hering)
26. "Doing great." (Origer)
27. "Better phone people." (Nambo)
28. "Front desk & assistant training – not very warm or friendly." (Keclik)
29. "Very good."
30. "Keep up the good work."

Spanish

1. "Give us at least 10 min to be late because if we arrive 5 min later they will not see us." "Darnos, aunque sea 10 min de tolerancia porque si llegamos 5 minutos tarde no nos atienden." (Origer)
2. "N/A." "N/A." (2)
3. "Everything is good." "Todo está bien." (19)
4. "Lower cost." "Costos más bajos." (Nambo)
5. "Continue the same." "Continue igual." (Azarela)
6. "You do a great job." "Hacen buen trabajo." (Ali)
7. "Improve giving test results faster." "Mejorar dar resultados de exámenes más rápido." (Origer)
8. "No comments." "No comentario." (Nambo)
9. "For now nothing." "Por ahora nada."
10. "Up until now everything is good." "Hasta ahora todo está bien." (Nambo)
11. "You have good service." "Tienen buen servicio."
12. "Everything is good for me." "Todo es excelente para mi."
13. "Less wait time." "Menos tiempo de espera."
14. "Continue the same." "Continua igual."
15. "Referrals take too long sometimes they take longer than a month." "Referidos tomas más de un mes."

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

- YES: 152
- NO: 1

Spanish

- YES: 96
- NO: 0

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

- Ali: 34
- Aphaivong: 39
- Azarela: 10
- Beall: 6
- Blasinski: 5
- Chang: 18
- Hering: 6
- Keclik: 19

Spanish

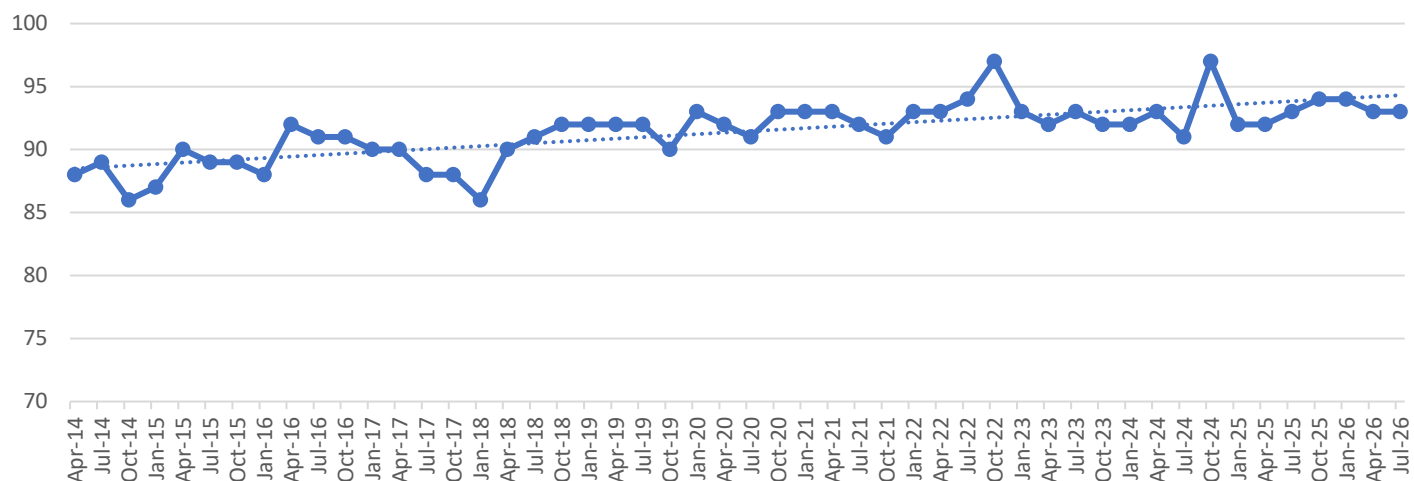
- Ali: 13
- Aphaivong: 17
- Azarela: 4
- Beall: 7
- Chang: 29
- Hering: 4
- Keclik: 42
- Nambo: 29

