

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

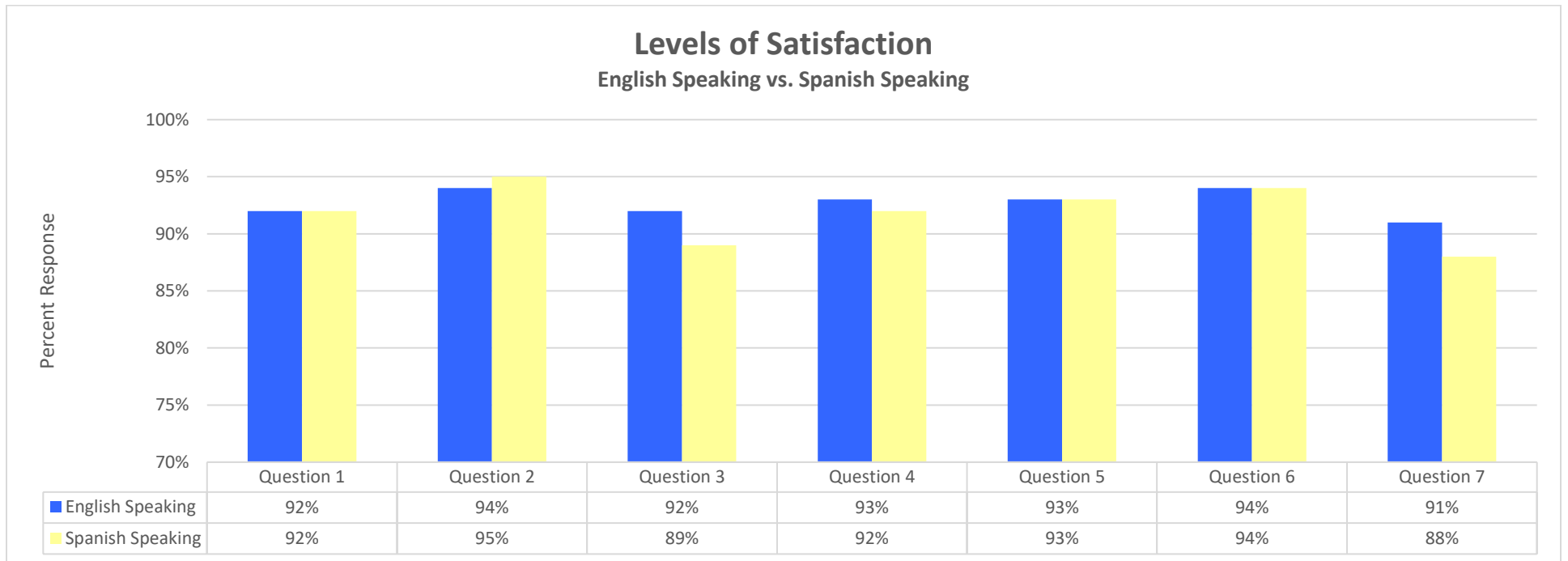
450 Dundee Ave., Elgin - Upper Level – Survey Questions	Level of Satisfaction July 2026	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025
1. The phone operator staff and call center	92%	94%	93%	92%
2. The reception staff	94%	96%	95%	94%
3. Receiving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

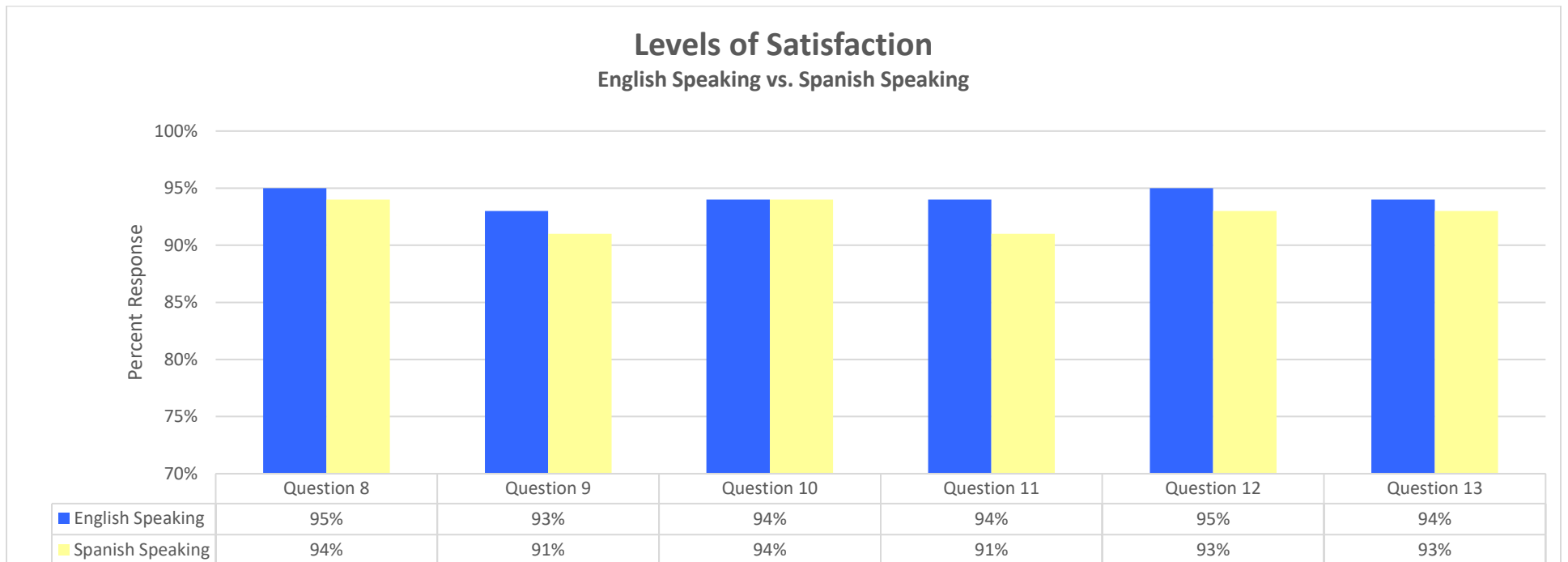
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



