

Problems at Planned Parenthood

Information for Protecting Our Health



Reviews Report



CA Mission Viejo. Google Accessed 06.07.21



Maggie Walters

12 reviews

★★★★★ 3 years ago

Racists!!!

2 Hours to me checkup

NOT A GOOD SERVICE AT ALL



CO Denver Park Hill. Google Accessed 07.15.22.



Dominic Enyart

Local Guide · 112 reviews · 21 photos

★★★★★ 4 years ago

Awful service, rude employees, hateful redirect, discriminatory bigots, and trashy building



OH Mansfield. Google Accessed 10.09.2.



The Life Of BrielG

1 review

★★★★★ a year ago

Service was terrible , no one answers the phone . They also have no sympathy , empathy, or care toward black clientele at all . It's sad , only one nurse has ever been nice every time I've visited .





NY Bronx. Google Accessed 06.21.21



DEE DEE
8 reviews



★★★★★ 3 years ago

Horrible experience here at the Bronx location never again will I come here. Had a 6:30 appointment and the dumb receptionist said they would call me at my time two people after me came and went to the back. Mind you both Hispanic women had 6:30 appointments and went straight to the back but my black self have to wait! Never thought in a million years that act like this! Worse place ever! Will go downtown for now on!



GA Savannah. Google Accessed 02.08.22.



Shaun Eburne
Local Guide · 22 reviews · 1 photo



★★★★★ a month ago

We went for support and direction. In the actual evaluation it was cold, lack of empathy and no answers. Please know that women of color come to your facility to be their advocates. This is disheartening and disappointing.



IL Aurora. Google Accessed April 29, 2021.



Shelanda Logan
1 review



★★★★★ 2 years ago

It sucks drove all the way from peoria ill for a 9am appt and didnt leave til after 5 pm they rude the bathroom nasty amd smell the staff is very unprofessional and the sad music they play os horrible. They racist against certain people.i would never send anyone their



PA Upper Darby. Google Accessed 12.01.22.



Shirley Y
3 reviews



★★★★★ a month ago

been this location for several years, they are good. but some front desk people really rude. shows no respect, and they treat so careless.but at the same time, other same race custmer been well taken care of.



NV Las Vegas West Charleston. Google Accessed 04.20.21.



Barbie Malibu
8 reviews · 1 photo



★★★★★ 10 months ago

Worst service ever . very rude staff and supervisor . the nurse refuse to give a mouth swap for stds and they charge 300 ? Its crazy . they say all races are welcomed so why does it matter what i am ? Please dont go there



GA Savannah. Google Accessed 04.27.21.



Daijha Ali
2 reviews



★★★★★ 9 months ago

My sister has a phobia of needles and she explained that to Nurse Practitioner Julie Day and she did not care. When the other nurse offered to hold her hand she said she was being dramatic and she would be fine. This is the reason black women are dying in hospitals. Nobody took my sister serious. How are you in the medical field but have no type of compassion. I will be calling the board because something has to be done.



CA Glendora. Google Accessed 06.07.21



RaeAnna Williams
5 reviews



★★★★★ 4 years ago

I don't care for there services. I was only 5 mins late to my appointment they had in the lobby for a WHOLE HOUR PAST MY APPIONMENT !!!!! Steady calling in people before me who I seen walk in after me and start the paper works. I felt I welcomed and they kept using Spanish each time I walked away from the window as if they was gossiping about me. This location is very unprofessional and disobeys the confidentiality rule. They are UNPROFESSIONAL& VERY RUDE !!!!! Made it seem like they don't want colored people to come receive derives which is not right if it's a publis doctors all should be welcomed.



MO St Peters. Google Accessed 05.19.22.



Hellen Kinast

7 reviews



★★★★★ 2 weeks ago **NEW**

I have never felt discriminated against until being in this medical office. Was told there were no appointments available so I would have to wait for an opening or cancellation, ok. While sitting a man came in and didn't have his mo em, he was offered several appointment times available that day for him to reschedule. I was given a look while she did this just to show me I didn't meet the criteria for their services. Will never be coming back to this place.



