

## Patient Satisfaction Survey 373 Summit St., Elgin October 2024

### **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.

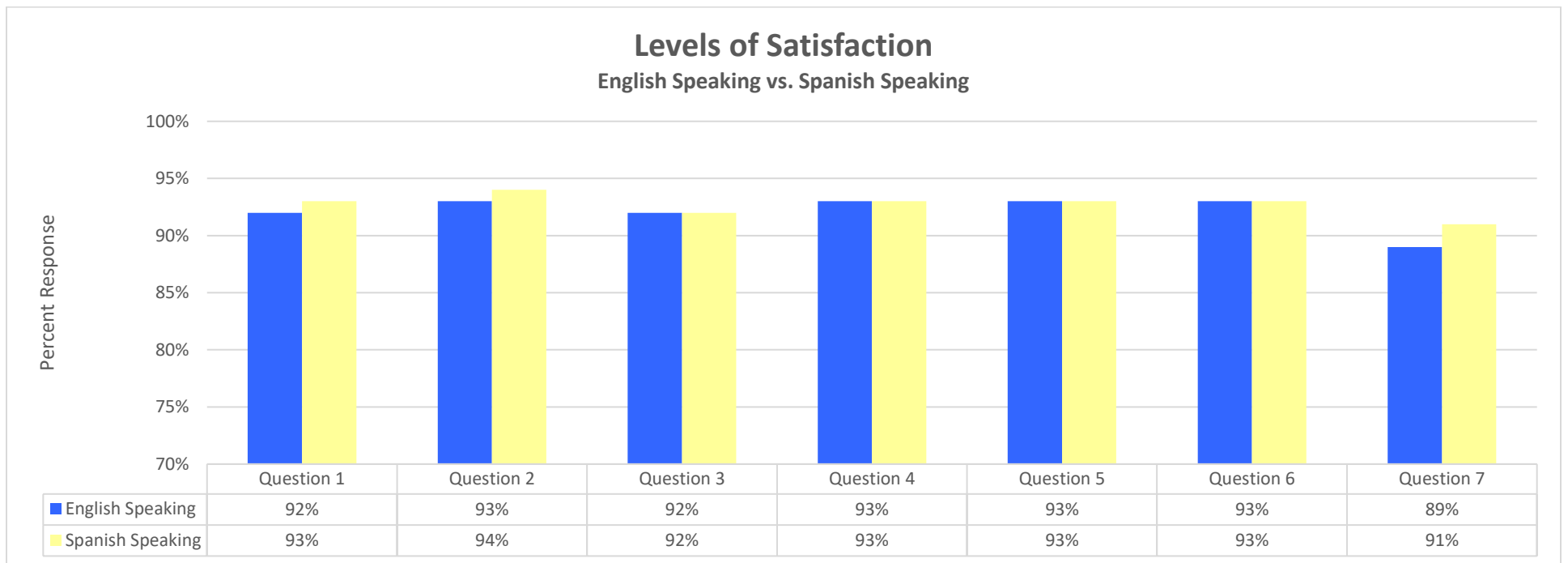
<b>373 Summit St., Elgin – Survey Questions</b>	<b>Level of Satisfaction October 2024</b>	<b>Level of Satisfaction July 2024</b>	<b>Level of Satisfaction April 2024</b>	<b>Level of Satisfaction January 2024</b>
1. The phone operator staff and call center	93%	92%	93%	94%
2. The reception staff	93%	93%	94%	95%
3. Receiving a timely appointment	92%	91%	93%	93%
4. Education and explanation of plan provided in a way that I can understand	93%	93%	94%	94%
5. The follow up and coordination of my care	93%	93%	94%	94%
6. The staff addressing my medical needs today	93%	94%	94%	95%
7. The time spent waiting	90%	89%	90%	91%
8. The respectfulness of staff	94%	94%	94%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	91%	92%	93%
10. The handling of my personal medical information in a private and confidential	93%	93%	94%	94%
11. Your medical assistant	94%	94%	94%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	94%	95%	95%
13. Overall, how satisfied are you with the Health Center?	94%	93%	94%	94%

Total Greater Family Health Survey Question Responses	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024
1. The phone operator staff and call center	94%	92%	93%	93%
2. The reception staff	94%	94%	94%	94%
3. Receiving a timely appointment	93%	92%	93%	93%
4. Education and explanation of plan provided in a way that I can understand	95%	94%	94%	94%
5. The follow up and coordination of my care	95%	94%	94%	94%
6. The staff addressing my medical needs today	95%	94%	94%	95%
7. The time spent waiting	92%	90%	91%	91%
8. The respectfulness of staff	95%	94%	95%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	93%	92%	93%	93%
10. The handling of my personal medical information in a private and confidential	95%	94%	94%	94%
11. Your medical assistant	95%	94%	95%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	94%	95%	95%
13. Overall, how satisfied are you with the Health Center?	95%	94%	94%	95%

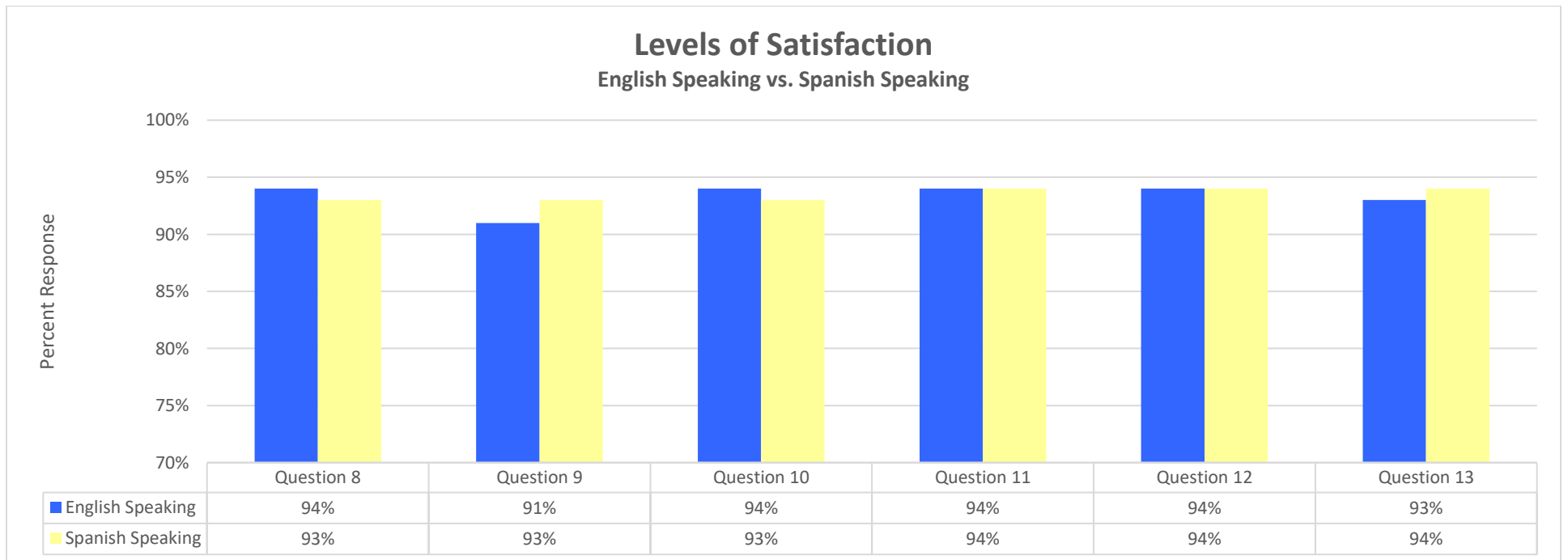
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	237 71%	402 74%	64 19%	113 21%	26 8%	21 4%	4 1%	2 1%	2 1%	7 1%
2. The reception staff	248 74%	413 76%	60 18%	105 19%	19 6%	15 3%	2 1%	3 1%	5 2%	8 2%
3. Receiving a timely appointment	230 69%	386 72%	70 21%	114 21%	27 8%	18 3%	3 1%	9 2%	2 1%	9 2%
4. Education and explanation of plan provided in a way that I can understand	244 74%	389 72%	71 21%	128 24%	14 4%	11 2%	1 1%	4 1%	2 1%	7 1%
5. The follow-up and coordination of my care	240 72%	394 73%	74 22%	124 23%	16 5%	13 2%	1 1%	5 1%	2 1%	7 1%
6. The staff addressing my medical needs today	246 74%	403 74%	66 20%	120 22%	15 5%	9 2%	1 1%	3 1%	4 1%	9 2%
7. The time spent waiting	214 64%	356 66%	71 21%	138 26%	36 11%	33 6%	10 3%	7 1%	3 1%	8 2%



Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
8. The respectfulness of staff	256 78%	396 74%	54 16%	119 22%	16 5%	15 3%	1 1%	1 1%	3 1%	7 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	228 71%	386 72%	59 18%	117 22%	33 10%	22 4%	2 1%	3 1%	2 1%	5 1%
10. The handling of personal medical info in a private and confidential manner	248 75%	392 73%	61 19%	127 24%	18 6%	12 2%	1 1%	1 1%	2 1%	6 1%
11. Your medical assistant	254 76%	408 75%	58 17%	116 21%	20 6%	9 2%	0	2 1%	2 1%	6 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	265 79%	418 77%	51 15%	109 20%	14 4%	5 1%	2 1%	4 1%	2 1%	6 1%
13. Overall, how satisfied are you with the Health Center?	245 74%	413 76%	66 20%	108 20%	17 5%	17 3%	0	2 1%	4 1%	5 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: 89

N/A: 28

YES: 7

#### **Comments:**

1. "Doctor call back."
2. "Good experience overall."
3. "I came in with paperwork from hospital, and I specifically left it with the front desk people asking them to give it Rachel Luettke, on Monday 10/21/24 I called, and it was not given to her."
4. "Yes, and a good experience, very helpful."
5. "Yes, everyone was nice helpful."
6. "Yes, and they got back to me straight away that day."
7. "Yes, my provider was very good."

#### **Spanish**

NO: 111

N/A: 13

YES: 2

#### **Comments:**

1. "Good." "Buena."
2. "Very good and on time." "Muy buena y a tiempo."

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

#### **English**

1. "Doctors." (King)
2. "Everything." (7)
3. "Customer service." (Westel)
4. "Dr. Zhu is great, getting appointments." (Zhu)
5. "The timely manner." (Bhowmick)
6. "Fast/easy to make the appts." (Dodis)
7. "Mental and medical all in one place and nice staff members." (Spencer)
8. "Doctor great at explaining things." (Westel)
9. "Timely service." (Spencer)
10. "The courtesy/reminder calls." (King)
11. "They are very good and helpful people." (Hedberg)
12. "They understand people needs." (Dodis)
13. "The staff, Dr. Newbrander politeness, explaining things good respectfulness." (Newbrander)
14. "They attend to your needs right away." (Bhowmick)
15. "They hear my health concerns." (Bhowmick)
16. "Getting the help I need." (Hedberg)
17. "None." (Zhu)
18. "They actually listen to you explain your symptoms. Daniel is the Best!" (Newbrander)
19. "Financial assistance." (Zhu)
20. "Dr. Tempest." (Jamison)

#### **Spanish**

1. "Good organization." "Buena organizacion."
2. "The attention." "La atencion." (2)
3. "The attention from personnel in general." "La atencion del personal en general." (Jamison)
4. "Getting last minute appointments in my language." "Conseguir citas de ultimo minute en mi idioma." (King)
5. "They speak Spanish." "Que hablan Espanol." (Westel)
6. "Excellent." "Excelente." (2)
7. "In my health they are always on the lookout." "En mi salud estan siempre al pendiente." (Westel)
8. "N/A." "N/A." (6)
9. "The information." "La informacion." (Bhowmick)
10. "Nothing everything was great." "En nada todo genial." (King)
11. "Attention." "Atencion." (3)
12. "Make fast appointment." "Para hacer cita." (Bhowmick)
13. "They treat you super well." "Te atienden super bien." (2)
14. "The care for my family." "El cuidado para mi familia." (Luettke)