- Nambo: 19
- Origer: 33
- Talwar: 16
- Weaver: 3

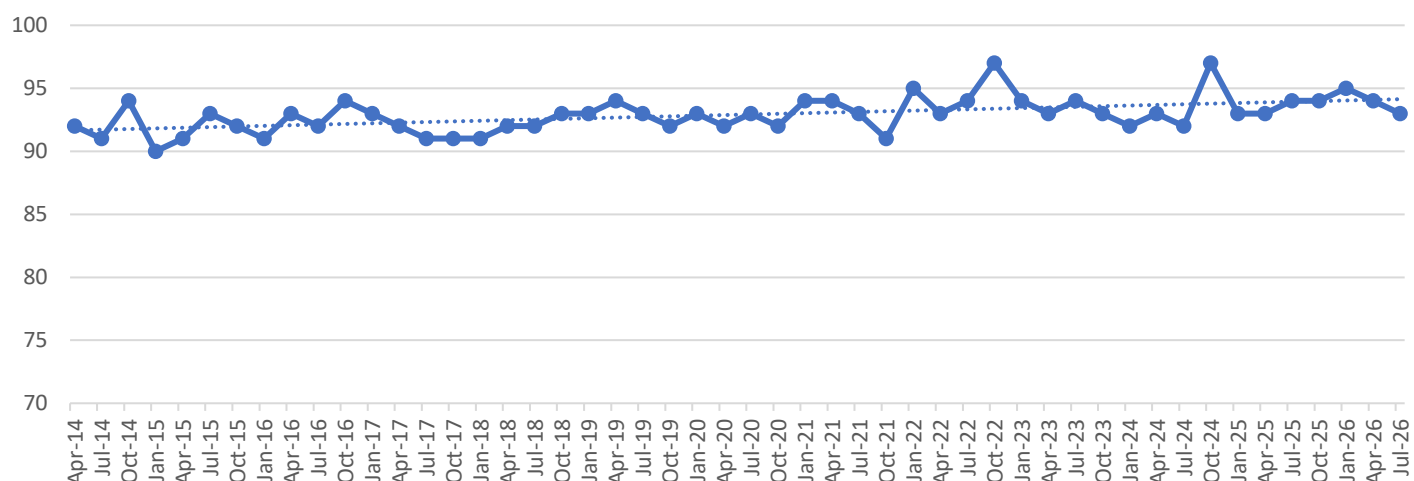
- Origer: 19

Individual Question Results with Trendlines

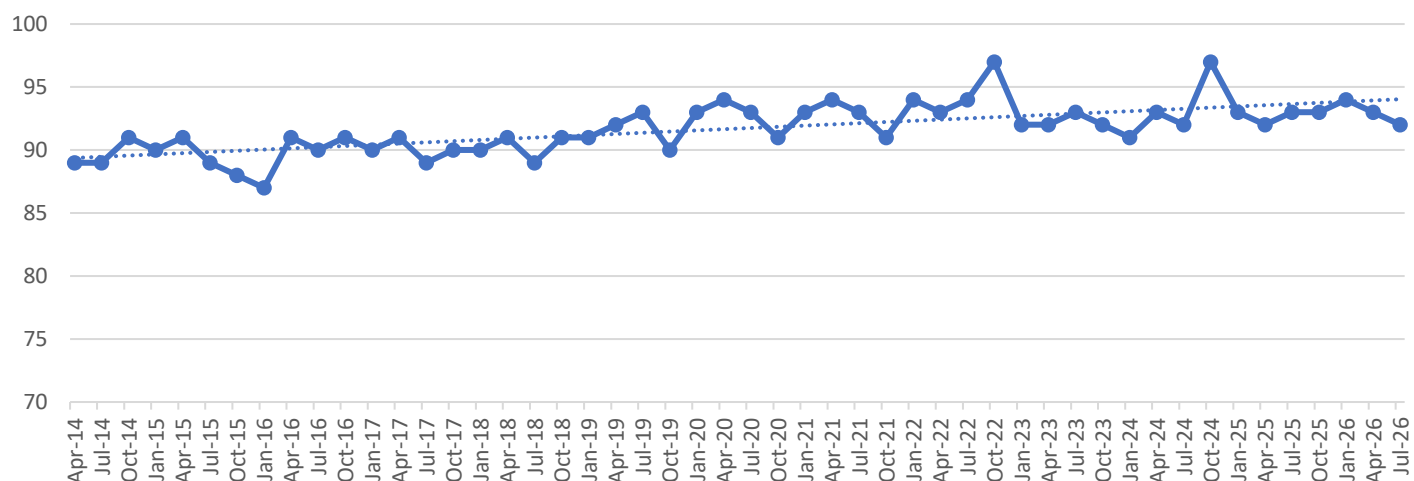
#1 - The phone operator staff and call center



