
Westminster



These reviews were found in June, 2021.

Since then, they are no longer on the Yahoo page. Therefore, we share them because all the work of copying them was done, but it's in this document rather than on the page.



CA Westminster Yelp



Mayra B.
Garden Grove, CA
👤 12 🌟 7 📷 1

🌟🌟🌟🌟🌟 3/30/2020

I have always enjoyed coming here in the past, and this is my primary care through Melody. I came in with active symptoms, and I was not given any medications for my symptoms. My concerns were not listened to or asked, as the PA Mandeep Sidhu told me very abruptly that I could not have that condition. I had in the last year experienced the same condition. I was not checked for what I asked for, and I was told if I wanted to be checked, that I would have to make an appointment for another day. I was not given any medication for my symptoms or any follow-up.

I had to go to urgent care immediately. I might add this is while there is a shelter in place because of Covid-19. I was finally able to receive medication for something I was told was not possible.



CA Westminster Yelp 2



Shelly T.
Huntington Beach, CA
👤 100 🌟 23 📷 3

🌟🌟🌟🌟🌟 4/6/2020 - 🔄 Updated review

first time here and last time. The doctor had the worst bedside manner. She made me undress with her in the room!!! and never warned me before checking me and shoved i don't know how many fingers up inside me super quick without warning leaving me when I left in super pain and a week later still in pain! I called to let them know what had happened and they told me "well would you like to make an appointment?" "I'm not a physician so I can't give you any info over the phone" I understand that but where's the care over the phone. We are all women here and I felt as if I was treated like an animal. I really feel as if this matter should go into corporates hands



CA Westminster Yelp 3



Kwinh P.

Garden Grove, CA

👤 4 📅 17 📄 3

★☆☆☆☆ 3/30/2018 · 🔄 Updated review

I have been waiting for a week for a lab result. I was contacted by a customer service manager but of course, my call was not returned as expected by Planned Parenthood. I have given up on making any progress with them. I now will have to switch to a new provider, order the same test, and wait for the result again..

👍 Useful 2

😄 Funny 2

👌 Cool

★☆☆☆☆ 3/22/2018 · Previous review

I've recently switched to Melody as my primary healthcare provider. I came in yesterday to have a check-up for my throat (I got the correct diagnosis after visiting the ER the following day). When I sat down, I was helped by the most clueless and insensitive medical assistant. I was in excruciating pain and she showed no sympathy as she told me that the reason for my visit was a follow up for my breast ultrasound so therefore the physician can only address that concern. I was infuriated. She proceeded to take my ear temperature without actually inserting the device in my ear... I believe she took the room temperature correctly. I was then seen by a PA named Nhi who was unable to provide a diagnosis for my throat (it's strep). She had the same medical assistant take a sample from my throat to test for strep, which came back negative. I have gotten strep several times before in the past and know that sometimes the test result can be a false positive. She was unable to give me a definitive diagnosis and proceeded to prescribe me muscle relaxant... and told me to keep taking ibuprofen even though I specified that I have been taking ibuprofen for the past 5 days and the symptoms have not gotten better. I woke up this morning with extreme pain and was so fed up with this visit and how unhelpful it was. I took myself to St. Josephs ER where I was diagnosed with strep by a simple visual examination. The PA at the ER was shocked to hear about my experience at Planned Parenthood and the lack of professionalism and competency from the staff. For those who are thinking of switching to Melody, please don't because you are better off saving your time and energy and emotion going to the ER or a healthcare provider with sufficient medical knowledge to actually be able to help you get better.



CA Westminster Yelp 4



Lindsey H.

Huntington Beach, CA

📍 239 📅 30 📄 14

★☆☆☆☆ 8/6/2016

Let me start with the fact that I have never written a negative review in my whole life. I don't like to complain and no one messes up that bad to urge me to write one.

I have been going to planned parenthood for 10 years with zero problems. I had my Mirena put in 3 years ago and loved it until recently it was giving me issues. So last week I made an appointment to have it checked out. The front desk staff is awesome, they want you in as soon as possible and they care that you have all the info. you need about your insurance so there aren't any money surprises. I waited in the patient room after getting checked in for over an hour. Not a crazy huge deal until I hear the girls outside cleaning up and saying good night to each other! I stepped out and grabbed someone to get a doc. or else I was obviously leaving. The doctor comes in and is SO short with me and my questions. She came off as annoyed and everything I asked was quickly dismissed as if I didn't know what I was talking about. Ive had this thing in my body for 3+ years, I know that something isn't the same. She tells me to take a Tylenol and change sex positions. She leaves and I get dressed and wait for her to come back with test results. Another 15 minutes and I stick my head out and a different woman comes around surprised to see me and asks what I'm waiting for. Are you kidding me? She goes and gets my test results in 2 seconds as if they were just sitting forgotten on the counter.

At this point I'm flustered, but I trust the doctors, so what can ya do.