21. "Kindness- thoroughness." (Bhowmick)
22. "My doctor." (Bhowmick)
23. "I called the day before for an appointment and they provided it for the next day." (Jamison)
24. "Timely." (Bhowmick)
25. "Many providers available to see." (Hedberg)
26. "Monica and Jay." (Hedrich)
27. "Being able to openly talk about my addiction and receive/no judgement." (Luettke)
28. "They call to remind about your appt." (Luettke)
29. "Very good explanation caring." (Jamison)
30. "Quality of Care." (Hedberg)
31. "They try to help you." (Zhu)
32. "Everyone." (Westley)
33. "Very nice people." (Bhowmick)
34. "Low cost." (Zhu)
35. "Same day appt." (3)
36. "Bilingual people." (Dodis)
37. "Good service." (Westel)
38. "They take care of my health issues. Follow up my lab work, such as A1C. I'm very satisfied." (Bhowmick)
39. "N/A." (7)
40. "The kindness and compassion everyone displays." (Le)
41. "Timely and attentive." (Reller-Anderson)
42. "Accepting Medicaid insurance." (Westel)
43. "Get to see a doctor right away." (Dodis)
44. "Front desk." (Westel)
45. "Rachel." (Luettke)
46. "No." (Hedberg)
47. "Everyone here is super nice and helpful." (Luettke)
48. "Call reminders and timely appropriate." (Reller-Anderson)
49. "Staff." (2)
50. "I can get the same day appointment." (Dodis)
51. "No comments." (Reller-Anderson)
52. "Getting appointments." (Hedberg)
53. "They are very helpful." (Hedberg)
54. "They help when I need it/ask for the help." (Dodis)
55. "Help with apts." (Hedberg)
56. "Good." (Bhowmick)
57. "Received in a timely manner." (Luettke)
58. "Attending to me timely." (Hedberg)
59. "That I be seen and taken care of." (Jamison)
60. "Yes, very helpful." (Newbrander)
61. "The easy apts." (Westel)
62. "The prices when my insurance stopped covering." (Weaver)
63. "Fast/easy to make apts." (Jamison)
15. "The service from the personnel, they are kind." "El servicio del personal, son amables." (2)
16. "It is perfect." "Es perfecto."
17. "Trust in my health." "Confianza en mi salud." (Luettke)
18. "Close to home." "Cerca a casa." (7)
19. "Low appointment cost." "Bajos costos de la consulta." (King)
20. "Good." "Bueno." (2)
21. "The medical care is good." "El cuidado medico es bueno." (Bhowmick)
22. "The doctors and ease of examination." "Los doctores y facilidad para examen." (Zhu)
23. "Everything is good." "Todo esta bien." (3)
24. "Your attention." "Su atencion." (Newbrander)
25. "They speak Spanish." "Hablan Espanol."
26. "The attention from Daniel." "La atencion de Daniel." (Newbrander)
27. "I can come without an appointment." "Puedo venir sin cita." (King)
28. "Medical Assistance." "Asistencia medica."
29. "All the personnel are bilingual." "Todo el personal es bilingue." (King)
30. "Kindness." "Amabilidad." (Zhu)
31. "Medical help." "Ayuda medica." (King)
32. "Good attention to the patient." "Buena atencion al paciente." (Hedrich)
33. "The speed of appointments and good communication." "La rapidez de las citas y la buena comunicacion." (Hedberg)
34. "Fast attention." "Atencion rapida." (Jamison)
35. "The service is excellent." "El servicio es excelente." (Jamison)
36. "The hours." "Las horas." (Westel)
37. "The cost." "Los costos." (Zhu)
38. "Care for my health." "Cuidar de mi salud."
39. "Excellent service." "Servicio excelente." (2)
40. "Your attention was fast at a considerable cost to my income." "Su atencion muy rapida y un costo considerable a mis ingresos." (Hedberg)
41. "The prices." "Los precios." (Reller-Anderson)
42. "Good attention." "Buena atencion." (Reller-Anderson)
43. "The cost/quality." "El costo/Calidad." (Luettke)
44. "Security and attention." "Seguridad y atencion." (Le)
45. "Your service and attention." "Su servicio y atencion." (Reller-Anderson)
46. "I can make a same day appointment." "Puedo hacer cita para el mismo dia." (Hedberg)

64. "The nurses being so caring for my daughter."
65. "My PA and her understanding of my needs." (King)
66. "The bilingual staff." (Westel)
67. "Communication, employees." (Westel)
68. "Very good care." (Le)
69. "The staff is being kind, welcoming." (King)
70. "The MAT option." (Newbrander)
71. "Dr. Weaver & Dr. Westel."
72. "Get me in right away." (Castro)
73. "They are very helpful and understanding it is without a doubt that this place makes me feel safe." (Weaver)
74. "Staff." (Newbrander)
75. "The focus/attention I receive during my visit." (VanBrunt)
76. "Flexible times." (Weaver)
77. "The MA (Sam) was amazing and so was Emily!" (Westel)
78. "The hours of service." (King)
79. "Doctor and staff." (Le)
80. "The medical assistants as I was able to get my questions answered." (Zhu)
81. "Called to remind of the upcoming appointment." (Hedrich)
82. "Easy access to make an appointment and quick service." (Luettke)
83. "Providers and staff." (King)
84. "Doctor and location." (Jamison)
85. "Understanding and helpfulness." (Hedberg)
86. "The kindness." (Hedrich)
87. "They take care of patient and are very fast at taking care of you." (Westel)
88. "Office hours." (Le)
89. "I get well helped every time I come." (Hedberg)
90. "Availability."
91. "Portal."
92. "Getting the provider to get back to me for my meds or results."
93. "Promptness."
94. "Appointment availability."
95. "Front desk, helped me make appointments."
96. "Dr. Hedberg." (Hedberg)
97. "The service." (King)
98. "Not needing insurance." (Hedberg)
99. "Bilingual staff and translators."
100. "Price." (Zhu)
101. "How fast I have been able to get an appointment." (Hedberg)
102. "Phone."
103. "The doctor and other staff."
104. "They are nice."
105. "The medical staff is very helpful."
106. "Getting an appointment soon."
47. "The follow up for my health." "El seguimiento para mi salud." (Le)
48. "They explain very well." "Te explican bien." (Westel)
49. "The way they treat you and explain everything." "La forma como te tratan y explican todo." (Le)
50. "They treat me very well." "Me tratan muy bien." (Westel)
51. "Everything." "Todo." (9)
52. "Maintain healthy." "Mantenerme saludable." (Westel)
53. "It helps me to be aware of the care I should follow for my illnesses or conditions." "Me ayuda a estar pendiente de los cuidados que debo seguir en mis enfermedades o padecimientos." (Castro)
54. "The receptionist are a bit distracted." "Las recepcionistas son un poco distraidas." (Westel)
55. "They help me find discounts." "Me ayudan a buscar descuentos." (Newbrander)
56. "The care is good." "El cuidado es bueno." (Jamison)
57. "In my health." "En mi salud." (Jamison)
58. "They give me the appointment as fast as they can." "Que me dan las citas lo mas rapido que se puede." (Jamison)
59. "Good service." "Buen servicio." (King)
60. "The doctor explains about my doubts." "Que el doctor me explica sobre mis dudas." (Zhu)
61. "The price and the attention." "El precio y la atencion." (Castro)
62. "Your kindness." "Su amabilidad." (Jamison)
63. "Solve immediate health problems." "Resolver problemas de salud inmediato." (Bhowmick)
64. "Take control of my health." "A llevar control de mi salud." (Bhowmick)
65. "In my health." "En mi salud." (Hedberg)
66. "Appointments on time." "Citas a tiempo." (Hedberg)
67. "It helped me with my depression, and I have been feeling much better." "Me ayudado con mi deprecion me eh sentido mejor." (Spencer)
68. "Ease of making appointments." "Facilidad para hacer citas." (Dodis)
69. "The people who work and speak Spanish, kind." "Las personas que trabajan y hablan espanol, amables." (Reller-Anderson)
70. "Excellent service." "Servicio excelente." (Le)
71. "Economical and the medical help." "Economico y la ayuda medica." (Jamison)
72. "Improve my health." "Mejorar mi salud." (VanBrunt)

107. "Awesome staff."  
 108. "Finding a gynecologist and help with my sleeping." (King)  
 109. "Efficiency."  
 110. "The ease of the process to schedule and register and finish."  
 111. "Helpful care & concern."
73. "They are kind." "Son amables." (2)  
 74. "The personnel." "El personal." (Zhu)  
 75. "They find you the specialist you need." "Que buscan los especialistas que nesesitas." (Reller-Anderson)  
 76. "Good attention and excellent providers." "Buena atencion y medicos excelentes."  
 77. "Hours." "Horarios." (2)