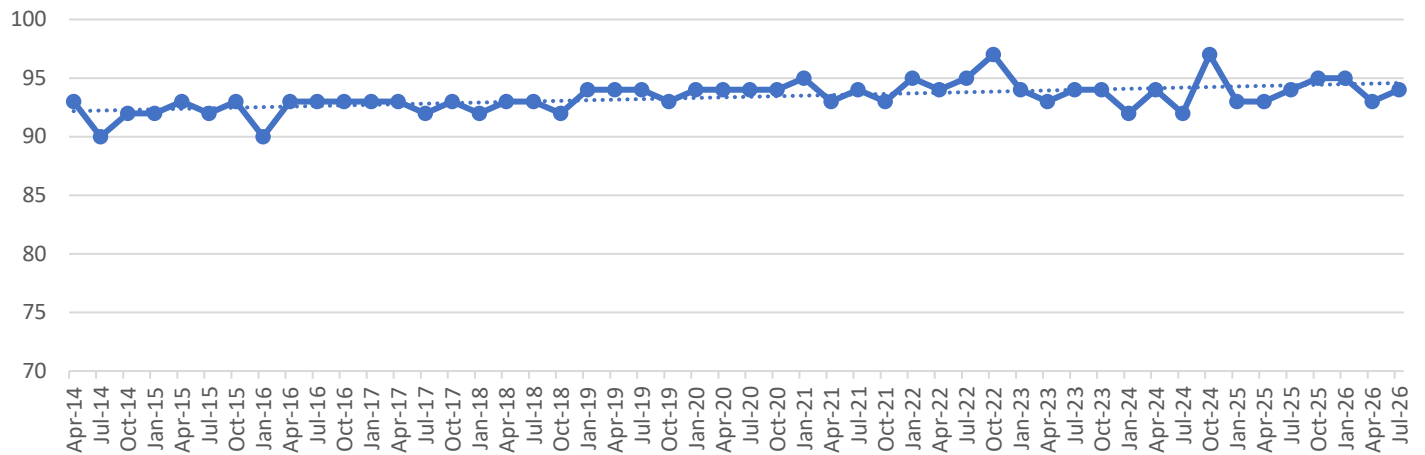
#2 - The reception staff



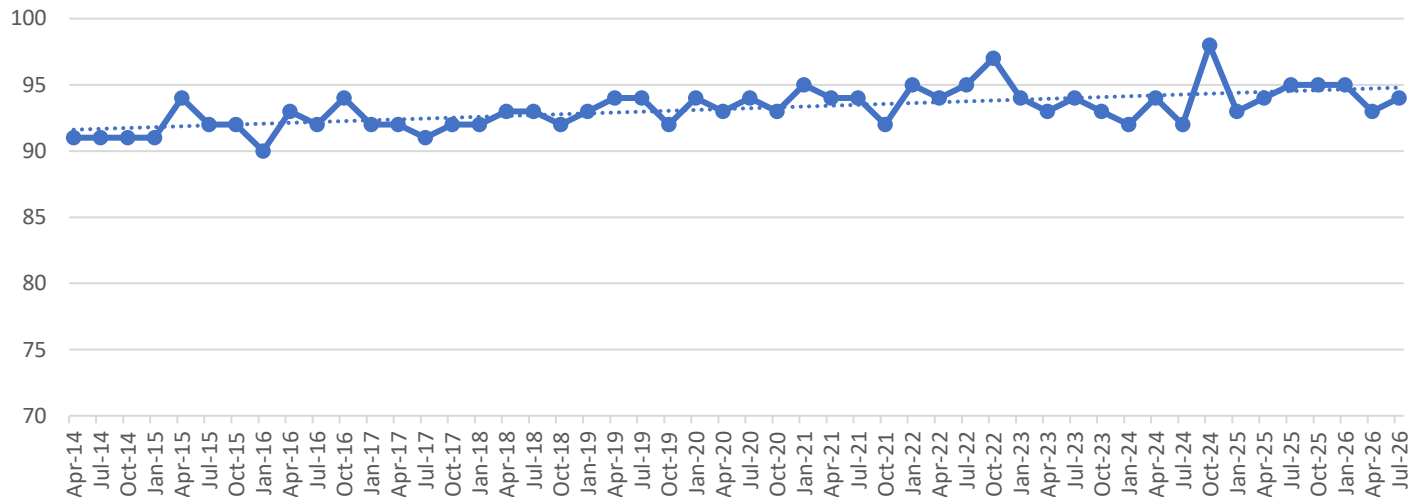
#3 - Receiving a timely appointment