Skip to a week later with no change in my severe cramping and sharp pains so I make another appointment (earlier in the day, so I hope I am not easily forgotten) to have the Mirena removed. Went in yesterday and SAME THING. Front staff is awesome.

Then, I literally watch my nurse roll her eyes and laugh under her breath not once, but 3 times, about my concerns. The doctor took the Mirena out and didn't answer any of my MANY questions about the new pill she wanted to prescribe me to instead of the IUD. She simply gave me a new prescription, said it was the best,told me to sign, get dressed, and good to go.

Needless to say, they don't seem to care at all. I have excellent insurance and still chose to go here instead of a new place. Won't make that mistake again.

My husband told me to throw the pill prescription she gave in the trash and make an appointment with a "Real Doctor."

Also, INSTANT relief once the Mirena was removed. No pinching when I sit or non-stop cramping/ sharp pains through out the day. I have no clue what changed, but I'm glad I listened to my body instead of those egotistical women.

(Who don't make it feel even a little bit like a "welcoming safe-place")



CA Westminster Yelp 5



Yasmin M.

Garden Grove, CA

📷 0 📄 3

★ ★ ☆ ☆ ☆ 8/9/2016

One week ago I got the long birth control called, "implant". I went here because they are one of the only ones that do the implant. I check in 20 mins early and got called in 30mins after my set appt. time. Going on, after the dr numbs my arm, she states that she numb my arm longer than she usually does and puts the implant in. Shows me where i can find it.

She tells me I'm all done.

I ask her , what can i do and not do with arm. She was like you know we are going to give you a booklet with online websites that can explain it to you.

what????

I ask the same question and she said, "don't carry anything heavy and you can look online for more but if you are not able to go online the person in the front can print it out for you"

This is just horrible treatmentwhat a lazy dr...didnt even explain it to me. fyi the paper work did not have any after care instruction. I had to look it up in various if sites.

I went back in because it was painful where they inserted it and it was still bleeding.

The dr saw me for 2 secs and told me that if I am still in pain in a week to come back



CA Westminster Yelp 6



Diana D.

Huntington Beach, CA

📷 3 📄 3 📄 1

★ ☆ ☆ ☆ ☆ 1/13/2015

It makes me sad that i have to say this cause i love what PP does for women. But when i have a busy work schedule i have very little time to get into a doctors. I know exactly what is wrong with me and they failed to test me properly. If anyones ever had a UTI its painful ive already had it for two weeks but i guess ill wait another week thanks to the lazy staff they have on sundays. I wouldnt suggest going on weekends guys. YOU HAD ONE JOB! Especially in the medical feild do your job right or dont do it at all



CA Westminster Yelp 7



Rebecca C.

Mid City, Los Angeles, CA

📷 0 🌟 3 📩 3

🌟🌟🌟🌟🌟 11/12/2020

I've been to this PP five times now and each time has been different. A couple times I had consultation for an IUD insertion, another for pregnancy and STI screenings and those were standard fine appointments. No complaints.

When I had my IUD inserted, my doctor was quite cold with me and fast. I had expressed fear and she didn't reassure me much and it felt like she just wanted to get it over with and move on. After the insertion it was very painful and I felt like I was going to pass out and she said "that's normal. Here's some apple juice and you can get up and leave whenever you are ready." And left right away. It all just felt very cold and hard for me being alone. After that, I experienced a lot of pain for a while (which I know is normal.) I went to a follow up appointment to check to see if everything still looked good. It did and that doctor was SO kind and reassuring. Honestly the nicest lady ever (a different doctor from the one who inserted it) A week later I was in a lot of pain and wanted to come back in to make sure it was still all good and she was my doctor again and was again super kind and reassuring and listened to me and invited me to come back any time I felt things aren't right. She gets 5 stars from me.

Fast forward now over a year and I've been experiencing very troubling pain that is definitely not normal for quite a while now (not IUD related). I came in today to get looked at and while the doctor herself was very kind and professional, I felt as though I was talking to a wall. I'd tell her all the details and she'd come back with "that's normal" and I would say it wasn't normal for me and I am here because it's not normal. She only wanted to do a couple basic tests which I agreed to but when she said "everything's normal!" Despite me saying "this hurts" during the exam (not normal for me). I said I felt like if she didn't feel anything maybe we could do an ultrasound because again THIS ISN'T NORMAL, but she insisted that it seemed fine and I could come back another time if I felt I needed more. I don't know. I needed more now, that's why I made the appointment. I appreciate her being kind and trying to reassure me that I was okay, but ultimately, I came in there fully prepared to do some bigger exams because I know what I'm feeling isn't right. I wasn't prepared to have to advocate for myself so much and wished my doctor had listened to me more seriously.



CA Westminster Yelp 8



MJ.

Buena Park, CA

0 67 28

5/8/2019

I had an appointment for 11am. Writing this review at 11:55 and still have not seen a doctor. I had high hopes for this location but now I know I need to find a real PCP at a real hospital. I feel like the normal planned parenthood stuff gets you in and out but the MELODY healthcare always takes up 2 hours of my day. TWO HOURS to get some cream for my eczema ? No thanks.