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

#### **English**

1. "N/A." (23)
2. "I love it." (Zhu)
3. "Nothing." (2)
4. "It's perfect." (Zhu)
5. "Closer location." (Hedberg)
6. "Not being able to directly contact provider and cancelling appointments even if you arrive before the time, that's so annoying. I tell people to never come here because of that. But I love Rachel." (Luettke)
7. "More mental health." (Herdrich)
8. "Everything was good." (2)
9. "Decrease arrival time required 10 min before appointment." (Hedberg)
10. "No complaints." (Bhowmick)
11. "Phone wait times." (Jamison)
12. "Not losing my lab results." (Zhu)
13. "Doing a good job." (Newbrander)
14. "None." (5)
15. "Everything is perfect." (Westel)
16. "Nice service."
17. "Provide up to date documents for signing." (Spencer)
18. "Can't think of anything." (Spencer)
19. "No improvement needed." (Le)
20. "Care." (Le)
21. "The red head in front is rude." (Luettke)
22. "Excellent." (Bhowmick)
23. "You guys are doing a great job. Thank you." (Dodis)
24. "Nothing at this time." (Le)
25. "Wait time."
26. "Change 15 min time to expand for people who come in from school and is on time prior to appointment. By 5 min early then don't make them wait to be on a list not fair." (Reller-Anderson)
27. "Referral system." (Dodis)
28. "It is perfect." (2)
29. "Not sure." (2)
30. "Time."
31. "Get doctors specialist." (Zhu)
32. "It's great." (Bhowmick)
33. "Yes, nicer than before." (King)

#### **Spanish**

1. "Everything is good." "Todo esta bien." (24)
2. "In terms of waiting time when entering with the provider." "En cuestion del tiempo en espera al entrar con el proveedor." (King)
3. "Everything is excellent." "Todo excelente." (2)
4. "I think it is excellent and it would be even better if you had a dentist." "Yo creo es excelente y seria mejor si tuvieran dentista." (Hedberg)
5. "Continue like until now." "Continue como hasta ahora."
6. "To me everything is good." "Para mi todo esta bien." (Luettke)
7. "It is excellent." "Todo esta excelente." (Jamison)
8. "To me the service is perfect." "Para mi esta perfecto su servicio."
9. "I'm satisfied with the service for now." "Estoy satisfecha con el servicio por ahora." (Herdrich)
10. "Faster appointments." "Citas mas rapidas." (2)
11. "Continue with the excellent attention." "Continuando con su excelente atencion."
12. "Treat us at the time of the appointment and do not make us wait." "Atender a la hora de la cita y no tardar tanto."
13. "I do not know." "No se." (King)
14. "Everything is good. Thank you." "Todo bien gracias." (Zhu)
15. "The service is good no need for changes." "El servicio es bueno y no necesita cambios." (King)
16. "Lower the costs." "Bajando los costos." (King)
17. "Nothing." "Nada." (Luettke)
18. "N/A." "N/A." (8)
19. "To me everything is great I'm very thankful." "Para mi esta bien estoy muy agradecida."
20. "Less wait time to answer the phone." "Menos tiempo para contestar el telefono."
21. "Giving closer appointments." "Dando citas mas cercanas." (Bhowmick)



34. "I am very satisfied." (Hedberg)
35. "Better bedside manners when talking to patients. Some staff does come off pretty rude." (Herdrich)
36. "Call when person is available and try a few times or even get back to them faster." (King)
37. "IDK." (Westel)
38. "Good job."
39. "More appointments." (Hedberg)
40. "Faster refill approval." (Le)
41. "Everything was great." (Westel)
42. "More quality of service." (Luettke)
43. "Provide friendly service." (King)
44. "Online appointment options." (Weaver)
45. "Very good."
46. "Everything good." (VanBrunt)
47. "No, it is great." (Le)
48. "Call person on time when appointment is set." (King)
49. "Allow email/intra web messaging/ records with psych." (Weaver)
50. "The staff is excellent." (king)
51. "Don't know." (Reller-Anderson)
52. "Don't tell people the actual appt time just tell them the 15 min prior." (Westel)
53. "Early appointment schedules." (Newbrander)
54. "Just keep on doing good you're great staff."
55. "Just great."
56. "No comment."
57. "All is good."
58. "Nothing."
59. "I think arriving 15 minutes prior to an appointment can be improved but overall, I'm satisfied with Greater Family Health."
22. "Everything is good for my family." "Todo esta bien para mi familia." (Westel)
23. "Answer the phone and less wait time." "Contestar el telefono y menos tiempo de espera." (Le)
24. "Agility and promptness of RX." "Agilidad y prontitud en RX." (Le)
25. "Everyone is very kind." "Todos son muy amables." (Luettke)
26. "For the moment nothing." "Por el momento nada." (Reller-Anderson)
27. "Your service is excellent." "Su servicio es exelente."
28. "They leave you waiting in the room a long time." "Dejan mucho esperando en el cuarto." (Luettke)
29. "I am happy with the service." "Estoy contenta con el servicio." (Bhowmick)
30. "I am satisfied." "Estoy satisfecha." (Bhowmick)
31. "Treat us at the time of our appointment." "Atender a la hora de nuestra cita." (Hedberg)
32. "It is good." "Es bueno."
33. "Up until now everything is good with the service and the personnel." "Hasta ahora todo esta bien con el servicio y personal."
34. "The service is good." "El servicio es bueno." (Newbrander)
35. "Text messages or whatsapp." (English response on a Spanish survey) (Zhu)
36. "More fluidity in the wait time." "Mas fuides en tiempo de espera." (Westel)
37. "No comments." "No comentarios." (3)
38. "The way they receive people they always have a serious face." "La forma en que reciben las personas siempre tienen cara muy seria." (Westel)
39. "Perfect." "Perfecto." (Westel)
40. "More space for appointments." "Mas espacio para citas." (Reller-Anderson)
41. "The referrals take a long time to arrive, if they could be faster." "Los referidos tardan mucho para llegar, se pudiera un poco mas rapido." (Reller-Anderson)
42. "No need, everything is good." "No hace falta todo muy bien." (Zhu)
43. "Everything is perfect." "Todo es perfecto."
44. "Wait time." "Tiempo de espera." (Castro)
45. "The receptionist should pay more attention to the patients." "Las recepcionistas prestaran mas atencion a los pacientes." (Westel)
46. "Nothing." "Nada."
47. "Continue with the same doctors." "Continue con los mismos doctores."