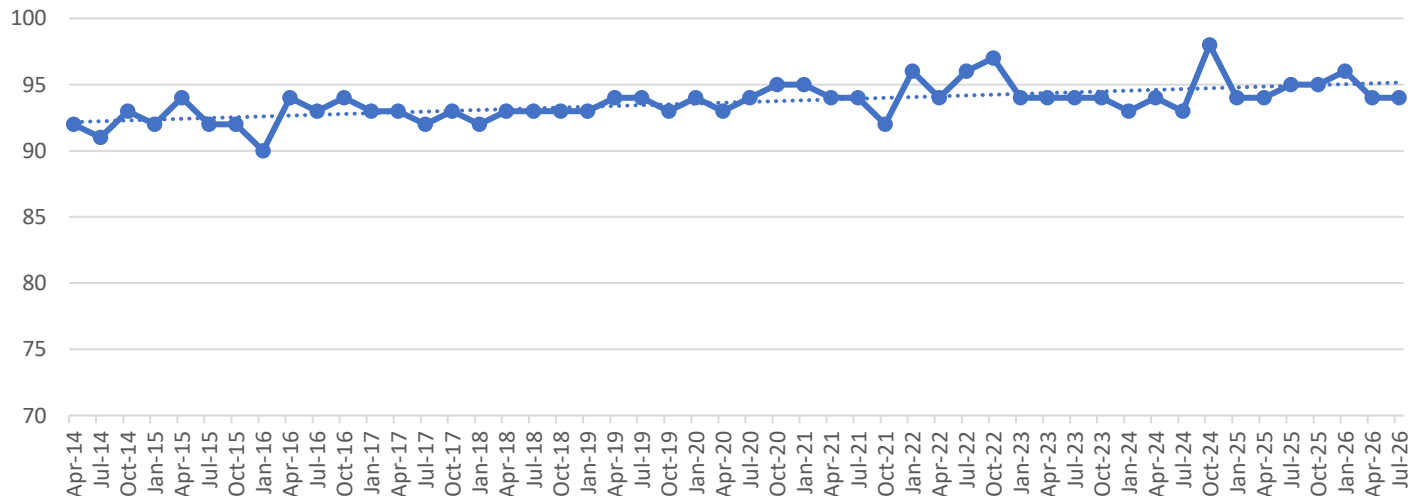
#4 - Education and explanation of plan provided in a way that I can understand