Survey Questions	(5) 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	153 68%	141 66%	63 28%	68 32%	5 2%	3 1%	5 2%	0	0	3 1%
2. The reception staff	170 75%	161 75%	53 23%	51 24%	4 2%	2 1%	1 1%	0	0	1 1%
3. Receiving a timely appointment	157 70%	126 59%	49 22%	61 29%	14 6%	20 9%	6 3%	6 3%	0	1 1%
4. Education and explanation of plan provided in a way that I can understand	159 71%	142 67%	52 23%	57 27%	13 6%	11 5%	1 1%	1 1%	0	1 1%
5. The follow-up, coordination, and continuity of my care	162 71%	148 69%	53 23%	57 27%	11 5%	8 4%	1 1%	1 1%	0	1 1%
6. The staff addressing my medical needs today	169 74%	155 72%	51 22%	54 25%	5 2%	3 1%	3 1%	0	0	2 1%
7. The time spent waiting	151 66%	127 59%	58 25%	61 28%	14 6%	19 9%	5 2%	6 3%	0	2 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	174 76%	153 72%	50 22%	54 25%	3 1%	6 3%	1 1%	0	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	164 73%	134 63%	49 22%	67 32%	12 5%	10 5%	1 1%	0	0	1 1%
10. The handling of personal medical info in a private and confidential manner	172 76%	155 72%	46 20%	57 27%	6 3%	2 1%	2 1%	0	1 1%	1 1%
11. Your medical assistant	170 75%	139 66%	49 22%	56 27%	7 3%	13 6%	2 1%	2 1%	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	178 78%	148 70%	42 18%	56 26%	7 3%	8 4%	1 1%	0	0	1 1%
13. Overall, how satisfied are you with the Health Center?	173 77%	152 72%	43 19%	49 23%	7 3%	8 4%	2 1%	0	0	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: 43

N/A: 7

YES: 14

Comments:

1. "None." (Safavinejad)
2. "Reminder calls the day before appointment." (Piper)
3. "Great work." (Piper)
4. "Good service." (Piper)
5. "My doctor is so awesome and sweet." (Akroush)
6. "Excellent."
7. "Lovely, staff, great environment." (Akroush)
8. "To my care manager regarding my dental referral. 2 weeks ago no call back." (Singh)
9. "Regarding a referral of an ultrasound it took much time." (Piper)
10. "They never called back."
11. "No, but I always receive a call back in a timely manner. Cdmr I do." (Piper)
12. "I have not but usually a quick response."
13. "Yes, saw a different practitioner + called back for test results but wasn't called back." (Messina)
14. "Very good." (Piper)
15. "Yes, never got a call back."
16. "Keep doing good for people." (Uy)
17. "I did and I didn't receive a call back. And I also request prescription refill and I never received it."
18. "Everything is well." (Uy)
19. "They called right away." (Messina)
20. "Good." (Akroush)
21. "No, everyone has been super nice & respectful." (Messina)

Spanish

NO: 58

N/A: 8

YES: 7

Comments:

1. "Excellent experience." "Excelente experiencia." (Piper)
2. "No, but the times I've left a message, everything went very well; my doctor receives the messages and gets back to me." "No, pero las veces que he dejado, todo muy bien, mi doctora recibe los mensajes y me contactan de regreso." (Piper)
3. "The doctor is very good." "La doctora es muy buena." (Akroush)
4. "Good service." "Buen servicio." (2)
5. "Very satisfied." "Muy satisfecho." (Messina)
6. "I have been extremely satisfied." "He estado super satisfecho." (Guzman)
7. "The service has always been excellent; they are very friendly." "Siempre a sido una excelente atención muy amables." (Uy)
8. "Yeah, it wasn't great. I tried contacting the SNAP department to schedule an appointment to update my information; I left a message, but no one got back to me." "Si, no muy bueno intente contactarme con el area de snap para agendar una cita para actualizar mis datos y deje el mensaje y nadie me contacto de vuelta."
9. "For Piper, she always attends to my requests." "Para Piper, ella siempre atiende mis solicitudes." (Piper)
10. "I didn't leave a message; I just called to confirm my appointment because I couldn't remember it. I received excellent service." "No deje mis solo llame para confirmar mi cita porque no la recordaba. Muy bien fui atendida." (Quesea)
11. "However, he had to come in for an appointment before receiving an answer." "Si bien pero tuvo que venir a una cita antes de recibir una respuesta." (Messina)

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

1. "N/A." (6)
2. "Calls." (Uy)
3. "Everything." (3)
4. "The staff." (3)
5. "The price." (Uy)
6. "Service." (Uy)
7. "Grateful."
8. "Providers." (Piper)
9. "Reminder calls." (George)
10. "Getting in so fast." (Stern)
11. "Scheduling." (Uy)
12. "Very good." (Piper)
13. "Thanks for everything." (Uy)
14. "Phone operator staff."
15. "10/10 always." (Piper)
16. "Easy to reach." (Stern)
17. "The staff is very helpful." (George)
18. "Staff are very helpful & understanding." (Piper)
19. "Everything is very good." (Uy)
20. "They help me applying for Medicaid." (Stern)
21. "Reminders of apt." (Stern)
22. "Staff was able to send message to my care manager."
23. "Easy + fast." (Safavinejad)
24. "Reminder calls the day before appointment." (Piper)
25. "Accessible documents expertise/skill of medical staff." (George)
26. "I love coming here. Staff is always amazing and friendly." (George)
27. "Friendly staff and providers/assistants." (Singh)
28. "Amazing staff and friendly." (Akroush)
29. "Good staff communication." (Piper)
30. "Staff + providers." (Piper)
31. "First time patient." (Piper)
32. "Make an appointment easy." (Guzman)
33. "Close location." (George)
34. "How flexible + understanding they are with scheduling/rescheduling my appointments." (Guzman)
35. "Location, translation (bilingual service), clear communication." (Guzman)
36. "Front desk ladies 😊." (Messina)
37. "They're very understanding, help me adjust to my schedule, on my appointment." (Messina)
38. "Attending to me with great care." (Quesea)
39. "Scheduling appointments in timely manner." (Guzman)
40. "Very informational nice treated with doctor." (George)

Spanish

1. "No." (Piper)
2. "N/A."
3. "Health." "Salud." (Uy)
4. "The valor." "El valor." (Akroush)
5. "Their kindness." "Su amabilidad." (Akroush)
6. "The attention." "La atención." (Uy)
7. "Everything is great." "Todo bien." (Messina)
8. "The provider, Heather, is very kind. You can tell she genuinely wants to help." "La proveedora Heather muy amable. Se nota que si quiere ayudar." (Piper)
9. "Improve wait times." "Mejorar tiempo de espera." (Piper)
10. "Medical care." "Cuidado médico." (Messina)
11. "Economic." "Economico." (Piper)
12. "Clinical care and follow-up." "Atención y seguimiento clínico."
13. "The medical attention." "La atención medica." (Piper)
14. "Their kindness." "Su amabilidad."
15. "The great attention." "La buena atención." (Quesea)
16. "The attention and collaboration." "La atención y colaboración."
17. "Appointments on time." "Citas a tiempo." (Stern)
18. "My medical care." "Mi atencion medica." (Stern)
19. "Young ladies and doctors are very united." "Muchachas y dras muy unidas." (George)
20. "Schedule appointments sooner." "Atender citas más pronto." (Piper)
21. "The staff was very friendly." "El personal muy amable." (George)
22. "Their attention." "Su atención." (Piper)
23. "Well, that the appointments are adapted to the schedule." "Pues que las citas se adaptan al horario." (George)
24. "Everything—the service is excellent." "Todo, la atención es excelente." (Piper)
25. "The service provided." "La atención brindada." (Piper)
26. "Everything in general." "Todo en general." (Guzman)
27. "In health." "En la salud." (Uy)
28. "The personnel." "El personal." (2)
29. "The service, and the fact that they make it easy for me to be referred to a specialist suited to my needs whenever I require one." "La atencion y que me facilitan el poderme tranferir con algun especialista acorde a mis necesidades cuando lo necesito." (Guzman)
30. "The nurses should be a little more considerate; after all, they are children, and