CA Westminster Yelp 9



LT K.

Los Angeles, CA

2 463 2

12/10/2011

Planned Parenthood is supposed to be low or free cost to low income individuals. Long story short: I needed to have a mammogram done w/in 24 hrs to comply with my medical requirements. It was almost 4pm so there was no way to get it done that day. My doctor office did not open until 10am, so just as PP opened its doors at 7am the next morning, I went in to get a referral for an mammogram. There was only one other person who came in with me, and I was told it would not be seen until sometime in the afternoon, and that I was required to pay for the consultation now at the cost of \$240.00. I was shock! \$240 for a consultation to get a referral for an mammogram, and they receive grant/funding from the government? My doctor regular consultation is only \$75, but he only charges me \$35 as I have not health insurance.

PP is a rip-off organization, anti-community, and anti-low income. The only free service that they provided while I was there, was given out free condoms to some pre-teens or early teens kids, who came in and requested condoms. Wouldn't they should require these kids to take a safe and responsible sex workshop before passing out condoms like candies?

PP have lost my respect as a community organization. I had a pap smear at a community clinic once. It was free, and I only had to wait less than an hour to be seen.

PP isa joke organization.



CA Westminster Yelp 10



Kevin W.

Laguna Beach, CA

347 37 17

7/16/2014

Terrible at appointments and walk-ins, the waiting room feels like the DMV, and a panel of basic STD tests cost almost \$300 - even with full insurance coverage. My partner got blood taken and they blew two veins causing a huge hematoma (even with giant vascular arms). Some kids were peeing by the toys and several people who came in after us got called back first. Forget it - not even the pleasant staff and modern decor can save this place.



CA Westminster Yelp 11



Elexis B.

Schiphol, The Netherlands

0 7 1

9/23/2020

This is the worst location I've ever been to! During COVID, patients have to do a drive thru appointment. I got to my appointment and got called in to take my STI test. They had me wait in my car for my doctor to have a FaceTime appointment with me. 40 minutes go by and my doctor still didn't call me. I had my AC on because it was hot outside. My car was running out of gas so i went to a gas station that was literally 1 minute away and came back right away. They called me and told me since i left, i would have to cancel my appointment. No one told me that if i left the drive way I'd have to reschedule. Especially if i was already back! Mind you i have major symptoms. Obviously my health is not important to them because they threw my test away just because i left for a few minutes. I was already back my when they called me. I told them i was parking and they said "parking? Oh you left? We're gonna need to reschedule." Don't come to this location I'm begging you. They are so rude and do not respect the appt time. The dr will have you waiting in your hot car almost an hour over your appt.



CA Westminster Yelp 12



Thao D.
Garden Grove, CA
📍 0 📅 7 📷 7

⭐⭐☆☆☆ 5/22/2021

I have visited Planned Parenthood - Westminster for the last five years and every time they all went great. The two Vietnamese receptionists are always welcoming and willing to answer any questions that I have.

However, I guess today is not a lucky day for me. I scheduled the Well Women Exam today at 10AM. I arrived at 9:45. Checked in using the link they sent. Waited 20' and finally received a call from them to check in. A female nurse called to inform me that I cannot have the exam today because I just did one in July of last year. Since I didn't remember exactly when was the last time I got the exam, so I said to her it was okay if I couldn't get the Well Women Exam today but I would like to discuss with someone about some side effects with the birth control that I am using right now. I just wanted to know if there are any other options for me to avoid these side effects. It's that simple.

Instead making me feel welcome and comfortable to express my concerns about my health. Her attitude is just making me more and more uncomfortable to the point I decided to hang up the phone. I asked for her name but she didn't answer me.

I wasted 2 hours. My morning was ruined and I got no answers for my questions. Great!



CA Westminster Yelp 13



Nestor C.
Madison Park, Santa Ana, CA
📍 196 📅 5

⭐☆☆☆☆ 10/13/2020

Literally wasted my time coming here TWICE! The fact that they don't take walk ins even though they say they do makes this place get a bad reputation.



CA Westminster Yelp 14



Cartiii L.

Long Beach, CA

👤 0 📌 1

★☆☆☆☆ 9/21/2019

I went in for an emergency pill and they really made me come back another time to get it because " it was too full " I came back again they did the same Thing .. now the pill only works 5 days after unprotected sex so I was getting worried , then I came back AGAIN! They told me to come back they don't have any appointments available for another week .. she said the only option is to PURCHASE IT HERE FOR \$25 ?! I literally had to buy it there because I couldn't waste any more time ! This place is nice & ive always had good times here but the front lady was soo rude and they were talking and looking at me in disgust . Never back here , I'm going to stick with the location in Long Beach .



CA Westminster Yelp 15



Rachel D.