48. "The appointments should be longer to have more time to talk to the doctor." "Las citas serian mas largas para poder dialogar con el doctor." (Reller-Anderson)

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

**English**

- YES: 250
- NO: 7

**Spanish**

- YES: 329
- NO: 2

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

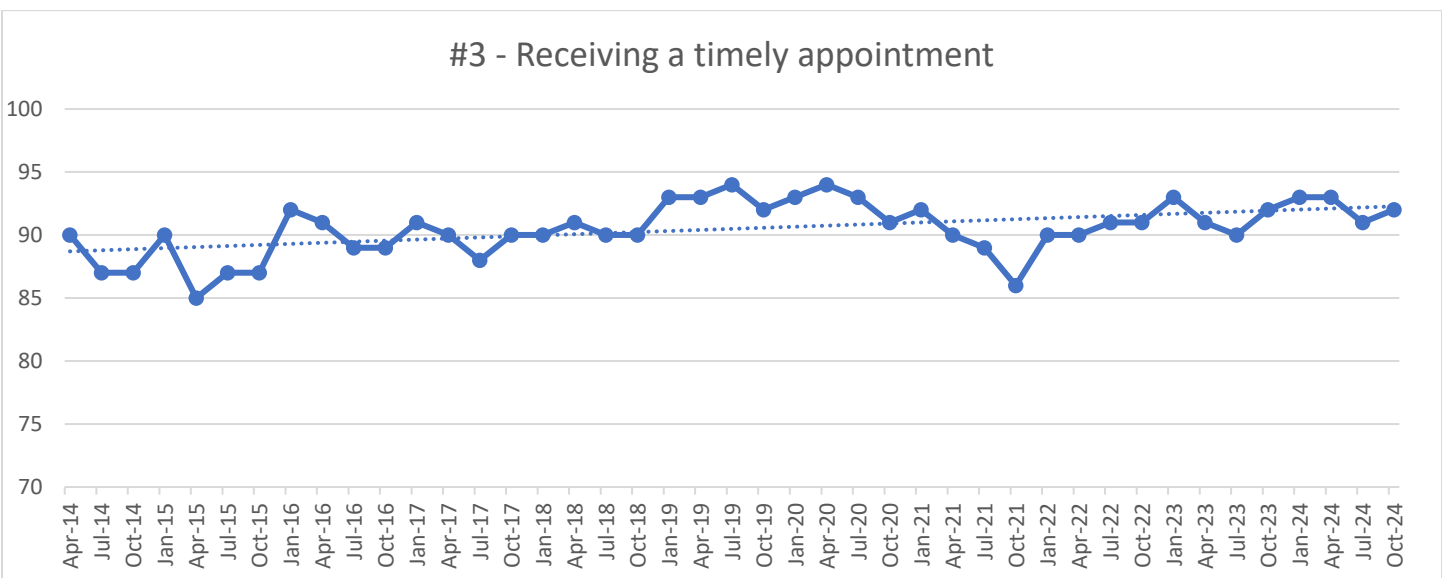
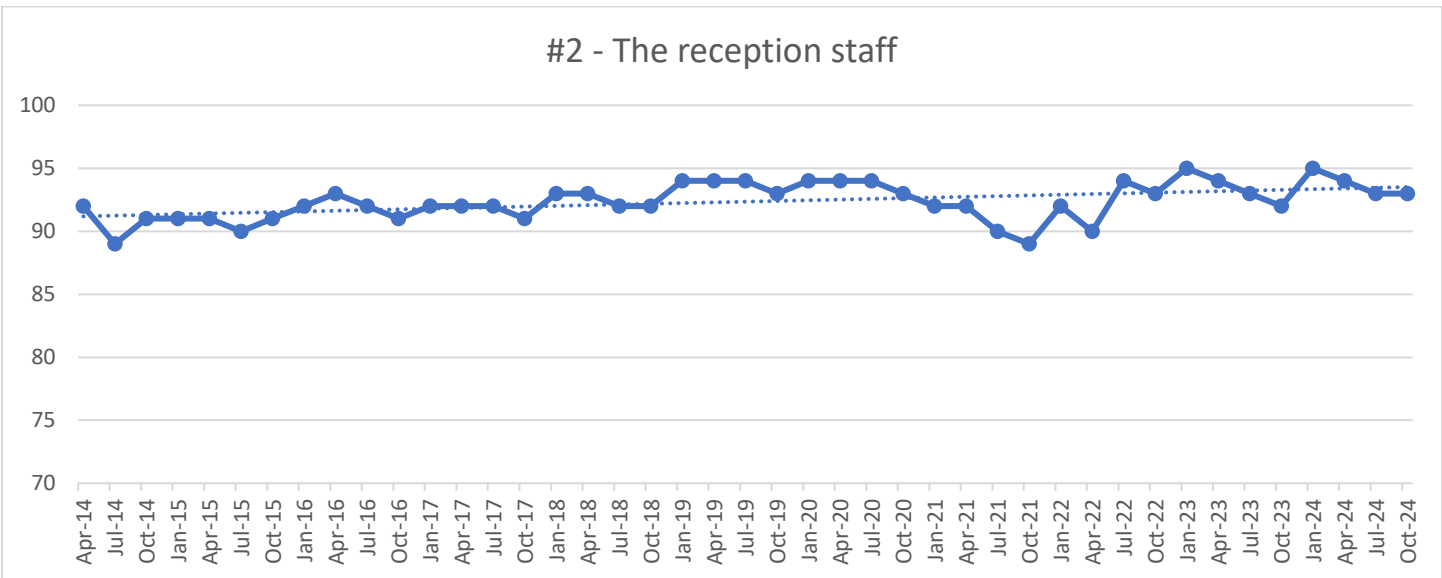
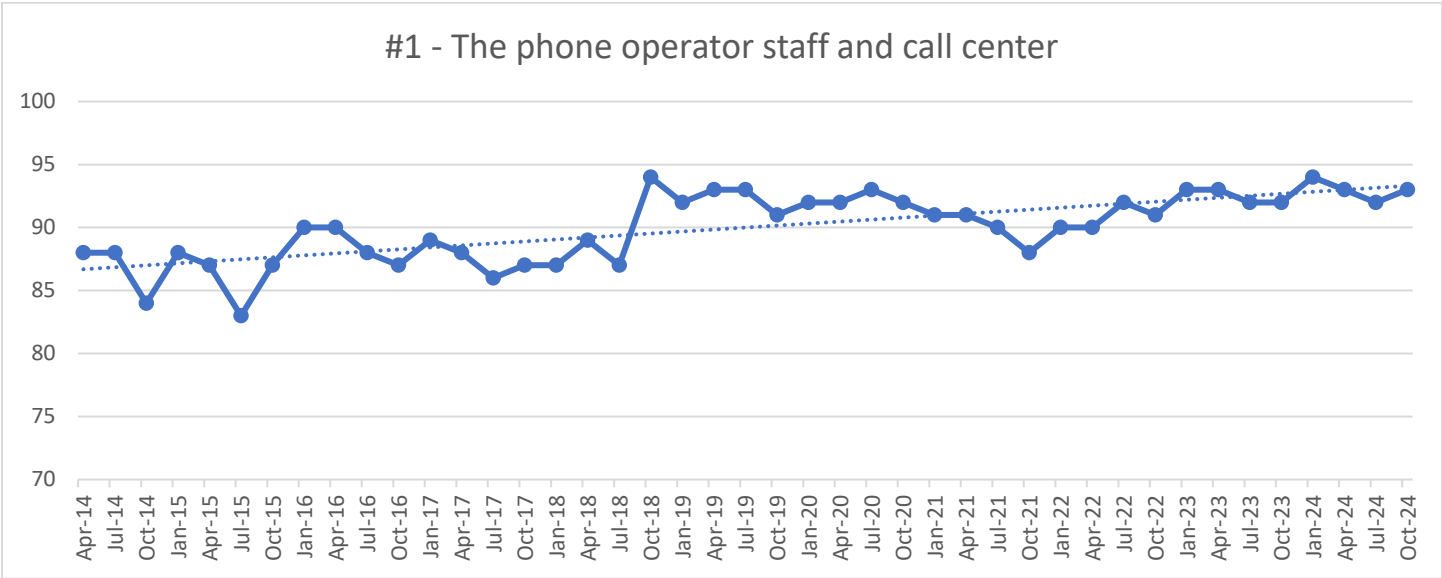
**English**