41. "3 Dr in same office."
 42. "The obgyn care." (Messina)
 43. "Timeliness with appointments." (Messina)
 44. "Everything is perfectly in order every single time." (Piper)
 45. "Great customer service."
 46. "Arrived 10 min late but was able to be seen as walk in! Thank you!" (Akroush)
 47. "Location and the option to pay as self-pay. It is affordable for me to continue to care for my dental health." (Uy)
 48. "Front desk ladies are always very helpful." (Quesea)
 49. "Making sure my baby & me are getting seen for are health." (Piper)
 50. "Everyone was extremely kind & empathetic." (Geroge)
 51. "Discounted services have been very helpful."
 52. "I like that the staff took the time to address all my concerns." (Akroush)
 53. "Oral care." (Uy)
 54. "All the services they provide." (Messina)
 55. "Very friendly." (Safavinejad)
 56. "The front ladies 😊." (Messina)
 57. "My provider, Christina." (Messina)
 58. "Everyone being kind and helpful when concerns arise." (Akroush)
 59. "1st appointment." (Uy)
 60. "The staff explains things well and is extremely through." (Messina)
 61. "How quickly appointments go/wait time." (Messina)
- they make them feel bad." "Que las enfermeras sean un poco mas consideradas por que de todas formas son ninos y los hacen sentir mal." (Quesea)
31. "Friendliness and good patient care." "Amabilidad y buena atencion al paciente." (Quesea)
 32. "Best service in every respect." "Mejor servicio en todo." (Quesea)
 33. "It has helped my health and my baby's health." "Me a ayudado en mi salud y la salud de mi bebe." (Guzman)
 34. "The service is very fast and high-quality." "Es muy rapida la atencion y de calidad."
 35. "The service is very fast and high-quality." "Es muy rapida la atencion y de calidad." (Guzman)
 36. "A great experience and excellent service." "Una experiencia y muy buena atención."
 37. "On my overall health in general." "En mi salud en general." (Piper)
 38. "They offer all the necessary assistance for your health check-ups, and it is very close to my home." "Ofrecen toda la ayuda necesaria para tu control de salud y esta muy cerca de mi vivienda." (Piper)
 39. "Timely attention." "Atencion opotuna." (Uy)
 40. "The costs are very low." "Los costos son muy económicos," (Akroush)
 41. "I can get an appointment in time." "Puedo conseguir una cita en tiempo." (Quesea)
 42. "Good asistance." "Buena asistencia." (Guzman)
 43. "Prices that fit my budget and excellent service." "Precios accesibles ami presupuesto y atencion excelente." (George)
 44. "Everything seemed excellent to me; thank you very much.." "Todo me ha parecido exelente, muchas gracias." (George)
 45. "Attention to my health." "La atencion hacia mi salud." (Guzman)
 46. "They take good care of my children." "A que atienden bien a mis hijos." (Quesea)
 47. "Time accessibility." "Accesibilidad de tiempo." (Akroush)
 48. "Dental service." "Servicio dental." (Quesea)
 49. "They treat me well; I am very satisfied." "Que me atienden bien muy satisfecha." (Messina)
 50. "My children see the dentist and pediatrician here." "Mis hijos se sen en el odontologo y pediaatra aquí." (Uy)
 51. "During my medical appointments and throughout the entire course of care." "En mis citas medicas y toda la atencion." (Piper)

52. "The dental team has done a great job and helped me, thank you." "El area dental han hecho un gran trabajo y me han ayudado gracias." (Akroush)
53. "They provide assistance to everyone, without exception." "Brindan ayudas para todas las personas sin ninguna extinción."
54. "To keep my little ones in good health." "A mantener en buena salud a mis pequeñas." (Uy)
55. "Access to low-cost medical and dental services." "La accesibilidad a servicio médico y dental a bajo costo." (George)
56. "They serve us quickly, and it's close to where I live." "Nos atienden rapido esta serca de donde vivo."
57. "Service and appointment reminders." "La atencion y los recordatorios de cita." (Stern)
58. "The discounts are great, but above all, I've received excellent medical care and service from the staff." "Los descuentos son muy niosos pero ante todo he tenido muy buena atención médica y del personal." (Akroush)
59. "Since we don't have health insurance, the option to pay in cash is very favorable." "Como no tenemos seguro medico la ayuda de pagar en efectivo es muy favorable." (Akroush)
60. "Access to healthcare or insurance without such high costs." "Acceso a la salud o seguro sin costos tan elevados."
61. "It is a complete team." "Es un equipo completo." (Piper)
62. "The cost of the care I receive is very reasonable and within my means." "El costo de la atención que me brindan es muy bien y esta alcance de mi salario." (Quesea)
63. "Everything at the clinic was very good, especially regarding my appointments." "Todo muy buena clinica de sobre todas mis citas." (Messina)
64. "The late appointments they offer." "Las citas tarde que ofrecen." (Messina)
65. "Staff and reminder calls." "El personal y llamadas de recordatorio." (George)
66. "Their good service really helps me, and they explain things in a way that lets me understand what I need to know." "Me ayuda mucho su buen servicio y que me explican de manera que yo entienda lo que necesito saber." (Messina)
67. "Excellent services." "Excelente servicios."
68. "They have various specialists on staff or can refer you to the ones you need." "Cuentan con varios especialistas o que refieren con los que necesitas." (Akroush)

69. "They schedule appointments around your free time and accept almost all health insurance plans." "Que tienen citas acorde a tus tiempos libres y aceptan casi todos los seguros médicos." (Akroush)
70. "Being more tolerant regarding the schedule." "Tener un poco de tolerancia aserca del horario." (Uy)
71. "If you don't have insurance, the payments are low." "Si no tenga aseguanza los pagos son bajos." (Uy)
72. "It helps because it is low-cost." "Ayuda porque es de bajo costo." (Akroush)
73. "They are very kind and listen attentively." "Son muy amables y escuchan con atención." (Safavinejad)
74. "What helps me the most is the way they explain the procedures to me in a simple manner." "Lo que mas me ayuda es su manera de explicarme los procedimientos de manera sencilla." (Uy)
75. "All services provided by said institution." "Todos los servicios prestados por dicha institución." (Safavinejad)
76. "In caring for my son's and my health." "En el cuidado de la salud de mi hijo y mia." (Uy)
77. "Dental care." "La atencion dental." (Uy)
78. "They provide quick service and are reliable." "Atienden rapido y son confiables.." (Quesea)
79. "The care they put into helping us." "La atencion que ponen en ayudarnos." (Messina)
80. "Taking care of my health." "A cuidar mi salud." (Messina)
81. "Accessibility and good service." "La accesibilidad y el servicio que es bueno." (Akroush)
82. "Perfect Saturday appointments." "Citas de los Sábados perfetas." (Akroush)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (23)
2. "None." (Safavinejad)
3. "Satisfied." (Uy)
4. "Good." (Piper)
5. "Nothing." (Piper)
6. "Wait time." (Stern)
7. "Very good service." "Muy buen service." (Partial Spanish response on an English survey)
8. "Larger print documents." (George)
9. "Digital X-rays would be preferred." (George)
10. "More availability in appointments." (Piper)
11. "All perfect." (Akroush)

Spanish

1. "No." (4)
2. "N/A." (6)
3. "Nothing." "Nada." (2)
4. "Everything was great." "Todo muy bien." (Piper)
5. "Everything is perfect." "Todo perfecto." (Piper)
6. "Everything is fine." "Todo esta bien." (2)
7. "It is very good." "Es muy bueno." (Uy)
8. "They are excellent." "Son exelentes." (George)
9. "Recalling the appointments." "Recordando las citas."