Fountain Valley, CA

👤 44 📌 16 📷 13

★☆☆☆☆ 8/17/2016

Horribleeee. I walked in and wait 1.5 hours. Yeass 1.5 hour and not yet called to see a doctor. I asked and a staff told me that there is no time estimation, and I have to wait until there is a cancellation in order to take the spot.

What????!! Why didnt she let clients know in advance.... Its a waste of time. Soooooo stupid. I left after waiting almost 2 hours and not yet see a doctor

I will never come back here. Ever never!!!!



CA Westminster Yelp 16



Jennifer N.
Fountain Valley, CA
3 15 23

★☆☆☆☆ 10/2/2016

Waited 2 hours to see the doctor for 2 minutes only for her to tell me she couldn't do anything for me. Thanks, for completely wasting my time



CA Westminster Yelp 17



Lina L.
Garden Grove, CA
1 42 5

★☆☆☆☆ 9/29/2016

For the walk ins.

Don't do it. Usually they have me in and out within 2 hours max but I've been here since 10am and it's 4pm right now. The girl next to me has been here since 11 and the guy before me has been here since 8am.

Usually I'm grateful and understanding, but this is honestly ridiculous.



CA Westminster Yelp 18



Morgan S.
Costa Mesa, CA
136 10 8

★☆☆☆☆ 1/24/2019

I waited here for an entire hour for an appointment I had at 11:15. I got there at 11:10. Kept saying we're gonna see you next and then they called another person. And I just expect to get in within a reasonable amount of time as I have plenty of other things in my day scheduled as well.



CA Westminster Yelp 19



Amanda D.

Huntington Beach, CA

185 76 39

8/12/2013

Why did I make an appointment?

An hour after my appointment time, and I'm still sitting here in this waiting room.



CA Westminster Yelp 20



Mari M.

Costa Mesa, CA

0 15 2

10/26/2017 - Updated review

I have this place another chance because it's close to my house, once again... they messed up on my appointment and wanted me to pay when I am low income... get your team together!

Not recommended

Useful Funny Cool

8/4/2017 - Previous review

I was currently waiting after I made an appointment to be seen 45 mins ago. Everyone who came after I did is already seen. I asked if it would take any longer and they said not long. After they eventually took me inside, the girl said that I had to go back outside and wait because there was no rooms available. Whoever runs this place needs to make sure these girls have a sense of urgency and take people inside in order.



CA Westminster Yelp 21



MP N.

Westminster, CA

📷 0 📄 2

★☆☆☆☆ 9/23/2017

I wouldn't recommend this place. Very unwelcoming and uncomfortable experience. I used to go here but the service has gone down hill over the years. I don't know why I bothered coming back, but gave it another shot because I went to the walk-in in Orange and they recommended me to go to an open appointment in Westminster. During my last appointment there, I was treated disrespectfully and unprofessionally. The person who saw me looked young like maybe she was in training. I asked for other services and she became frustrated and visibly irritated. Then said I should have let her know earlier so it doesn't waste her time. She complained about having to go back into the computer to do things all over again. Never heard of someone in the medical profession complaining about doing more work to a patient. This was the first.

Um excuse me? Waste your time? One, this is your job to do the work. You think your job is to get angry and frustrated doing more work and taking it out on a patient? Two, this isn't some therapy session to show your behaviors and attitude. Three, ever heard of people in the medical profession who do their job right say, "is there anything else I can help with?" You don't like doing the work that irritates you helping people, why be in that field? I wouldn't mind so much if she told me about making it easier on the staff without the attitude, but unfortunately this wasn't the case. Will not be coming back.



CA Westminster Yelp 22



Sherrill H.

Huntington Beach, CA

👤 125 📍 177 📷 78

★☆☆☆☆ 5/14/2015 · 🔄 Updated review

Well, big surprise I had another terrible experience here. The nurse practitioner refused to prescribe me a pill I'd been on for nearly 20 years, at their recommendation I'd switched to a different pill for a few years. WOW! Even the docs at HOAG/Greater Newport Physicians had prescribed the pill I prefer...but I don't have health insurance right now...Thanks Planned Parenthood for not allowing me to the right to "choose" a particular contraceptive and for kicking me while I'm down so to speak.

👍 Useful 2

😄 Funny 1

👌 Cool 1

★☆☆☆☆ 11/18/2009 · Previous review

I sat in the waiting room for 1 hour before I went up to the front desk to ask why I hadn't been seen yet. I figured hey, it's planned parenthood not a real doctor's office so maybe this is a standard wait.

They said my medical group on my health insurance card had changed since I made the appointment and to go see an ob in my medical group or my Primary Care Physician.

Thanks guys! Could you have told me before I sat in the waiting room for an hour?

I'm adding the following: After a few days and some after thought, I don't even think they're allowed to have denied me services like that. They said I would need to pay \$159 for the standard routine female checkup in which I was asking for and that I should go see my ob or primary care physician.

They literally REFUSED to see me. In the meantime several 20 year olds were told no big deal if they couldn't afford to make a donation or pay and \$\$, and they were still seen. Complete BULLSHT.



