

PCC COMMUNITY WELLNESS CENTER

PATIENT SURVEY COMMENTS - August 2025

"Shared" before a comment indicates patient submitted feedback in real time along with their contact information. PCC follows-up with patient within 48 hours of receiving this comment

SITE COMMENTS

Austin Comments

Please provide any additional comments or suggestions on improvements you would like to make concerning PCC and our staff.

Would Recommend?
(scale of 1-10)

It is very hard to get through to anyone of your clinics on numerous of occasions. I had to call several times where I've missed an appointment which was through telehealth because they were not picking up or they will pick up and disconnect the call today. There was alt is very hard to get through to anyone of your clinics on numerous of occasions. I had to call several times where I've missed a appointment which was through telehealth because they were not picking up or they will pick up and disconnect the call today. There was a telehealth appointment that was scheduled that I did not have. I tried numerous times to reach out to the clinic and never got through to anyone. The calls were bouncing throughout the network to different Pcc clinics. I still haven't been able to get in contact with the clinic that I was trying to reach out to [visit for Sara Miranda, APN]

40

Lake Street Comments

Please provide any additional comments or suggestions on improvements you would like to make concerning PCC and our staff.

Would Recommend?
(scale of 1-10)

Awesome job [visit for Paul Luning, MD]

100

The staff is always pleasant. I've never had an incident with the staff nor have I ever witnessed any inappropriate or unacceptable behavior. Keep up the great work staff! [visit for Paul Luning, MD]

100

Enhanced training for your temporary employees. Over the years, inconsistent would be the description. Your permanent staff is EXCELLENT. [visit for Sherif Milik, MD]

100

I love PCC Community Wellness Center. They are an amazing care facility. Everyone loving and kind. I recommend them a 100x to everyone. [visit for Angel Markin, LCPC]

30

I don't see anything so far and I believe I've been going there for about a year. [visit for Paul Luning, MD]

100

More consistent training for your temporary staff. The medical environment is not for everyone, just ask your excellent permanent staff. In this environment, square pegs in round holes don't always work. [visit for Sherif Milik, MD]

100

PCC Community Wellness at West Suburban Comments

Please provide any additional comments or suggestions on improvements you would like to make concerning PCC and our staff.

Would Recommend?
(scale of 1-10)

PCC Wellness Center has been very helpful in providing health care and well-being for me. [visit for Morgan Beatty, MD]

100

They are awesome [visit for Morgan Beatty, MD]

100

I like my PPC Wellness Center... That's all... [visit for Lisa Kozinski, MD]

100

PCC Community Wellness at West Suburban Improve Safety Comments

Do you feel PCC can improve the safety of the care, treatment, or services provided? If so, how?

Would Recommend?
(scale of 1-10)

My treatment and care was well provided. [visit for Morgan Beatty, MD]

100

I think PPC does a very good job... [visit for Lisa Kozinski, MD]

100

They can make sure that the elevators are working so people don't have to walk to the 7th floor [visit for Lisa

90

Salud Comments

Please provide any additional comments or suggestions on improvements you would like to make concerning PCC and our staff.

Would Recommend?
(scale of 1-10)

Shared Me cancelaron 3 citas con la enfermera de la diabetes para que me dieran mi máquina para medirme la azúcar eso fue lo único que no me gusto gracias [visit for Julia Eckersley, MD]	100
I'm satisfied going to PCC Wellness Center because everyone there are so polite and helpful even the doctor's listen to what your feeling. [visit for Felisa Gutierrez, LSW]	100
Shared I love everything they do for me. [visit for Mary Rose Benson, LSW]	100
Shared La verdad no se por que creo que no está en las manos del personal ni del médico yo siempre desayuno y tomo todo el tiempo y paciencia que sea necesaria [visit for Julia Eckersley, MD]	100
Teniendo más Doctores disponibles. [visit for Karla Kokoa Tytus, MD]	90
Shared All there help is good enough no need to change. [visit for Mary Rose Benson, LSW]	100

South Comments

Please provide any additional comments or suggestions on improvements you would like to make concerning PCC and our staff.

Would Recommend?
(scale of 1-10)

technology for telehealth was tough to use [visit for Shayna Friedman, MD]	100
Shared All was great [visit for Rebecca DeHoek, MD]	100
Making an appointment when sick is impossible. Waiting time is almost always over a month wait. Good doctors either end up leaving or aren't available so we're forced to have to see a nurse practitioner or other kind of staff member instead. Also, you're now forced to wait for someone to call you back when calling main number because you're sent to voicemail & can't get a live person to answer anymore. The staff is always friendly but their system and how they're now running appointment making is extremely behind & honestly out of hand. As a patient, we should be able to be seen in a reasonable timeframe when not feeling good. Sending us to a different facility is unacceptable. They MUST do better. [visit for Bianca Cervantes, LPC]	50
Buen lugar [visit for Krysten Rollins, APN]	80
Making an initial appointment over the telephone is easy enough, but after that, getting in touch with a nurse or doctor or the referral department is almost impossible. [visit for Aeri Paek, DO]	20
PCC as a whole needs to revamp their scheduling availability by either hiring more staff or something. Right now, the only great experience in having is with my therapist. Other than that experience, the experience with the clinic itself "PCC Salud" is terrible in making an appointment when needed any sooner than a month out [visit for Bianca Cervantes]	
Yes, something has to be done about reaching the referral department and nurses over the telephone. also, there has been more than one occasion when I needed an important prescription refilled and it took over two days for the doctor to respond. [visit for Aeri Paek, DO]	20

Steinmetz Comments

Please provide any additional comments or suggestions on improvements you would like to make concerning PCC and our staff.

Would Recommend?
(scale of 1-10)

Es una clínica muy cómoda y muy respetuosa y unas enfermeras muy atentas al igual que la doctora [visit for Martha J Glynn, FNP]	100
Very nice staff. Very professional and courteous. Thank you so much!!! [visit for Maya Siegel, MD]	100

WIWC at WSMC Comments

Please provide any additional comments or suggestions on improvements you would like to make concerning PCC and our staff.

Would Recommend?
(scale of 1-10)

Everything And Everyone Was Great [visit for Dr. Karen Duenas Ruiz]	100
Too long of a wait. For my son [visit for Dr. Karen Duenas Ruiz]	90