12. "More closer dental appointments for fillings are needed." (Singh)
13. "More Saturday appointments." (Singh)
14. "I live in DeKalb. Possibly bring OB there." (Singh)
15. "Same as last time. Rst appts are needed." (George)
16. "Make appointments for dental clinic more accessible." (Piper)
17. "Appointments for fillings should be scheduled sooner." "Citas para rellenos deberian ser mas cercanas." (Akroush)
18. "More appointments for fillings." (George)
19. "I usually see Heather but had to see a different provider today. She was a little rude."
20. "Bring OB to DeKalb." (Piper)
21. "Extraction appointments are needed. I need one and appointments are until September." (George)
22. "I would say everything has been great. Evelyn and Laura are always super sweet." (Akroush)
23. "Better patient portal." (Messina)
24. "Just taking patients in when it's the actual time of their apt." (Guzman)
25. "Good so far." (Piper)
26. "Keeping the prices low, more flexible in appointments." (Uy)
27. "Call operators' staff when referring." (Piper)
28. "I have no complaints." (Guzman)
29. "Preform oral surgery so we won't have to go to another dentist." (George)
30. "I believe everything has been flowing smoothly. No complaints or other ideas at the moment. Thank you." (Guzman)
31. "The waiting period for referral are long that would be something to improve." (Messina)
32. "Adding an app to follow our medical info online." (Guzman)
33. "I don't think you guys need to improve on anything you guys are awesome." (Messina)
34. "Be nicer on the phone."
35. "I don't know any way to improve." (Piper)
36. "Cancelled 1st appointment by doctor/wasn't told today would be a consultation, just came in for a cleaning and now need to come back. Wasn't aware don't do root canals or crowns. Wish that was disclosed when I scheduled the appointment." (George)
37. "Very satisfied with everything." (George)
38. "Everything very good." (Uy)
39. "Return calls sooner." (Stern)
40. "More complete dental."
41. "Just did this downstairs @ peds appointment." (George)
10. "Timely appointments in general." "Citas más próximas en general."
11. "They need to bring OB services to DeKalb." "Deben traer OB a DeKalb." (Piper)
12. "To remain the same." "Seguir igual." (Stern)
13. "More dental appointments." "Mas citas dentales." (George)
14. "Scheduling medical appointments in a timely fashion." "Generando las citas medicas con menos tiempo."
15. "They provide this questionnaire very often." "Hacen este cuestionario muy seguido.." (George)
16. "Having more appointments for fillings." "Tener mas citas para rellenos." (George)
17. "Obtaining more dental appointments for care." "Se pueden obtener mas citas dentales para un cuidado." (George)
18. "More appointments for fillings are needed." "Citas para empaste se necesitan mas." (George)
19. "Everything is fine for the moment." "Por el momento todo bien." (George)
20. "Well, the service seems good to me." "Pues me parece bien la atención." (George)
21. "They are excellent in every respect." "Estan muy bien en todo."
22. "Everything in general." "Todo en general." (Guzman)
23. "That some of the doctors' assistants wouldn't be so unpleasant." "Que algunas asistentes de las dras no sean tan malas." (Quesea)
24. "Every time I go to my appointment at the clinic at 371 Summit, the receptionists always seem to be in a bad mood; they really ought to look into that." "Las recepcionistas de la clinica, direccion 371 Summit cada vez que voy a mi cita siempre las encuentro de mala ganas, deberian de checar eso." (Quesea)
25. "The service has seemed very good to me overall, though the wait is sometimes very long." "Todo me a parecido muy buen servicio solo aveces la espera demora mucho." (Guzman)
26. "I don't like the appointment system because it's sometimes confusing; if they want you there 15 minutes early, I'd prefer they just schedule the appointment for 15 minutes earlier." "No me gusta el sistema de las citas porque aveces confunde me gustaria que si te quieren 15 minutos antes entonces te citen 15 minutos antes." (George)
27. "So far, everything has been very good." "Hasta el momento todo ha sido muy bien." (George)

42. "Need grace periods!" (George)
43. "I missed my appt by 1 min had to wait on walk in list. I think grace periods should be given for at least 5 min." (George)
44. "Just did this downstairs @ peds office." (George)
45. "Keep doing well for people." (Uy)
46. "You can try to make more art, it's very beautiful! (e.g., murals)." (George)
47. "Have registration forms online. Consent + no show to fill out before appt." (Akroush)
48. "Making sure they have the correct information about the patient & the spelling & address correct." (Piper)
49. "The way the dental assistants talks to you." (Quesea)
50. "Give this form at the end of the visit or appointment." (Uy)
28. "Continue to be kind and good at your work; remain human in your treatments." "Seguir siendo amables y buenos en su trabajo sigan siendo humanos en el trato." (Quesea)
29. "Weekend service (Saturdays), ability to schedule appointments online." "Servicio durante el fin de semana (Sabados), poder programar citas por línea." (Quesea)
30. "To have more hospital options for giving birth." "Poder tener mas opciones de hospitales para aliviarse." (Stern)
31. "I have met some very nice people, but it would be wonderful if the entire staff were always friendly." "He encontrado personas muy buena pero, seria maravilloso que todo el personal se amable siempre." (Akroush)
32. "Ensuring that scheduling appointments didn't take long to find something available soon." "Que las citas no tomaran tiempo en poder encontrar algo pronto disponible." (Akroush)
33. "I think they should keep doing things the same way; I think the service is excellent." "Me parece que deben seguir igual me parece exelente el servicio." (Uy)
34. "Personally, I find the service received from Greater Family Health to be very good." "El servicio recibido por Greater Family Health personalmente me parece muy bueno." (Akroush)
35. "More dentists at other locations and more appointments available at the Hanover Park location." "Mas dentistas en otras locaciones y mas citas disponibles en la locacion de Hanover Park." (Akroush)
36. "Quicker attention during the established scheduled time." "Atencion mas rapida, en los horarios establecidos." (Piper)
37. "I feel that I have been very well addressed this time; I have no comments." "Siento que esta la ves e sido muy bien atendida no tengo ningun comentario." (Quesea)
38. "Dental appointments scheduled very far in the future." "Citas dental muy lejanas." (Akroush)
39. "Flexible waiting times." "Flexibilidad en los horarios de espera." (Messina)
40. "Everything is going well so far." "Al momento todo marcha bien." (Messina)
41. "Text messages should include the location of the clinic where the appointment is, so we know which one it is if we have multiple appointments." "Los mensajes de texto deberian incluir la ubicacion de la clinica donde es la cita. Para saber por sitenenmos varias citas."