CA Westminster Yelp 23



Deanna N.

Malibu, CA

📍 0 📅 29 🗨️ 7

⭐⭐☆☆☆ 1/1/2017

Service from main office staff was fine. I was second in line since I came in right as they opened. It took 30 minutes to be seen.

I don't remember her name (oh if only I could remember!), but one of the doctors was very belittling. I came to take out my implant since it was causing mental instability, and she scoffed and said in a very condescending tone, "it's not the implant that's causing that. There's no mental side effects with the implant. It's probably you." I know for a fact it was the implant because before and after I had it, I was fine. While using it, I was crazy with anxiety/depression/mood swings. Everyone I knew noticed. Even on the pamphlet in the office it says "rare side effects: mood swings, anxiety, depression," etc. She then asked what I was going to use instead. I said condom since there's no hormone in that. She again laughs and says, "so you're going from the best contraception to the worst? ... OK." It's only a one percent difference in effectiveness. Judgemental. Condescending. Ignorant. Rude.

This visit was months ago and look at me! Using condoms and not pregnant!



CA Westminster Yelp 24



Colleen V.

Hawaiian Gardens, CA

📍 41 📅 11 🗨️ 21

⭐☆☆☆☆ 5/7/2014

First of all I came here walk-in okay I was told the wait might take more than 3 hours and I know that. then every 30 minutes I was asking the front desk she said after 4 people ahead of you so I've waited after more than 4 people I asked again, and she said 1 more and you're up next after one then comes another one ahead of me so I ask again how long is the wait and she checked again and I overheard that the girl who got called wasn't the one should be in but me. I'm in pain right now damn it! what kind of clinic is this geez! are you helping people or what!



CA Westminster Yelp 25



J.V.

Fountain Valley, CA

👤 20 📅 37 📄 21

★☆☆☆☆ 11/9/2011

If I could give this place a lower rating, I would.

I've been here three times already, and all three times I've had an actual appointment. But it doesn't matter whether or not you have an appointment, because you'll still have to wait for HOURS before anyone sees you.

The first time I was there? 3 hours.
Second time? 4-5 hours.

But I didn't mind the first two times because I needed a blood test and a pap smear, so I assumed the experts in those areas were busy & I needed to wait.

This time I only needed to refill my birth control pills.

My appointment time was 12:15pm.
I got there at 11:50am. I waited in the waiting room for an hour, and they called some people who arrived after me in first. After I was called in, they weighed me, then told me to wait in a room for a nurse to come in.

I was in there for OVER AN HOUR! During this time, I can hear them call over seven different people in.

I went out to say, "I'm sorry, but how much longer will it be before a nurse sees me?"
Before I could even finish asking, the rude nurse/doctor/staff member cut me off and walked away! Like wth.

Then the nurse finally went in and gave me my pills and asked for my signature on a form. That was it!

LESS THAN THIRTY SECONDS!

I waited over two hours just for the nurse to see me for thirty seconds!

WTF!

What's the freaking point of having an appointment if I have to wait over two hours for something that takes less than one minute???



CA Westminster Yelp 26



Sharron W.

Lake Forest, CA

📷 0 📅 6 📄 2

★ ★ ☆ ☆ ☆ 11/2/2015

Just went in for a pregnancy appt and confirmation, almost every person I talked to seemed to keep pushing abortion on me even when I said I was happy about the pregnancy and was keeping it.. I wish they would be more positive about women keeping their babies, I didn't get barely any positive reactions when saying I wasn't here for an abortion or scheduling one. I'm all for planned parenthood and their services, but I would like them to stop being so negative on women planning to keep their babies... It's not comforting at all. Please fix this Westminster location..



CA Westminster Yelp 27



Janelle A.

NH, NH

📷 0 📅 56

★ ★ ☆ ☆ ☆ 11/24/2014

I had an appointment less than a month ago for a check up and to set up birth control for myself. I had already been on that pill for a long time so it was no problem and a total breeze. I only got one package for that time being. I just called to try and schedule a pick up for more birth control and was told I needed to see a clinician first.

I said, "But I just had a check up with one less than a month ago. I still need to meet with a doctor just to pick up birth control?"
"Yes."

I'm sorry, but how on earth does that make sense? Why would I get a check up less than a month later just to get birth control pills. And after I was told it will be much cheaper than picking up at a pharmacy...not if they charge me for ANOTHER appointment. Oh, and I also don't have the time to spare an hour out of my time every few months just to get some packages of pills.



CA Westminster Yelp 28



Christy T.