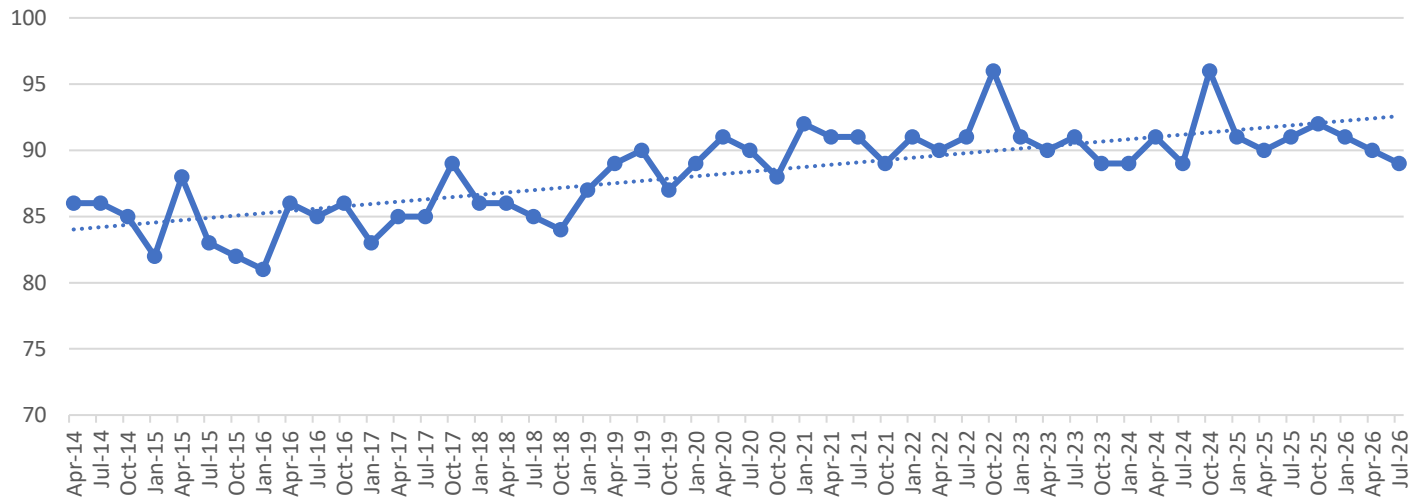
#5 - The follow-up, coordination, and continuity of my care



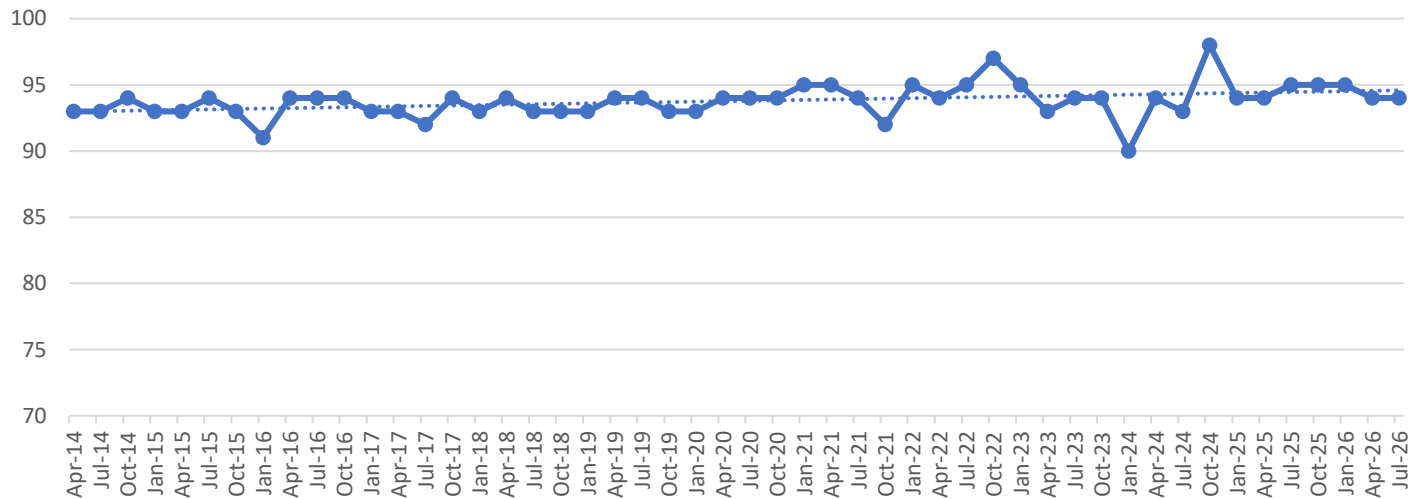
#6 - The staff addressing my medical needs today