42. "I believe patient care can be continuously improved, without long waits." "Creo que se puede mejorar cada ves mas la atencion a los pacientes sin largas esperas." (Messina)
43. "Very great attention." "Muy buena atencion."
44. "Undergo more comprehensive procedures, such as deep cleaning (dentists)." "Realizar procedimientos mas completos como limpieza profunda (dentistas)." (Akroush)
45. "Have more appointments available with pediatricians." "Tener mas citas disponibles con pediatras." (Akroush)
46. "Understanding the patient." "Comprendiendo el paciente." (Uy)
47. "Don't leave us waiting in the room for so long." "No dejar tanto tiempo esperando en el cuarto." (Uy)
48. "Everything is fine for the moment." "Por el momento todo bien." (Quesea)
49. "The more personal it has, the faster the appointments would be." "Mientras mas personal, mas rapido serian las citas." (Akroush)
50. "It is very good, I think." "Esta muy bien yo pienso que." (Akroush)
51. "It's all good with me." "Para mi esta todo bien." (Akroush)
52. "Doing a better job." "Haciendo mejor trabajo." (Uy)
53. "There is always room for further improvement, but overall, their service is very good." "Cada dia se puede mejorar mas, pero en general su servicio es muy bueno." (Uy)
54. "As far as I'm concerned, none. They have excellent service." "Por mi ninguna. Tienen un exelente servicio." (Safavinejad)
55. "For the moment, nothing." "Por el momento, nada." (Akroush)
56. "Schedule appointments for the same day as emergencies occurs." "Que tengan citas el mismo dia que se tenga la emergencia." (Akroush)

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

English

- YES: 203
- NO: 4

Spanish

- YES: 197
- NO: 0

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

English

- Akroush: 36

Spanish

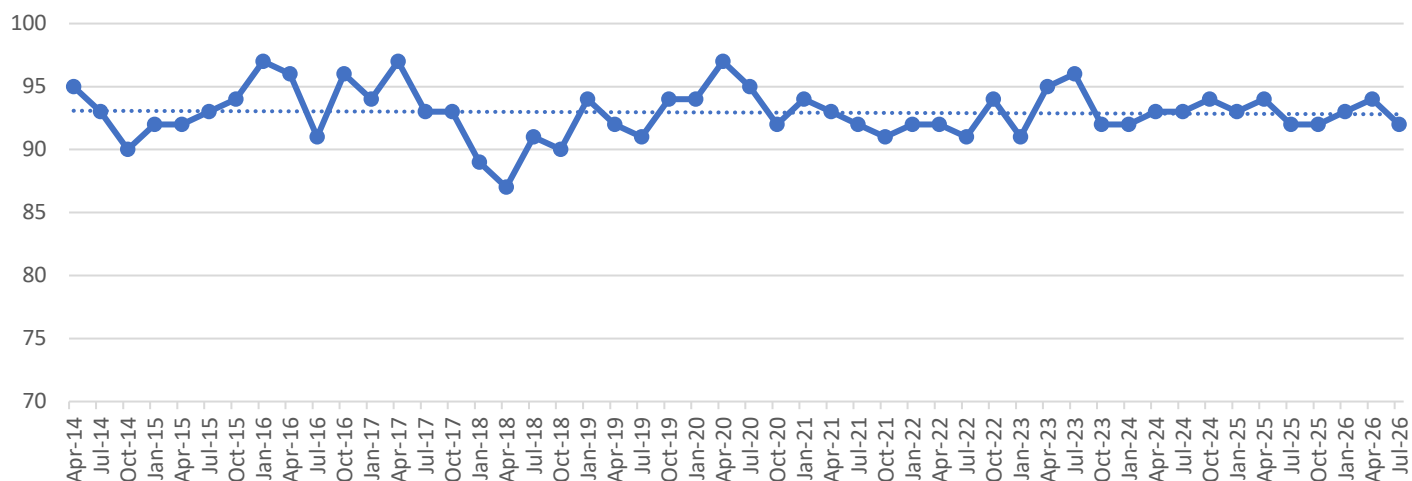
- Akroush: 34

- George: 34
- Guzman: 11
- Messina: 21
- Piper: 35
- Quesea: 17
- Safavinejad: 19
- Singh: 11
- Stern: 10
- Uy: 27

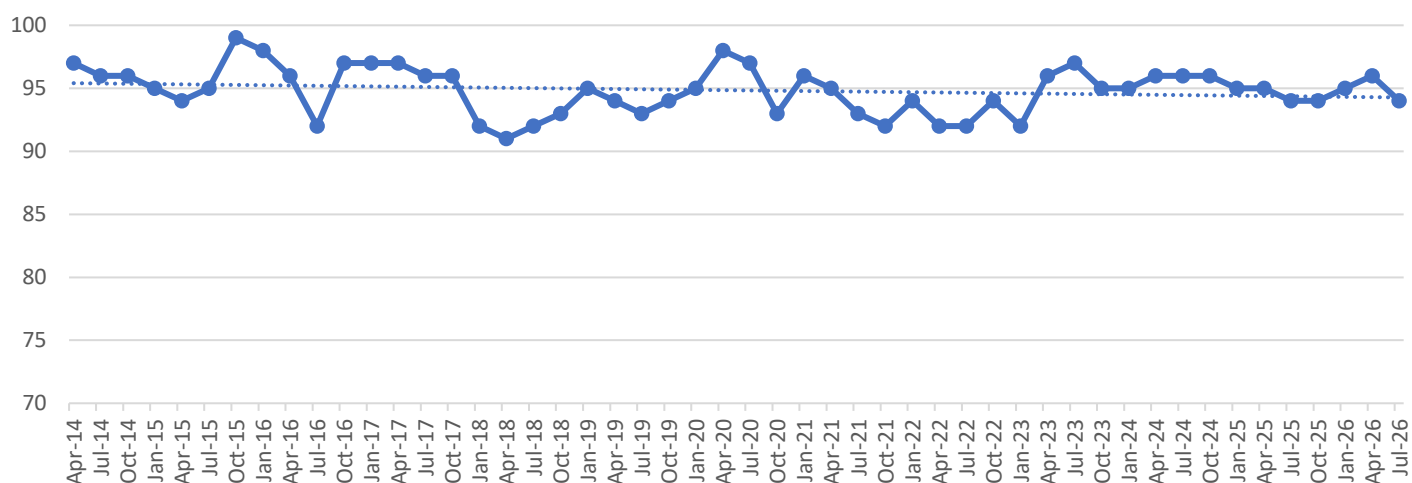
- George: 24
- Guzman: 13
- Messina: 25
- Piper: 30
- Quesea: 28
- Safavinejad: 12
- Stern: 4
- Uy: 29