Irvine, CA

👤 1 🌟 7 📷 2

🌟🌟🌟🌟🌟 8/10/2016

Went to this location as I needed my BC soon and there wasn't an available appointment at the Orange location. Upon going in with an appointment, I ended up still waiting 30 min to be called in. No big deal. People get backed up and I understand. However, the MA that roomed me looked way unenthusiastic as if she hated her job. The entire interaction with her was so hard to endure, she was monotone, never looked you in the eye, didn't seem like she cared. After she left, a male RN came in. At least he was courteous and seemed like he actually cared about a patient's well-being. After my initial assessment, it was decided that the NP (Hashimoto) come in to see me instead, so again I waited. Which the wait still didn't bother me. However, when the NP came in, she also didn't seem to care much about my concerns. All she did was ask the normal questions regarding signs/symptoms I was having and wanted to push me out the door. Towards the end, she just rushed me to sign the form on the computer screen and had the male RN bring me my BC. Overall, my visit there was 'unremarkable' as they say. I don't expect 5 star treatment but at least some sort of compassion when working with patients. What really prompted me to write this review was not my visit there, but what occurred after. My main concern going in was for a possible UTI, and as expected they should call you with your results if they are abnormal. I didn't find out about my abnormal results until many days later, not from any staff, but through the online portal. So upon viewing them, I called to find out what went wrong in terms of communication and what my next steps at this point should be. First attempt at calling, the girl told me I supposedly was informed of my results at the visit which was entirely false. Keep in mind the NP never went over my urine dip results with me and rushed me to sign the form to get me out. Also, there was no way she could have informed me when the time stamp in which she reviewed the results was AFTER I had left the clinic. To top it off, the girl I was speaking to was very adamant about me having gotten my results in clinic, enough to say I must have forgotten then hung up on me. No. I'm sure I am still young enough to have my noodles intact to remember an encounter or any discussion regarding my health status. Please keep in mind I was never rude on the phone. I had simply just wanted to find out where it went wrong and where I should go about my abnormal results. Second attempt at calling again (~1710), at least this rep was more professional about it, however, still unable to direct me to someone who could resolve this as it was too 'late' in the day and they are about to close. She told me to call in the morning to see if I could 'possibly' talk to someone who could help me in regards to the abnormal results. It has been exactly 12 days since my visit, still experiencing symptoms (not including previous weeks of having same symptoms) with no plan for treatment and the possibility for further concern based off of my abnormal results. To be continued as I will call in the morning to see what happens.



CA Westminster Yelp 29



Brenda H.
 Santa Ana, CA
 0 7

10/6/2016

The worst place I have EVER been through. I can't wait til open enrollment so I NEVER have to deal with them ever again!! I'm not upset at this location specifically but just Planned Parenthood as a company. I have health insurance and unfortunately didn't realize the doctor I chose is through Planned Parenthood. I called to make an appointment (I hate that you can't call the office directly) and the person failed to make it. Not only did she put me on hold for a very long time to answer a question I had about my copay but she also hung up on me and did not book my appointment. I am definitely going to let United Healthcare know the type of service they provide to their members, its not like my health insurance is free. I'm leaving the country in two weeks and I need some information regarding vaccines and they can't even answer that over the phone. I had to make an appointment, but their staff is so irresponsible they can't even do that. I will definitely do what I can in my power to never have to deal with this unprofessional company again!



CA Westminster Yelp 30



Isabel M.
 Centennial Park, Santa Ana, CA
 0 5 13

5/28/2019

1 photo

For the most part I have had very pleasant experiences here. I would have give this place a much higher rating but Saturday evening was the worst moment of my life. I came to get tested for an infection as I was feeling uncomfortable down there. The nurse that attended me was super kind and friendly and I really loved how bubbly and kind she was. Everything was flowing smoothly until it came to waiting half naked with a paper sheet to cover my lower body. I waited in there for so long the lights turned off on me. A minute later after the lights turned off on me the doctor comes in. She said hello and everything and even complimented me on my dress etc. when it came down to using the speculum in my genitals she kept manhandling my Vn!! She kept pressing real hard on my lower abdomen and she kept telling me to relax! Her name is Heather and she is Caucasian doctor. She was having trouble inserting the speculum because I was tense and uncomfortable and she just rammed her fingers and speculum into my walls completely disregarding my comment about it hurting. When she had her fingers inside I could feel her long nails and I was just tense and tight and could not relax. She was not very kind and was sounding extremely rude and talking to me as a 12 year old and I am 21! I am a grown woman!! Before the manual exam down there she was asking me very rudely why I haven't gotten my period yet and what kind of method for contraception I was on. I told her the patch and she went to ask "are you pregnant! Why haven't you gotten your period!" I told her that I had already been tested for pregnancy recently and that I was not pregnant. She was on the computer scrolling like how does she not see my previous results. In regards to telling her I was on the patch she sounded hysterical and demanding of answers and extreme judgy. Her questions and tone were abase to my being. I was in great discomfort and she was having trouble finding my cervix and ovaries according to her. She was saying my lower abdomen was really hard and if I was flexing. When she had her fingers inside my walls kept gripping her fingers not for any arousal but becauE it was painful the way she just rammed her fingers inside! She has no sense of judgement or regard for my emotions! When she wasn't roughly pressing on my lower abdomen she would keep asking if I was flexing and if I was that she was gonna have a hard time that she needed me to relax and to stop flexing or she was not gonna be able to do "her job". She also said she needed her circulation in her fingers that I needed to stop flexing. How could I if she was being so severe and rough I felt extremely harrassed and violated from my private areas and body and whole being!!! She was going on about certain causes of an itch or infection and why certain bacterial growth or yeast infections happen and that urinating in ones underwear was also a cause. Then