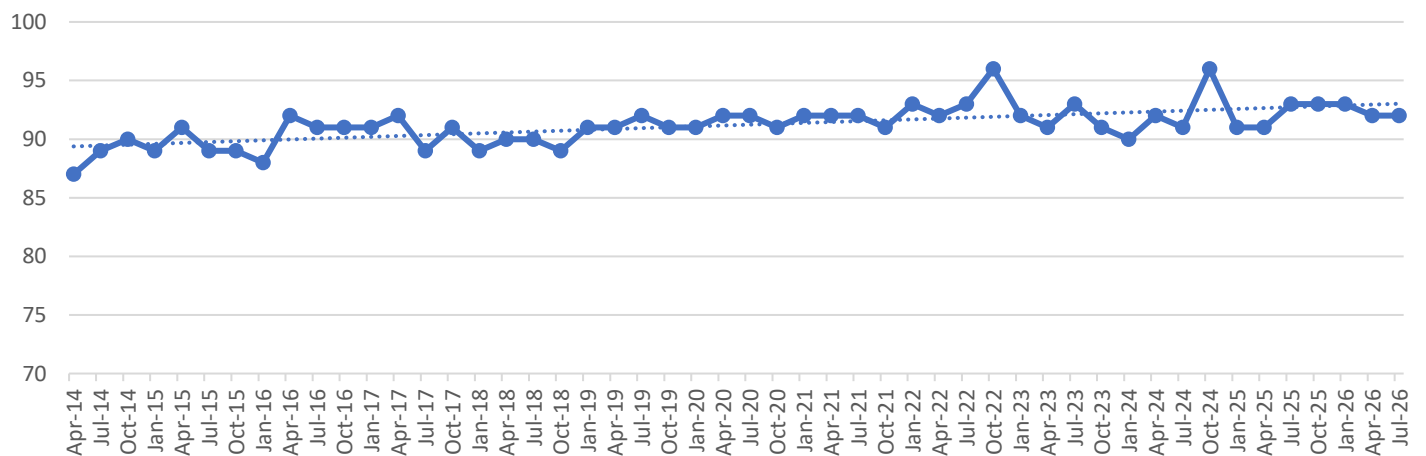
#7 - The time spent waiting



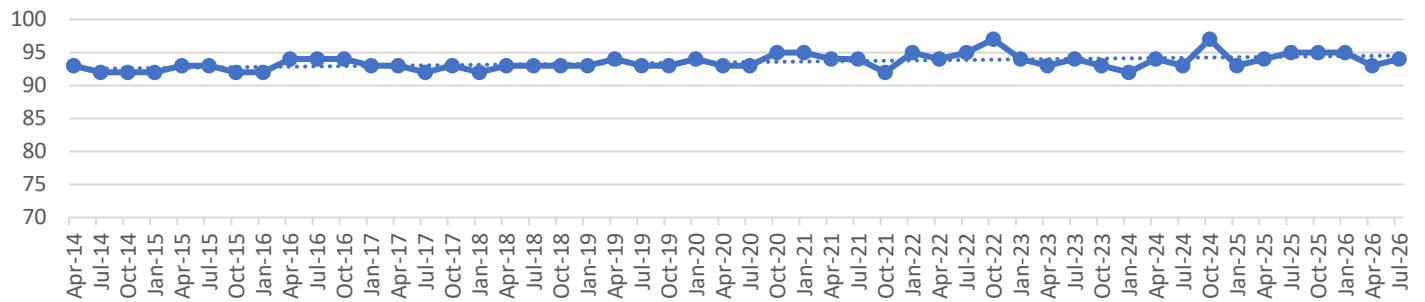
#8 - The respectfulness of staff



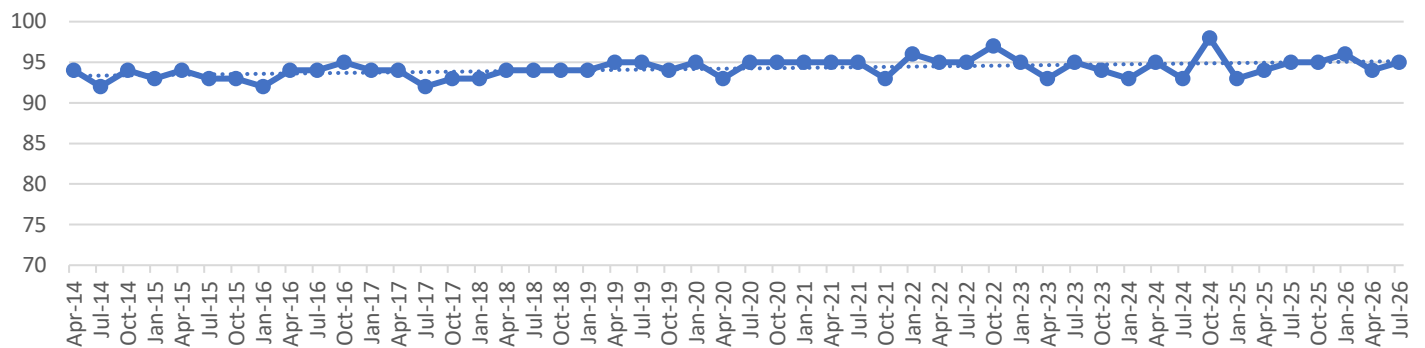
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