- Bhowmick: 31
- Castro: 7
- Dodis: 23
- Hedberg: 35
- Herdrich: 22
- Jamison: 37
- King: 36
- Le: 33
- Luettker: 26
- Newbrander: 22
- Reller-Anderson: 20
- Spencer: 6
- Van Brunt: 13
- Weaver: 12
- Westel: 32
- Zhu: 33

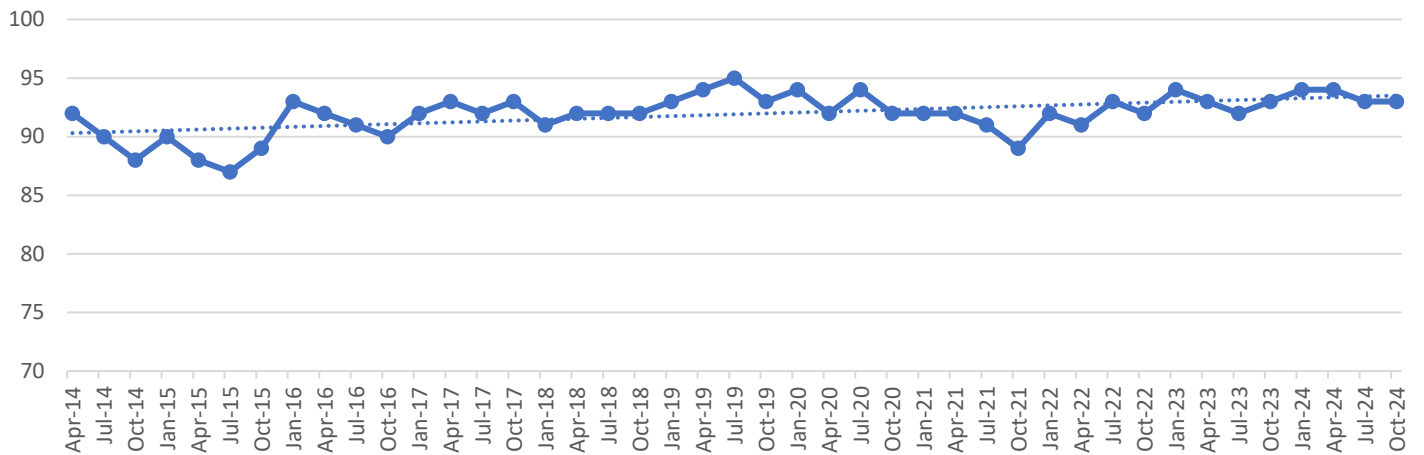
**Spanish**

- Bhowmick: 36
- Castro: 28
- Dodis: 17
- Hedberg: 48
- Herdrich: 28
- Jamison: 41
- King: 38
- Le: 44
- Luettker: 45
- Newbrander: 36
- Reller-Anderson: 34
- Spencer: 5
- Van Brunt: 21
- Weaver: 3
- Westel: 55
- Zhu: 61

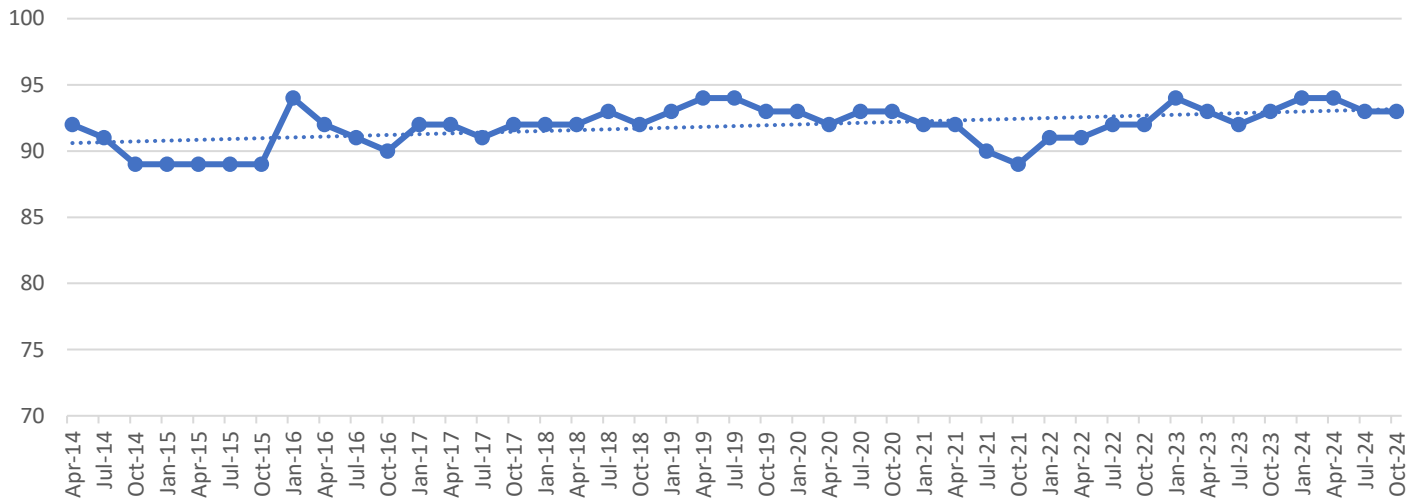
# Individual Question Results with Trendlines



