



## Themes

Below we list themes found in reviews. We number them, then give:

the state  
the city  
if needed the center name within the city  
which kind of review (Google, Yelp, Indeed, or other)

Then we give the number of the review.

These will correspond to the labels for reviews in the listings on the website:

[www.problemsatplannedparenthood.org](http://www.problemsatplannedparenthood.org)

Anyone with access to the website to look up the labeled review.

There were 21 reviews from patients that mentioned a possibility of racism. Given how rarely in professional relationship with clients that racism is overt, it is in the nature of reports of racism that they are impressions by the participant. We have no independent verification as to whether onlookers would have had the same impression. Nor would we know how many patients had such an impression but didn't feel comfortable reporting it.

There were 19 reviews out of 322, a considerably smaller pool compared to the thousands for the patients. The same caveats apply, but of course employees have much more time and interaction in which to form an assessment.



# Patient Reviews

1. CA Glendora Google 2 (don't seem to want to serve)
2. CA Coachella Yelp 1 (doctor makes prejudiced remark about Hispanics)
3. CA Fresno Family First Google 7 (get the feeling may be; explains why pretty well)]
4. CA Mission Viejo Google 7 (just used word, no explanation)
5. CA Whittier Yelp 9 (talking about patients)
6. CO Denver Park Hill Google 3 ("discriminatory bigots")
7. CT West Hartford Google 2 (never saw a Black or ethnic doctor or nurse)
8. GA Savannah Google 1 (not caring about needle phobia)
9. DC Washington Google 3 (not taking needed medical care seriously)
10. GA Atlanta Yelp 1 (doesn't care about black women)
11. GA Marietta Yelp 6 ("all the reasons mentioned above is why most people of color do not go and get tested")
12. GA Savannah Google 1 (black sister's concerns not take seriously)
13. GA Savannah Google 5 (lower service quality to women of color)
14. IL Aurora Google 6 (impression of racism)
15. MO St Peters Google 7 (felt discriminated against, reason not given)
16. NV Las Vegas West Charleston Google 1 (impression of racism)
17. NY Bronx Google 3 (black person waited after others went in)
18. NY Queens Google 3 (not wanting to bring race in, but waiting long after others went in)
19. OH Mansfield Google 1 (don't care about black clientele)
20. PA Upper Darby Google 7 (rude, but same-race patients well taken care of)
21. WA Seattle Northgate Google 5 ("felt racially judged.")



1. CO Colorado Springs Indeed 1
2. CA San Diego Indeed 1
3. IL Bloomington Indeed 1
4. IN Merrillville Indeed 1
5. IA Urbandale Indeed 1
6. IA Urbandale Indeed 2
7. MA Boston Indeed 1
8. MI Kalamazoo Indeed 1
9. MO Columbia Indeed 1
10. NY Hempstead Indeed 1
11. NY Ithaca Indeed 1
12. NY Mount Vernon Indeed 1
13. NY Schenectady Indeed 1
14. NY Schenectady Indeed 2
15. TX Austin Indeed 13
16. TX Austin Indeed 19
17. UT Salt Lake City Metro Indeed 2
18. WA Mount Vernon Indeed 1
19. WA Tacoma Indeed 1