CA Fresno Family First. Google Accessed 06.07.21



Christine Saviez

Local Guide · 47 reviews · 2 photos



★★★★★ 3 years ago

Dehumanizing. I've been coming here for 5 yrs. All the nurse practioners look down on you. They always treat you with suspicion as if you're trying to hustle unneeded medical treatment. As if we're here to get over on the system. They also lie and say they'll be right back to answer questions then they never return and you're sitting there staring at a medical assistant who lacks the education to properly address you're question. I also get the feeling they may be racist. Anyone who has experienced racism will know the signs: the condescending tone, the tense facial expression, the sneer in the mouth as they speak to you, the look of shock and offense when you ask questions or wants their answers clarified and explained, they you answer back in a louder voice so as to intimidate you into silence because they feel you're getting out of line. All of the nurse practioners here behave like this and all of them are Caucasian. Their manner and behavior communicate that they think you're lower than them and should be oh so grateful you're given treatment as opposed to being left to suffer like those in Third World countries. It's not our fault that the U.S. is the only industrialuzed Western nation. without free basic medical care. And it's not our fault we were born female with in need of reproductive health care. Rather then seeing us as women and their equals these nurse practioners see us as the low level and inferior. I do have an education and when I've actually tried to ask questions from a well informed perspective the nurse practitioners look at me as if I'm getting out of line. It's as if they are entirely invested in their "status" and feel threatened that you're not an ignorant woman. Each visit here is demeaning.



DC Washington. Google Accessed 05.17.21.



Kurly Kare

1 review



★★★★★ 2 months ago

Daryl, more like Karen.... this lady was extremely rude to me today! I felt some racial discrepancies. She literally fit the stereotype of white women being problematic and disrespectful. I don't like having to ask them for help, and I don't like their condescending tones while helping. Sure enough daryl gave me just that insinuating i was the reason for her nurse to not follow up with me. Insinuating i wouldve put my health at risk as opposed to telling my doctor what was wrong with me. Hilarious. In fact while on the phone with my doctor i specifically recall talking about the enormous amount of back pain i was experiencing and how i feared it was my kidney since i know that's in my medical history. She proceeded to be condescending and unhelpful. Telling me oh well essentially and that since that's not what their notes say it's nothing i can do but go to the ER they couldn't help. Funny she wouldn't even give me her last name. White women seem to remember that they are white before they are "women". The only useful part of the conversation came behind closed doors where the receptionist Cpo.dadis was extraordinarily helpful! He explained to me the reason that i could not be seen, it wasn't because of the follow up being unsuccessful but in fact it was because she was booked for the day, and since my symptoms were so severe it would be best if I went to the emergency room. He apologize for Miss Darrells delivery because her tone might've made the message lost in translation he guaranteed that it was only because of the lack of doctors available. He was the only highlight though he was only willing to side with me after the rude woman went away. I would not recommend this facility. Or if i were to recommend it i promise you it would only be on a day the lady holding the picture above is NOT there



WA Seattle Northgate. Google Accessed 05.17.21.



Kawanna Y-G (Kiki)

Local Guide · 14 reviews



★★★★★ 4 years ago

I have been covered for 2 months with my new insurance, I have worked front desk at a clinic before, up on entering I was stared at like I didnt belong, I mean stared at until I was uncomfortable. They were all caucasian I am not. The receptionist then called my name and yelled , you dont have any insurance, which is highly unprofessional. I was embarrassed. I then asked the to check the eligibility website and the receptionist then looked at her screen and back at me and told me no. I felt racially judged, I felt demeaned and I missed my appointment. The whole point of PPH is to not feel excluded or uncomfortable, I experienced both at this location NEVER AGAIN. I then went home feeling defeated, and called my insurance, they then told me to report PPH because I was clearly covered. Please do not support this location I will be following up on my report of them.



CA Coachella. Yelp



Alexandra V.

@ 3 * 25 📧 1



8/18/2020

Horrible experience. Physician made a very prejudice remark about Hispanic women and was unhelpful.



GA Atlanta. Yelp



Hair B.

@ 3 * 9 📧 3



10/4/2021

Healthcare doesn't care about black women especially in the south . None of these place provide care or have doctors available. Don't waste time .



GA Marietta. Yelp



Bianca S.