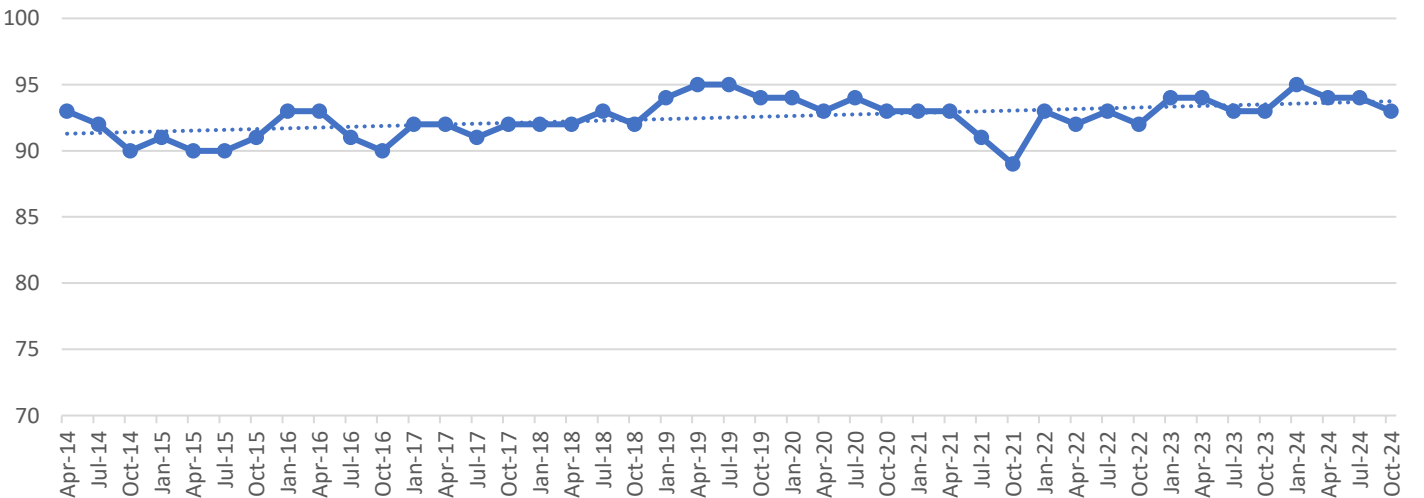
#### #4 - Education and explanation of plan provided in a way that I can understand



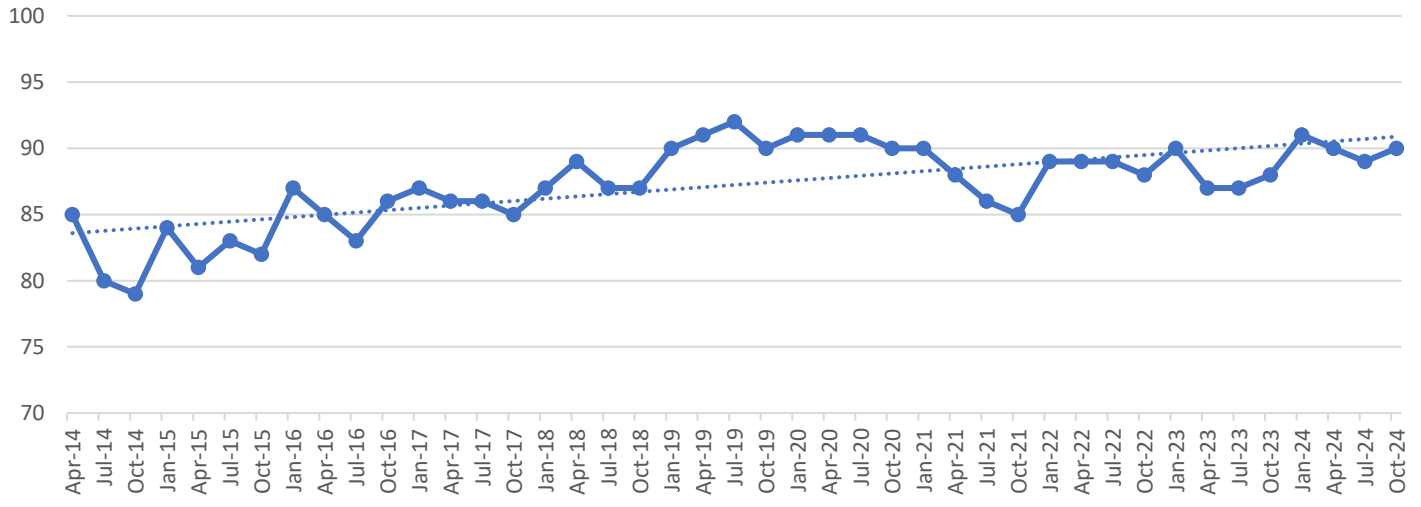
#### #5 - The follow-up and coordination of my care



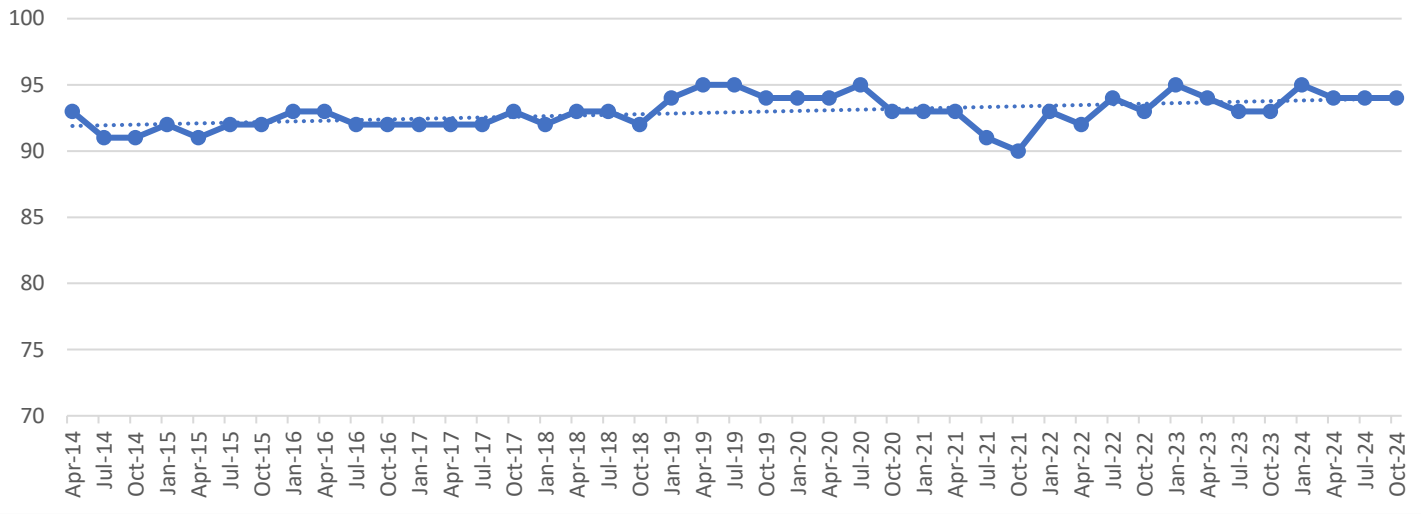
#### #6 - The staff addressing my medical needs today



