Our patients are at the center of everything we do. For that reason, we regularly assess our patients’ satisfaction with our services and staff.

We assess patient satisfaction 4 times a year through our quarterly Patient Satisfaction Survey. We are happy to offer you the most recent results.

<table>
<thead>
<tr>
<th>SUMMIT HEALTH CENTER Survey Question</th>
<th>Level of Satisfaction April, 2020</th>
<th>Level of Satisfaction January 2020</th>
<th>Level of Satisfaction October, 2019</th>
<th>Level of Satisfaction July, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The phone operator staff and call center</td>
<td>92%</td>
<td>92%</td>
<td>91%</td>
<td>93%</td>
</tr>
<tr>
<td>2. The reception staff</td>
<td>94%</td>
<td>94%</td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td>3. Receiving a timely appointment</td>
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<td>93%</td>
<td>92%</td>
<td>94%</td>
</tr>
<tr>
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<td>95%</td>
</tr>
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<td>94%</td>
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<td>95%</td>
</tr>
<tr>
<td>7. The time spent waiting</td>
<td>91%</td>
<td>91%</td>
<td>90%</td>
<td>92%</td>
</tr>
<tr>
<td>8. The respectfulness of staff</td>
<td>94%</td>
<td>94%</td>
<td>94%</td>
<td>95%</td>
</tr>
<tr>
<td>9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner</td>
<td>91%</td>
<td>92%</td>
<td>92%</td>
<td>93%</td>
</tr>
<tr>
<td>10. The handling of my personal medical information in a private and confidential manner</td>
<td>93%</td>
<td>94%</td>
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<td>94%</td>
</tr>
<tr>
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<td>94%</td>
<td>95%</td>
</tr>
<tr>
<td>13. Overall, how satisfied are you with the Health Center?</td>
<td>94%</td>
<td>94%</td>
<td>94%</td>
<td>95%</td>
</tr>
</tbody>
</table>
**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**:

14. **Have you left a message for a staff member in the last week? If so, what was your experience?**

   **English**
   - NO: 50
   - N/A: 48
   - YES: 6

   **Comments:**
   - “They didn’t call back.”
   - “Great experience.”
   - “Experience was good.”
   - “Yes, very satisfied.”
   - “Yes, good call back.”
   - “Satisfactory.”
   - “Fast response.”
   - “Yes, I reschedule and it was perfect.”
   - “Yes, Doctor got back to me and LIED saying THAT I cancelled a test when she determined to do it.”
   - “Everything nice, staff members is very good.”
   - “Left message for appt today they did call back and was very polite.”

   **Spanish**
   - NO: 53
   - N/A: 3
   - YES: 2

   **Comments:**
   - “Very good.” “Muy bien.”
   - “It was excellent they helped me with my necessities.” “Fue excelente me ayudaron con mis necesidades.”

15. **What is most helpful for you at Greater Elgin Family Care Center?**
   
   a. “N/A.” (9)
   b. “When the staff is nice and patient.” (Bhowmick)
   c. “Everything good.” (Bhowmick)
   d. “The service was good.” (Maniki)
   e. “Doctors explaining.” (Ariga)
   f. “Good.” (Thompson)
   g. “Is great people. All is well.” (Govinda)
   h. “Slliding fee, close to home.”
   i. “Not sure.”
   j. “The doctor listened.” (Ariga)
   k. “Yes, this entire experience was perfect.” (Ischar)
   l. “Call center.” (Bhowmick)
   m. “Everyone is on top of their role.” (Ischar)
   n. “Everything.” (3)
"The timely of being seen."

"The MAT program in general." (Govinda)

"Different services."

"That I’m able to get an appointment in a timely manner very quickly." (Afrifah)

"Fast service."

"Nice staff." (Ischar)

"Professionalism."

"The staff." (Thompson)

"To get medical care without going to the hospital."

"Quick appointments I live far away and have small children- so quick appointments are very helpful." (Thompson)

"They help me a lot better. Answer my questions." (Long)

"Fast help." (Thompson)

"Close to where I live." (Thompson)

"The staff member very nice."

"Everyone."

"Always get info I need."