@ 0 * 4 📧 1



8/13/2021

On July 30, 2021 I made an appointment for a general STD preventative screening. I was advised by my health insurance provider that I was covered. After I completed the testing I was advised that my insurance was not found even though I prevented my insurance card. Sadly, I was also advised that if I didn't pay \$105 before 4 PM that day, my test results would be thrown out . That same day I notified my provider who then notify Planned Parenthood that I was in fact covered. I was advised that billing would reach out to me, however that has never happened. It is August 13 and I have been advised that my testing was never sent out to the lab. I currently don't know my health status, after I took the proper precautions to do so. Not to mention on my client app it was advised that I was prescribed Ella 30 mg on July 30, which I

was not. I don't want to deal with this again nor do I want another person to deal with it whether they have health insurance or not. All the reasons mentioned above, is why most people of color do not go and get tested. I wish that I could get one of my white male friends with a psychological illness to write a letter because maybe then something will be done. I try to make a complaint however the voicemail was full. I was then notified to reach out next week to make another complaint once the general message has been cleared out there is nothing that can be done.
#angryblackkaren



NY Hempstead. Indeed

1.0 Needs better management

☆☆☆☆☆

Health Center Clinic Assistant (Former Employee) - Hempstead, NY - December 8, 2019

Mangers are completely unprofessional, this company doesn't value their employees At all! Very racist and the pay isnt worth the amount of stress you put in on a daily basis.



NY Ithaca. Indeed

1.0 Horrible

☆☆☆☆☆

Certified Medical Assistant/Phlebotomist (Former Employee) - Ithaca, NY - June 19, 2019



Indeed Featured review

The most useful review selected by Indeed

The hidden root of discrimination starts with management and paves the way foe co workers to feel comfortable ro say do and treat u leas than, favoritism at its finest



TX Austin. Indeed

1.0 You gotta really want to help people

☆☆☆☆☆

Health Center Assistant (Former Employee) - Austin, TX - July 29, 2019

Unless you're a cis het college-educated white woman, expect some form of discrimination. This is a stepping stone type job for everyone, don't expect to make a life with this job



NY Mount Vernon. Indeed

1.0 Racist Culture

☆☆☆☆☆

Health Center Manager (Former Employee) - Mount Vernon, NY - July 29, 2020



Indeed Featured review

The most useful review selected by Indeed

Looking back at the experience, I would say the racism, lack of support and toxic environment was a bit much. It was easy to ignore but after a while it became overwhelming.

✓ **Pros**

Free Parking

✗ **Cons**

Toxic work environment, Racism and Poor Management



CO Colorado Springs. Indeed

1.0 Managers are awful, environment is toxic, doesn't feel safe with Covid 19

☆☆☆☆☆

Medical Assistant (Former Employee) - Colorado Springs, CO - August 11, 2020

The managers at colorado springs clinic are rude and don't seem to care for the employee. The acting assistant manager picks on the colored employees and makes them feel down about themselves. Doesn't follow PPE till the beginning of June with Covid going on.



IA Urbandale. Indeed

1.0

Awful

☆☆☆☆☆

Clinic Assistant (Former Employee) - Urbandale, IA - November 10, 2020

Underpaid, racist, no room for growth, really negative work environment poor management m. Didn't match 401k no raises but regular review of performance. No rewards for going above and beyond. Awful work environment.

✓ **Pros**

Really liberal work place

✗ **Cons**

I will never work in a clinic again if it's anything like this



IA Urbandale. Indeed

1.0

Not a place for African Americans to work

☆☆☆☆☆

Center Manager II (Former Employee) - Urbandale - March 12, 2018

They do not walk the walk with diversity and inclusivity. Very Stressful and they are not team players. It's like high school and you have to be in the cool group or they will let you go. No Management help with the Admin office and Clinics have no communication.

✗ **Cons**

low pay, long working days, no management help



MA Boston. Indeed

2.0

No diversity!

☆☆☆☆☆

Medical Billing Rep (Former Employee) - Boston, MA - August 1, 2013

Not a friendly work environment. Upper management does not support the staff. There is no diversity, only two people of color work at the Boston Ma site.

✓ **Pros**

Location, free coffee/tea, T-Pass subsidy

✗ **Cons**

Unfriendly work environment, Unapproachable management, minimal training, full-time is 35hrs.



WA Tacoma. Indeed

1.0

Ppgnhi

☆☆☆☆☆

Customer Care Representative (Former Employee) - Tacoma, WA - April 25, 2017

Horrible place to work; the management is very discriminative and racist! I would never want to work here again! They make the company look horrible. HiPPA violations all across the board, on social media and texting while on the phone. Management said they don't care!