proceeded to ask me, a fucken 21. year old if there was urinating and I laughed and said no I was not! That's quite a disrespectful and out of pocket answer. I have a pic of when I went to the restroom to urinate because she was just being so harsh to my genitals and she went to ask if I have a urinary problem which I dont! I had redness on my lower abdomen and I took a pic because I was shook when I saw it on my body and I know I was not exaggerating on the type of man handling she did on me!



CA Westminster Yelp 31



Daimci R.

👤 300 📩 93 🗨️ 14



11/22/2020

Everytime I have to see these "Doctors" there's always something new. They weren't letting anyone come in to be seen this year so that's a waste of time. The answer to all my problems have been birth control and I refuse to mask my issue. Just because you can't figure out what's wrong, birth control doesn't mean it's right. When the Nurse Practitioner lied and said I had Fibroids. I had a Doctor check my results and said she I was perfectly fine and didn't understand why she said that. The Practitioner was pushing the Birth Control on me hard. You know they get money that way. So everytime I had to do this telecast appointment on my phone I get the run around. Last Doctor told me to Pray. During these times I bearly had any energy to hold this phone up to speak to the Doctor. Another time I had a UTI and needed meds quickly. I live down the street from this location. I'm crying my eyes out and the guy who set's the appointments on the phone tells me no. So I had to rush myself to the ER during this Pandemic. Hoping to be seen. Thank goodness they took me because I had no symptoms of Covid. Supposedly they have emergency calls but I sure didn't get any service when I needed it. So today I

wanted to make an appointment to test for Covid. Nope, no testing there. Neither do they do for Herpes which IS an STD. So what do you do? That's right, give birth control. I bet you give the Covid 19 Vaccine when it arrives! LOL What's the point of having Health Insurance when they wont help you in any way. Go else where and save yourself time. Good luck!



CA Westminster Yelp 32



Min T.

Garden Grove, CA

👤 0 📌 1

★☆☆☆☆ 11/20/2020

I went here for a first time check up for an sti. The nurses at the receptionist and the nurse who called me in were very sweet and kind and I really appreciate this one nurse that made me feel welcomed and talked to me through everything she was doing to make sure I knew what was going on. The doctor who did the check up/procedure on me was this blond lady who made me feel uncomfortable. She had to use the speculum on me but I told her it was painful and I kept moving but she told me to stop and didn't listen to me when I said that it hurt multiple times. It was such a stressful and uncomfortable experience and I would be scared to book another appointment because I might get her again. Also to note, the nurse told me to get a HIV/hepatitis/blood test since it was free and I told her yes. The blond doctor saw on the report that she gave me a blood test and kept mumbling about how the nurse was doing unnecessary stuff and it seemed like she was cursing the staff under her breathe. Overall, I would come again but only if that bitchass doctor won't be there.



CA Westminster Yelp 33



Qunh T.

Westminster, CA

88 18 32

10/7/2019

The NPs and nurses here are so judgmental and egoistic. I came in to have my implant removed after over a year. The implant stopped my period completely and since then I've also lost my sex drive, extremely dryness and pain when intercourse. Before my period stopped, there were many spotting too and I had to wear liner everyday. Came in to see a Dr/NP, didn't catch her name but she was a short Asian lady. I expressed my concerns and wanted to have the implant removed, she went ahead and told me to "use lube, I barely heard of anyone that has any of these side effects." I proceeded and told her that yes, I did use lube but for god's sake it didn't help, and the sex was unbearable I always feel like the inside of me is being torn off, yet all she can offer was to again "use lube" and "relax." She giggled and smiled after every questions I have and have the nerve to ask how old I was. Unprofessional, didn't care about the patient and made them feel disrespected. She may be good at whatever she's doing but I definitely know my body better.

The other time I checked in to have my third HPV shot, after a long wait I got called and waited inside the room, the MA later stepped in. I'm not always looking at people's name tag, and didn't hear any introduction from her either so I didn't know her name, but she was a pretty young Mexican girl. After I've answered all the questions and as she was still typing on the computer, I took my phone out to see a new text message. She immediately responded , in a really loud-annoyed voice "PLEASE KEEP YOUR PHONE AWAY WHILE IN THE EXAM ROOM!!!!". Like excuse you? She freaked me out and that was so uncalled for. So rude. She left 3 mins after without further questioning with a really grumpy face and made me feel super uncomfortable. .

These people give pills everyday but they forgot to take a chill pill every morning before coming to work.



CA Westminster Yelp 34



Jocelyn R.