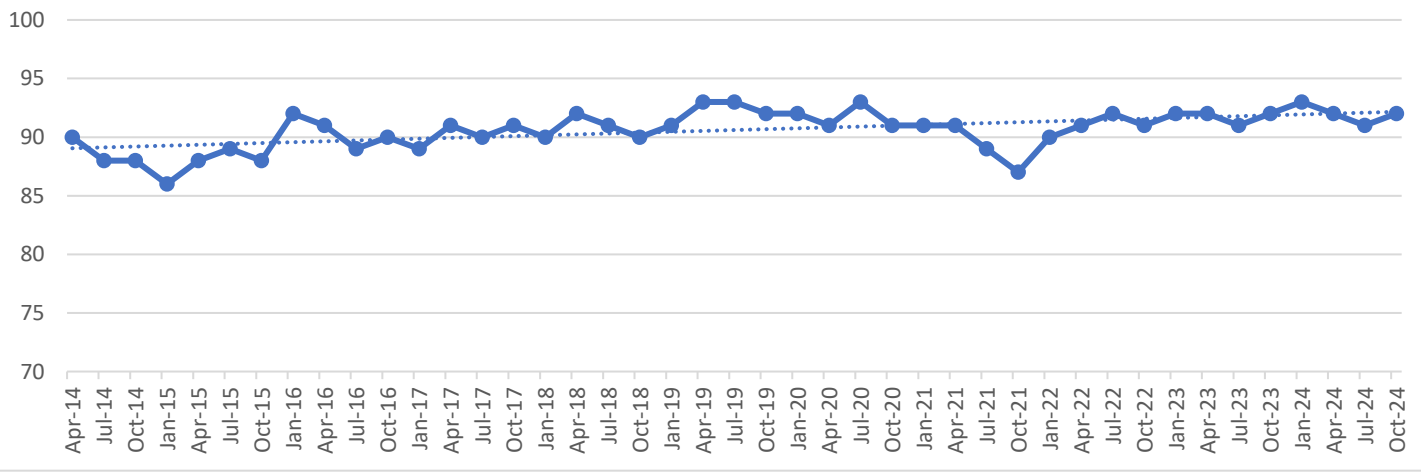
### #7 - The time spent waiting



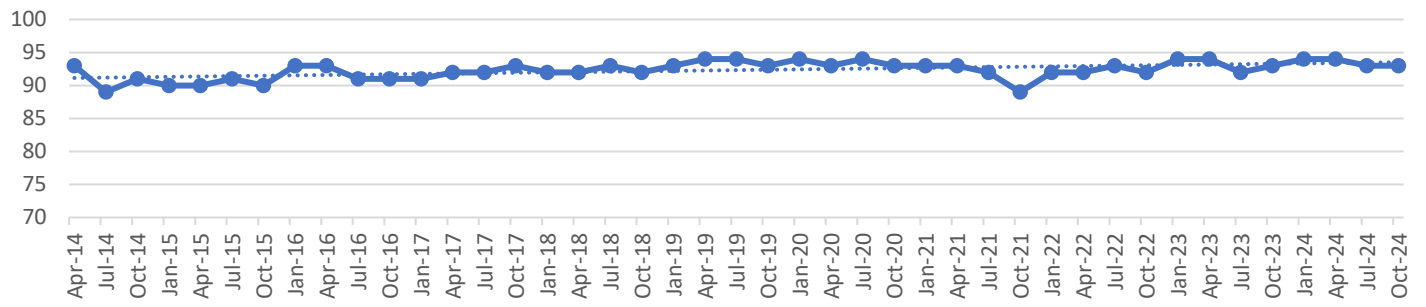
### #8 - The respectfulness of staff



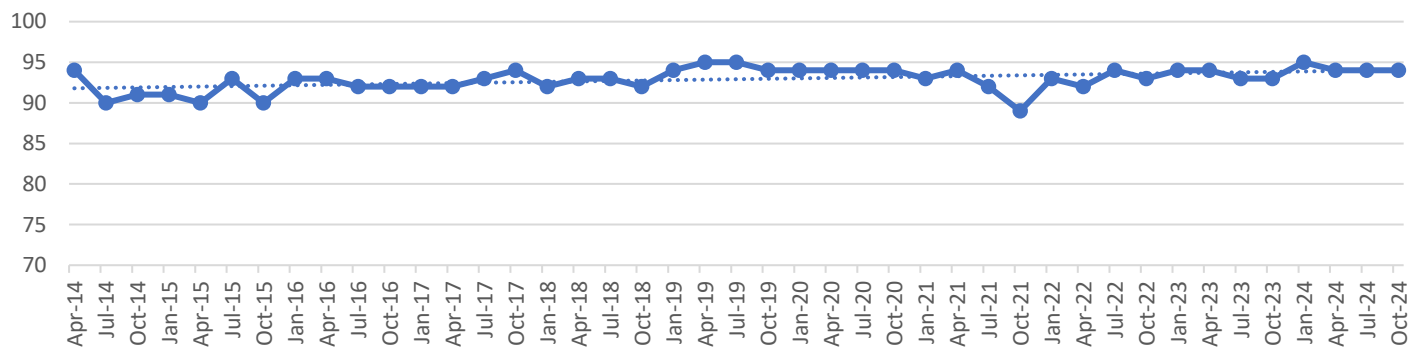
### #9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



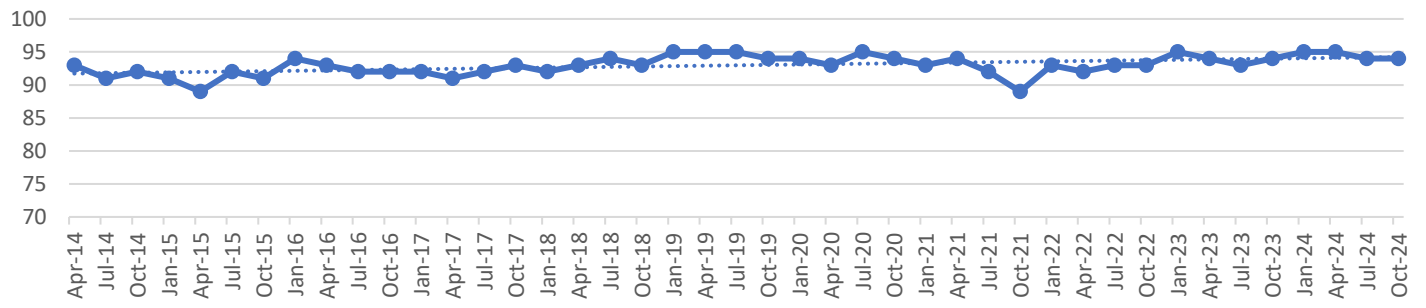
### #10 - The handling of my personal medical information in a private and confidential manner



### #11 - Your medical assistant



### #12 - Your health provider (doctor, nurse practitioner, midwife, or physician assistant)



### #13 - Overall, how satisfied are you with the Health Center?