"The staff was nice." (Thompson)

"Helpful staff." (Him)

"Dr. Govinda." (Govinda)

"Helping me to manage my diabetes." (Govinda)

"All of my health needs are addressed and taken care of." (Govinda)

"Good work." (Afrifah)

"Friendly staff and doctors." (Ariga)

"Quick appointments." (Ariga)

"Yes great." (Newbrander)

"Everything." (2)

"Monica H."

"Doctor." (Him)

"To be able to see my doctor when needed."

"They are very helpful." (Long)

"Quick visits and dr. appointments." (Long)

"Very detailed." (Thompson)

"Good service." (Thompson)

"Information." (Ischar)

"Staff." (Afrifah)

"Immediate attention." (Van Brunt)

"Staff." (Castro0

"Doctor taking care of my need." (Lwertke)

"The helpfulness & knowledgeable." (Ischar)

"MAT."

"The staff was great." (Castro)

"The medical assistant made my visit smooth."

"Getting the work done at a good place." (Lwertke)

"Low wait time." (Lwertke)

"Very gentile." (Thompson)

"Caring and always willing to assist." (Thompson)

"That Dr. Ariga seems like he really cares about me and want to help me." (Ariga)

"Timeliness- great staff." (Newbrander)

"I don’t know." (Long)
Spanish
a. “N/A.” (3)
b. “In everything.” “En todo.”
c. “Good service.” “Buen servicio.” (Newbrander)
e. “The kindness.” “La amabilidad.” (Ischar)
f. “Excellent doctor, kindness, compassion with her patients.” “Una excelente doctora, paciencia y compacion con sus pacientes.” (Castro)
g. “Close to where I live.” “Cerca de donde vivo.” (Castro)
h. “The attention.” “La atencion.” (Maniki)
i. “It is close to home and it is open on Saturdays.” “Esta cerca a mi y esta aberto los sabados.” (Bhowmick)
j. “It has good service.” “Tiene buen servicio.”
k. “Thank you very much.” “Muchas gracias.”
l. “With my questions.” “Con mis preguntas.” (Maniki)
m. “The medical attention and the help to those who don’t have insurance.” “La ayuda medica para los que no tienen aseguranza.” (Newbrander)

n. “Good doctors, very good personnel.” “Buenos doctors, muy bien personal.” (Newbrander)
o. “Late appointments.” “Citas ya tarde.” (Thompson)
p. “Everything that I need.” “Todo lo que nesesito.” (Newbrander)
q. “With what I have.” “Con lo que tengo.” (Castro)
r. “Doctor.” “Doctor"
s. “The attention, the medication.” “La atencion, el medicamento.” (Bhowmick)
t. “Excellent service.” “Excelente servicio.” (Long)
u. “To know if I’m pregnant.” “Para saber si estoy embarazada.” (Thompson)
v. “They help people without papers.” “Que ayudan a personas sin papeles.”
w. “I don’t insurance and the prices are very accessible.” “No tengo aseguranza y los precios son muy aseccibles.” (Govinda)
x. “The attention.” “La atencion.” (2)
z. “Everything is good.” “Todo esta bien.” (2)

aa. “For some of us who don’t have medical coverage, the prices and attention.” “Para algunos como nosotros que no tememos cobertura medica, los precios y la atencion.” (Castro)
bb. “I don’t pay a lot for my consult.” “No pago mucho por mi consulta.” (Thompson)

e. “Excellent service.” “Exelente servicio.”

ff. “On time appointments when its necessary.” “Citas a tiempo cuando es nesesario.” (Bhowmick)
gg. “Your flexibility economically.” “Su flexibilidad economicamente.”

hh. “The attention is very good.” “La atencion es muy buena.” (Bhowmick)
i. “It helps me a lot with my babies health, I am very satisfied.” “Me ayuda mucho con el cuidado de mi bebe con el cual estoy muy satisfecha.” (Newbrander)
jj. “They treat you fast.” “Te atienden rapido.” (Luettke)
kk. “The service and the center is a good distance.” “Buen servicio y el centro esta a buena distancia.” (Bhowmick)
ll. “The distance from my house.” “La distancia de mi casa.”