Individual Question Results with Trendlines

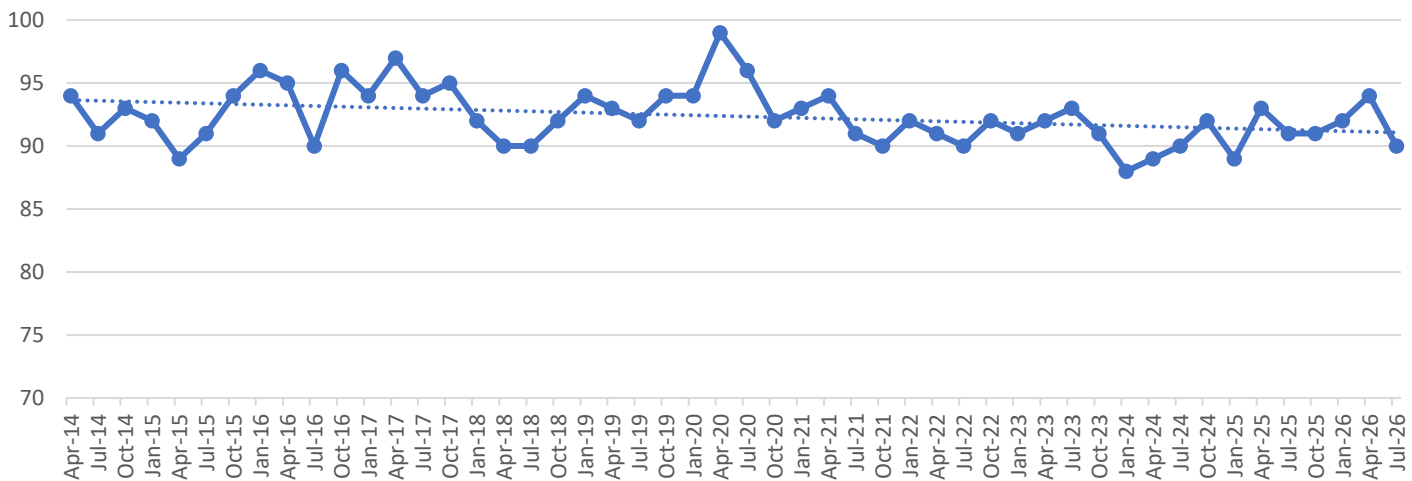
#1 - The phone operator staff and call center