✓ **Pros**

No



WA Mount Vernon. Indeed

1.0

Racist Culture

☆☆☆☆☆

Health Center Manager (Former Employee) - Mount Vernon, NY - July 29, 2020



Indeed Featured review

The most useful review selected by Indeed

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MI Kalamazoo. Indeed

2.0 Hostile/Toxic work environment



Clinician (Former Employee) - Kalamazoo, MI - April 24, 2018

High patient volume, with no concern on connecting with patients; treat and release.
Poor communication between staff and management
Discrimination and unequal staff treatment regardless of job performance.
High staff turnover.
Corruptive, manipulative office management.

✓ Pros

No weekends

✗ Cons

often no lunch break, discrimination, toxic staff work environment



CA San Diego. Indeed

2.0 Not quite healthcare.



Medical Assistant (Current Employee) - San Diego, CA - July 27, 2020

This affiliate of planned parenthood is making small strides to becoming an actual healthcare provider. From printers that routinely stop working, to the not diverse work centers, this nonprofit is for the most inexperienced workers looking be part of a movement, not necessarily people looking for a career in healthcare.

✓ Pros

Sense of purpose

✗ Cons

Short lunch, not diverse, constantly protested against



MO Columbia. Indeed

3.0

No people of color in management for the past 25 years.

★★★★☆

Health Educator (Former Employee) - Columbia, MO - August 30, 2020

The mission is clear to provide access to reproductive health care for all. PPGP does that very well.

The management continuously overlooks internal BIPOC employees, and does not give 2nd interviews to external job candidates of color either. This friction is felt when PPGP comes into collaborative relationships with other PP affiliates in the state, as well. It is also reflected in the volunteers and the board for PPGP.

✓ Pros

Working for a great, needed cause. Making a difference in the healthcare received by people;

✗ Cons

Non-supportive on BIPOC employees, Work life balance, Job stress are high because of the nature of the work., bosses take the credit for everything



NY Schenectady. Indeed

2.0

This company struggles with diversity, and showing their Managers/Directors support.

★★☆☆☆

Heath Center Director (Current Employee) - Schenectady, NY - January 1, 2020

Change is in the air and I'm not sure if Mohawk Planned Parenthood is truly ready to accept what is right over what there being made to do. No company should be forced to implement Diversity and Equity but here we are and many staff feel like it's not needed. And as a woman of color, this makes daily attendance and work productivity seem defeating most days.



NY Schenectady. Indeed

1.0

☆☆☆☆

I wouldn't trust this company until they get rid of upper management and restructure the entire place as a whole

Victim Services Specialist (Former Employee) - Schenectady, NY - August 13, 2020

I worked there for a few years and Covid really opened my eyes to how horrible this agency treats their employees. They furloughed and laid off staff that have been loyal to the agency for years and treated them like trash. If you want more information, look up the Times Union article. Don't trust PPGNY until there is new upper management and they completely restructure every single department in the agency. Some employees openly discuss their dislike in the BLM movement and you will have no job security.

✓ **Pros**

None until changes are made.

✗ **Cons**

Upper Management is untrustworthy.



TX Austin. Indeed

1.0

☆☆☆☆

Terrible place to work at!

Medical Assistant (Former Employee) - Austin, TX - May 30, 2013

The mission of Planned Parenthood is awesome, but there practices are horrible! The medical assistant are extremely over worked and under paid! Each clinician has their own way of working & not following the guidelines that are given to them by the Medical Director! If you are not kissing up to managements they do not like you! & apparently they only hire Hispanic workers, planned parenthood is not diverse as they make it seem'

✓ **Pros**

Gaining experience

✗ **Cons**

Under paid over worked unappreciated



UT Salt Lake City Metro. Indeed

2.0

Social Justice Giant with a Rotten Heart

☆☆☆☆☆

Educator (Former Employee) - Salt Lake City, UT - February 15, 2019

The dedication of this organization to providing important services to under-served populations is unparalleled. The ideology of the internal culture is beautiful, focused on justice, equity, and empowerment. The unfortunate reality is that leadership within the organization is white, upper class, and tone deaf to their own failings in the arena of the social justice and the equity they espouse. Paying less than the competitors for exceptional delivery of services by employees dedicated enough to the cause to ignore the managements stumbles, blunders, and cover ups, PP management has littered their path with the burnt out husks of individuals crumbling under the day to day chaos of an organization that touts their non-profit, for the people status, but in the end are just another medical industry business. Business with a cause, but business nonetheless. A hypocritically operated business.

✓ Pros

Doing the good work

✗ Cons

Treating their employees like children who should be grateful for what they receive.