mm. “Everything is good service very kind and attentive thank you.” “Todo muy bien servicio muy amables y muy atentos gracias.” (Thompson)
nn. “Close to home.” “Cerca a casa.”
oo. “Everything very good and satisfactory.” “Todo muy bien y satisfactorio.” (Ariga)
qq. “They are very attentive.” “Son muy atentos.”
rr. “I understand the personnel.” “Entiendo al personal.” (Thompson)
tt. “Be efficient.” “Ser eficientes.” (Ariga)
uu. “They are very kind, punctual, and responsible.” “Son muy amables y puntuales, responsables.”
vv. “They were kind.” “Fueron amables.” (Govinda)

16. How can we improve Greater Elgin Family Care Center?

   English

a. “N/A.” (22)
b. “Yes.”
c. “My health care needs.” (Thompson)
d. “Only complaint is that when I first come here I was told by reception staff that I needed to change
my PCP but I guess that’s not the true for MAT patients.” (Govinda)
e. “The service was great.”
f. “No improvement needed.”
g. “All good.”
h. “I’m ok.” (Thompson)
i. “Nothing at this time.” (Thompson)
j. “You’re doing great job! Really are.” (Long)
k. “Having the ability to sedate.”
l. “Don’t require coming 15 min early to make me wait another 45 min.” (Govinda)
m. “Everyone is great.” (Luettke)
n. “Fine.”
o. “None.” (2)
p. “Nothing.” (4)
q. “Move closer to Batavia.” (Govinda)
r. “Just making sure that your able to get appts when needed and not having to wait for weeks at a
   time.” (Govinda)
s. “Great.”
t. “Everything is great.” ()
u. “Start video chats cause of COVID-19.” (Govinda)
v. “Quicker call backs for test results.”
w. “Less wait time.”
x. “Keep Monica.”
y. “Have all doctors and nurses treat patients like Dr. Ariga does.” (Ariga)
z. “Nothing, doing great!
aa. “Everything nice.”
bb. “Better communication between offices or NO LYING.”
cc. “Keep it up.”
dd. “Daily reminder before appointment.” (Ischar)
e. “Clock in the waiting room.” (Thompson)
ff. “Not sure.” (Luettke)
gg. “Everything is good.”
Spanish
b. “No comment.” “No comentario.”
c. “Helping with more gel and masks.” “Ayudando con mas mascaras y gel.”
d. “Continue the same.” “Siguiendo igual.”
e. “Personally the service is very good.” “Personalmente el servicio esa muy bien.” (Newbrander)
f. “It is good.” “Esta Bueno.”
g. “Everything good.” “Todo bien.” (13)
h. “We are very happy with the service.” “Estamos muy contentos con el servicio.” (Ariga)
i. “Everything is excellent.” “Todo excelente.”
j. “Don’t make us wait too long in the rooms after seeing the doctor and waiting for the papers.” “No hacernos esperar mucho en los cuartos esperando los doctores por los papeles.” (Castro)
k. “To me it is satisfactory.” “Para mi esta satisfecho.”
l. “I’m very happy how you treat your patients.” “Estoy muy contenta como atienden a sus pacientes.” (Thompson)
m. “N/A.” (10)

n. “Very good.” “Muy bien.”
o. “Continue the same I like the place and the treatment.” “Sigan asi me gusta el lugar y el trato.” (Long)
p. “Just like you’re working today.” “Hazi como trabajan hoy.”
q. “Not needed.” “No se nesesita.”
r. “Be more punctual with the appointment time.” “Siendo mas puntuales con horario de cita.”
t. “I only want to thank you for your service.” “Nadamas quiero decirles gracias por su servicio.”
u. “Up until now everything is good.” “Hasta el momento todo bien.”
v. “Continue working the same.” “Continue trabajando igual.” (Newbrander)
w. “Attending with kindness.” “Atendiendo con amabilidad.”
x. “Everything is perfect.” “Todo esta perfecto.”

17. Would you recommend this Health Center to your friends and family? Yes  No

English
Yes: 138
No: 1

Spanish
Yes: 86
No:
Results
The charts below itemize the Patient Satisfaction Survey results. The number of responses for each question is noted under the appropriate category. Below that number is the corresponding percentage of respondents who gave this answer.