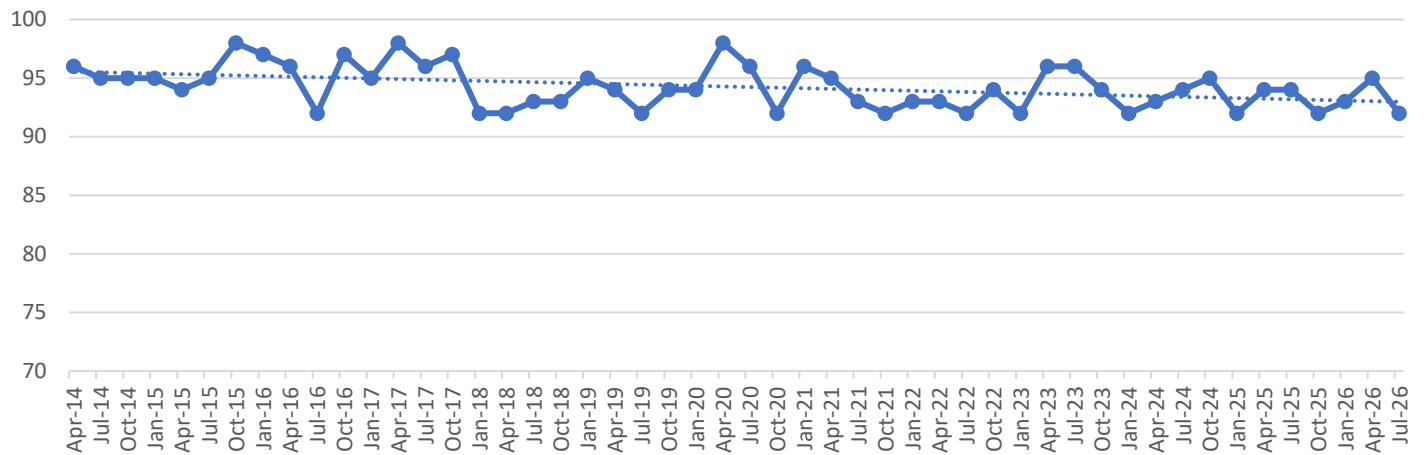
#2 - The reception staff



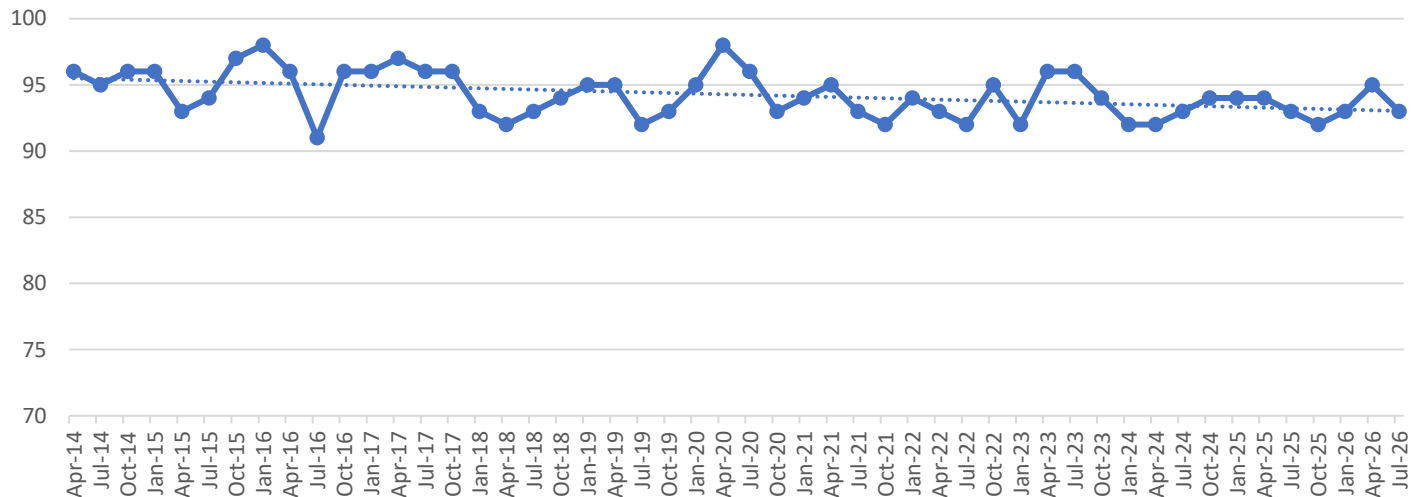
#3 - Receiving a timely appointment



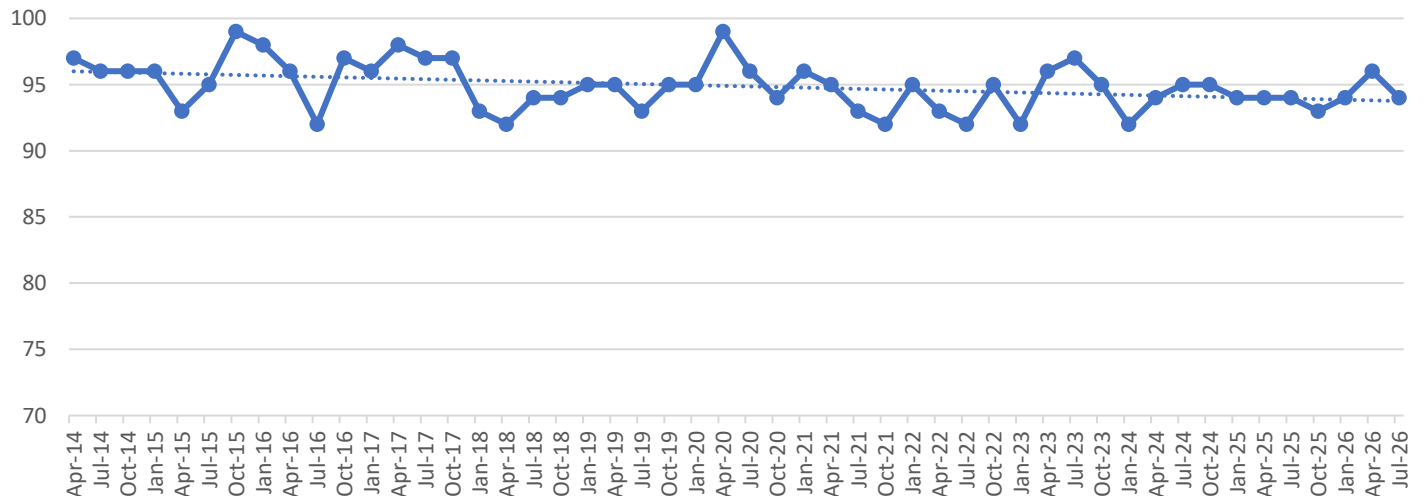
#4 - Education and explanation of plan provided in a way that I can understand



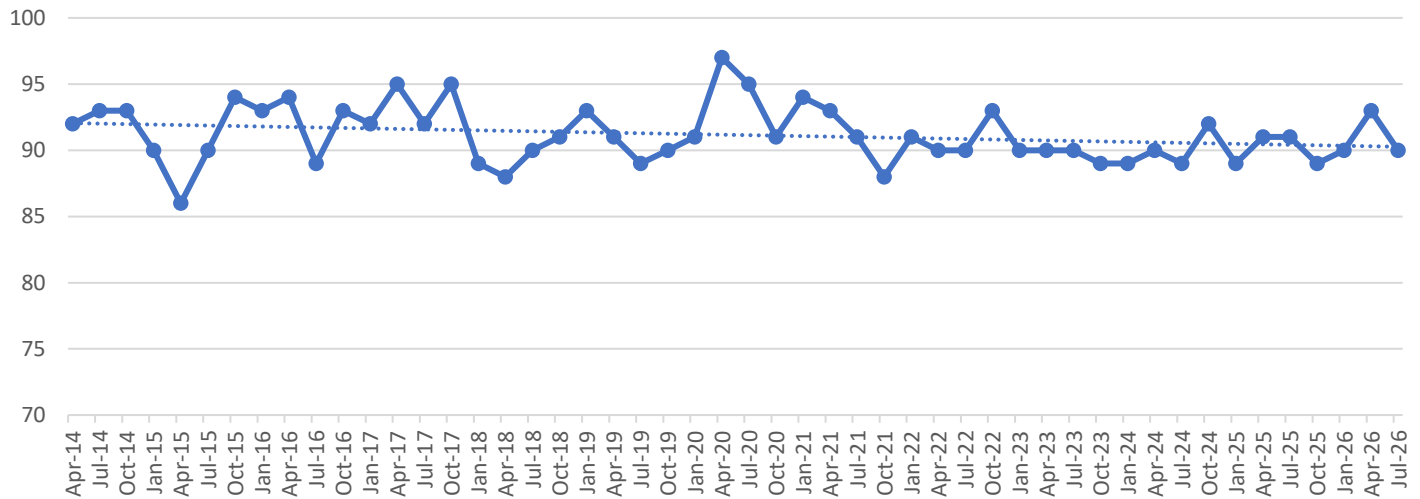
#5 - The follow-up, coordination, and continuity of my care



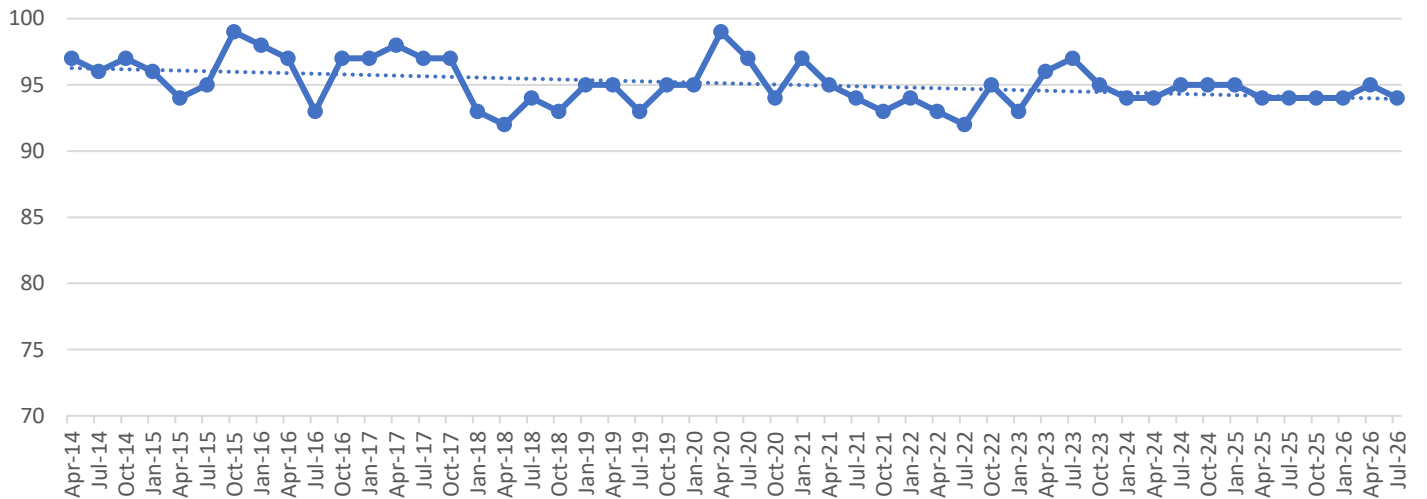
#6 - The staff addressing my medical needs today