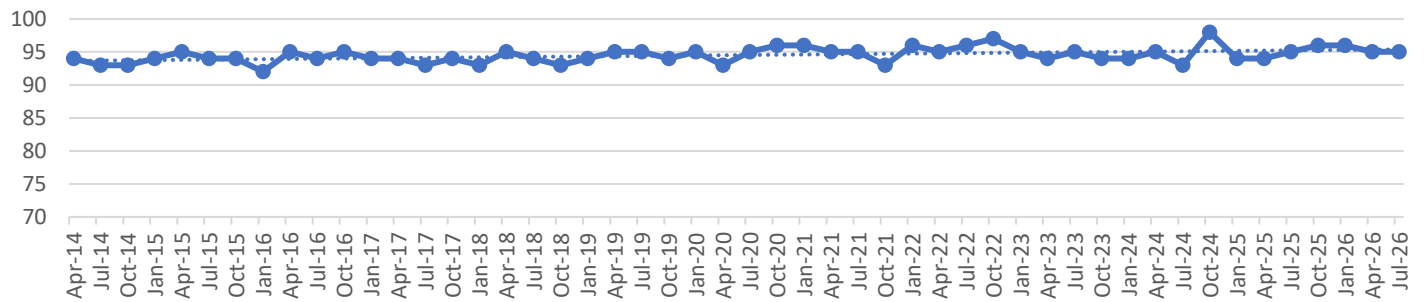
#10 - The handling of my personal medical information in a private and confidential manner



#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?