New Horizons, Santa Ana, CA

📍 64 🌟 2 🗨️ 1

🌟🌟🌟🌟🌟 6/5/2018

I have come here a few times and my latest appointment was yesterday. I have to say the physicians assistant I think Mandeep was super friendly and gave me a lot of information which was appreciated. I really like her and Sara

The only reason I'm giving a review like this is because of the M.A Jenny she gave me a unpleasant vibe. The way she talks to you makes you feel as if she's putting you down or is being judgmental I feel like she would be a person who would not keep your information confidential and would gossip with others. I felt very uncomfortable even answering the questions in the room. I'm not sure if she's new or not but something about her has to change because her body language definitely spoke. Do something about it because Planned Parenthood is a place where women should not feel ashamed for whatever reason their going in for.



CA Westminster Yelp 35



Brittany C.

Elite '2021

San Diego, CA

📍 639 🌟 31 🗨️ 11

🌟🌟🌟🌟🌟 1/24/2017

I usually don't write reviews, but I feel that my experience here definitely warranted one. First of all, I made an appointment at 12:30 on a Tuesday, and ended up waiting 45 minutes anyway before I was seen. Second, when I was brought in, I was asked a set of questions by the first girl. Then the doctor comes in, and you would think she would know what I was there for since I just answered all these questions. Turns out the information I gave to the first girl wasn't even listed so I had to repeat myself after I caught on that the doctor didn't even know why I was there because she didn't ask me why I was when she first came in. Okay???? Third, I was told I was okay to leave at check-out and told them I was in a hurry, especially because I already wasted 40 minutes and another few answering the same questions. I leave the venue, get on the freeway, and of course, I get a call from them asking me to drive back because they forgot to ask me to sign some consent forms before I left. Didn't leave any number or way for me to contact them to tell them I had to leave for work. Now I have to take time out of my day to come back there and sign forms that should've have been given to me while I was there because of their mistake. Ridiculous. Let's just say the staff was not experienced.



CA Westminster Yelp 36



Maribel S.

Anaheim, CA

2 24 3

8/9/2016

I came to this westminster location July 18th afternoon and was told to schedule an appointment in 3 weeks so I can do my womans wellness exam because I was overdue. So as I checked out, I was asked to do the survey of my experience. I gladly did the survey and let this lady at checkout know I needed to make an appointment in 3 weeks. We scheduled for August 9th at 4pm. She didn't give me a reminder card and I didn't bother asking because I could just save them a card by putting the reminder in my phone. So I show up on August 9th at 3:50pm to check in early in case i had to fill out any paperwork..well, turns out I'm not even in the system. I was never given an appointment?? And since I didn't have a reminder card, I couldn't be given the appointment. My options were to go as a walk in or make another appointment. Like I really have all the time in the world to wait around as a walk in or call off work again for another appointment because of the lack of training the facility provides to their staff in making appointments?! This was a waste of time.

Go to another location or make sure you get as many reminder cards you can get as "proof" in case they mess up your appointments



CA Westminster Yelp 37



Sally N.

Anaheim, CA

3 20 2

1/9/2015

Worst experience of my life so far. Zero parking. Then they tell you to park on Hazard! Are you kidding me?! Then once I park, which took forever, the lady at the window is busy with someone else, so I wait, and wait and wait. Then another girl who's been in there chatting it up goes, "oh do you have an appointment? I can help you over here." Really? I've been standing there ten minutes. Then this place makes you use an iPad to sign in. Hmmm is that where my donations are going? You guys need to get it together! Don't schedule so many people at once when you have a tiny parking lot. There's at least 30 people waiting. I've always gone to the PP in Anaheim but I've recently moved. I hate this one. Haven't even seen a doctor yet. Good grief. Will NOT come back or donate!



CA Westminster Yelp 38



Jaimie N.

Anaheim, CA

👤 29 📅 27 📄 4

★☆☆☆☆ 12/20/2013

Worst location I've ever been to. Take my advice it's worth it to drive to any other location. Terrible parking. Every time I've been here it's over a 2 hour wait WITH an appointment. I'd give them negative stars if that was possible.



CA Westminster Yelp 39



Summer V.

Irvine, CA

👤 0 📅 14 📄 1

★☆☆☆☆ 8/2/2014

Left in the room waiting for an hour with a word from anyone. Had to go out to ask if anyone was going to help me. Was about to just leave without saying anything to anyone there but didnt already wasted an hour...you ppl need to get it together



CA Westminster Yelp 40



Patty P.

Fountain Valley, CA

 97  60  14

     6/27/2011

If i can give no stars...I totally would have given them that..

Long story short, I got called to come back to do bloodwork the day before.. i set up an appointment and was told not to eat since they will be drawing my blood around 7:30...well here I am in the waiting room...drafting up this review because I'm tired and hungry! It's been an hour and I haven't been seen..

What the fuck is the point of making an appointment when you end up having to wait anyways?
Makes no fucking sense to me...

Not worth coming here. I will not be returning...