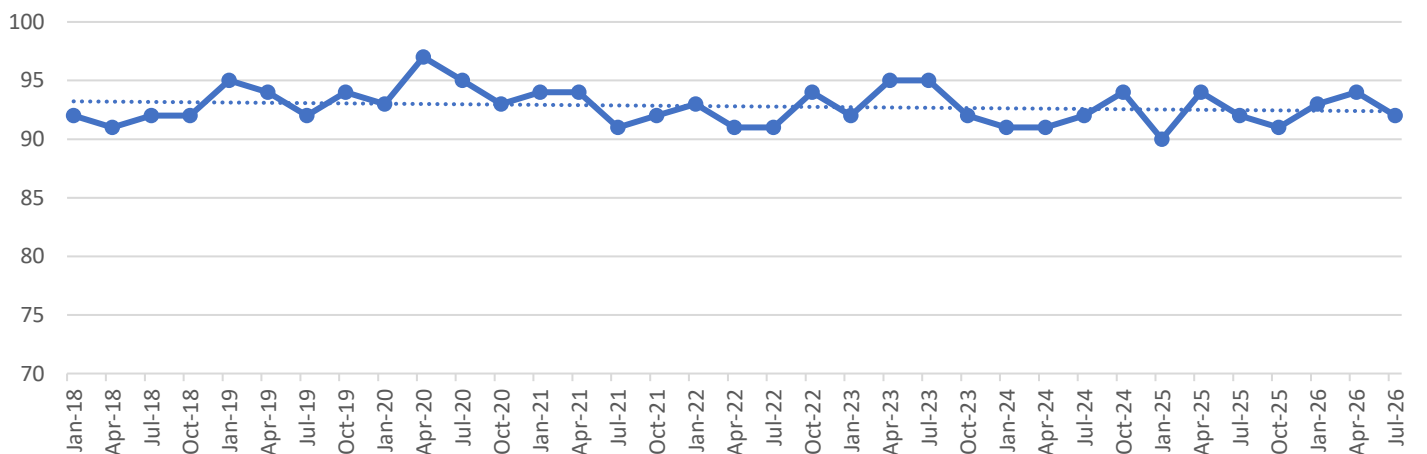
#7 - The time spent waiting



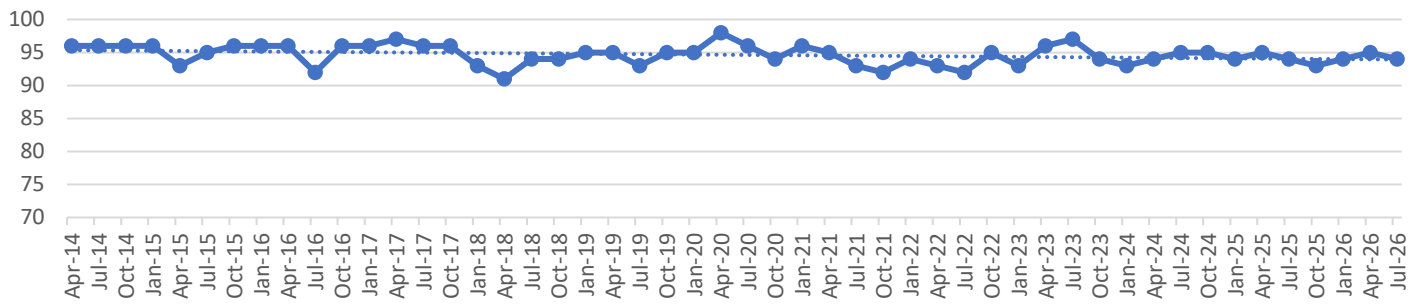
#8 - The respectfulness of staff



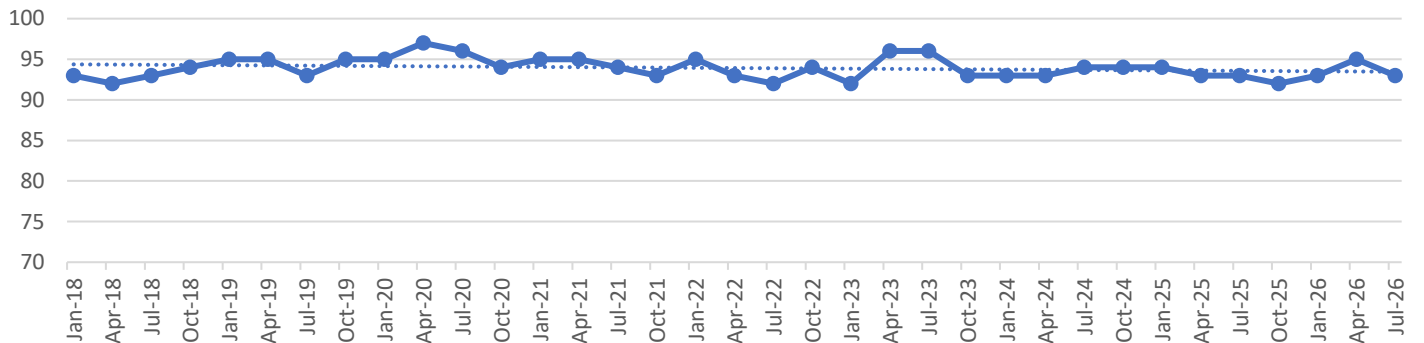
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



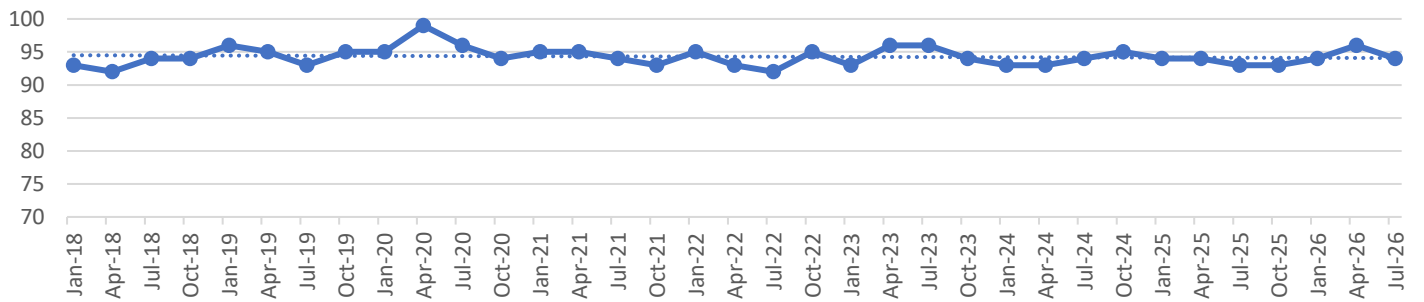
#10 - The handling of my personal medical information in a private and confidential manner



#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?