<table>
<thead>
<tr>
<th>Survey Questions</th>
<th>(5) Very Satisfied</th>
<th>(4) Satisfied</th>
<th>(3) Neutral</th>
<th>(2) Dissatisfied</th>
<th>(1) Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>English</td>
<td>Spanish</td>
<td>English</td>
<td>Spanish</td>
<td>English</td>
</tr>
<tr>
<td>1. The phone operator staff and call center</td>
<td>137 (71%)</td>
<td>133 (72%)</td>
<td>41 (21%)</td>
<td>44 (24%)</td>
<td>10 (5%)</td>
</tr>
<tr>
<td>2. The reception staff</td>
<td>141 (73%)</td>
<td>140 (75%)</td>
<td>45 (23%)</td>
<td>42 (22%)</td>
<td>5 (3%)</td>
</tr>
<tr>
<td>3. Receiving a timely appointment</td>
<td>141 (74%)</td>
<td>143 (78%)</td>
<td>36 (19%)</td>
<td>35 (27%)</td>
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<tr>
<td>4. Education and explanation of plan provided in a way that I can understand</td>
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</table>

### Levels of Satisfaction

**English Speaking Patients vs. Spanish Speaking Patients**

<table>
<thead>
<tr>
<th>Question</th>
<th>English Speaking</th>
<th>Spanish Speaking</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>92%</td>
<td>93%</td>
</tr>
<tr>
<td>#2</td>
<td>94%</td>
<td>94%</td>
</tr>
<tr>
<td>#3</td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td>#4</td>
<td>92%</td>
<td>92%</td>
</tr>
<tr>
<td>#5</td>
<td>93%</td>
<td>92%</td>
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By Question

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<th>Survey Questions</th>
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<tbody>
<tr>
<td>6. The staff addressing my medical needs today</td>
<td>140 (74%)</td>
<td>35 (19%)</td>
<td>11 (6%)</td>
<td>2 (1%)</td>
<td>1 (1%)</td>
</tr>
<tr>
<td></td>
<td>140 (76%)</td>
<td>32 (17%)</td>
<td>8 (4%)</td>
<td>1 (1%)</td>
<td>4 (2%)</td>
</tr>
<tr>
<td>7. The time spent waiting</td>
<td>131 (68%)</td>
<td>45 (23%)</td>
<td>12 (6%)</td>
<td>2 (1%)</td>
<td>2 (1%)</td>
</tr>
<tr>
<td></td>
<td>120 (65%)</td>
<td>50 (27%)</td>
<td>10 (5%)</td>
<td>1 (1%)</td>
<td>(2%)</td>
</tr>
<tr>
<td>8. The respectfulness of staff</td>
<td>147 (77%)</td>
<td>36 (19%)</td>
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<td>28 (16%)</td>
<td>22 (13%)</td>
<td>1 (1%)</td>
<td>1 (1%)</td>
</tr>
<tr>
<td>recommendations in a timely manner</td>
<td>116 (66%)</td>
<td>48 (27%)</td>
<td>7 (4%)</td>
<td>1 (1%)</td>
<td>(2%)</td>
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<tr>
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<td></td>
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**LEVELS OF SATISFACTION**

English Speaking Patients vs. Spanish Speaking Patients

<table>
<thead>
<tr>
<th>Percent Response</th>
<th>Question #6</th>
<th>Question #7</th>
<th>Question #8</th>
<th>Question #9</th>
<th>Question #10</th>
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<tr>
<td>English Speaking</td>
<td>93%</td>
<td>91%</td>
<td>94%</td>
<td>91%</td>
<td>94%</td>
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<tr>
<td>Spanish Speaking</td>
<td>93%</td>
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<td>93%</td>
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<td>93%</td>
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By Question

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### Survey Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
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</thead>
<tbody>
<tr>
<td></td>
<td><strong>English</strong></td>
<td><strong>Spanish</strong></td>
<td></td>
<td></td>
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#### Levels of Satisfaction

<table>
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<tr>
<th>By Question</th>
<th>Question #11</th>
<th>Question #12</th>
<th>Question #13</th>
</tr>
</thead>
<tbody>
<tr>
<td>English Speaking</td>
<td>95%</td>
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INDIVIDUAL QUESTION RESULTS WITH TRENDLINE

#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 and coordination of my care

#6 The staff addressing my medical needs today
#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?