

# **Problems at Planned Parenthood**

**Information for Protecting Our Health**



**Medical Dangers**

# Medical Dangers

# Reviews

# Table of Contents

<b>Patient Reviews</b> .....	4
<i>Center Conditions</i> .....	4
Unsanitary /Unclean.....	4
Covid Concerns.....	13
<i>Information</i> .....	14
Lack of needed knowledge / Inexperienced.....	14
Explanations not given or are inconsistent/ questions not answered.....	27
Didn't listen / problems not addressed .....	41
Misinformation given or recorded.....	55
<i>Prescriptions and Medication</i> .....	60
Prescription not yet called to pharmacy .....	60
Prescription delayed, leaving patient without medication at needed time...66	
Prescription problems.....	70
Needed medication never received.....	75
Incorrect medication prescribed .....	76
Medication made conditions worse/never needed.....	78
<i>Tests</i> .....	79
Medical test done Incorrectly / Inaccurate, or Was Wrong Test.....	79
Sample for lab work: lost, damaged, or processed incorrectly.....	83
Delay in reporting results of test.....	86
Results of test not received by time of the review.....	90
Won't show patient results of ultrasound when desired.....	92
Requested or expected test(s) not done.....	93
Requested or expected test(s) not done, but delay in finding that out.....	95
<i>Appointment Problems</i> .....	96
Patient waited days/weeks for appointment when risky/painful .....	96
<i>Improper Procedure</i> .....	102
Overly painful and/or left a bruise or scarring on arm: shots, drawing blood, implant installed or removed, or I.V.....	102
IUD or implant insertion or removal excessively painful.....	108
IUD or implant done incorrectly – causing pain or injury.....	109
Misdiagnosis.....	113

No exam given when needed.....	115
Lengthy wait when patient is in pain or ill.....	117
No help when patient is in pain.....	120
Failure to consult with patient about risk factors or to take account of them.....	122
Doctor did something without telling patient that patient didn't want or other than what patient wanted.....	123
Doctor or nurse insisted on something the patient didn't want.....	124
Not cooperating with other doctors/records difficult to retrieve.....	125
Pushy on specific birth control options.....	127
Won't allow companions to come in with the patient / blocked information to companion.....	128
When challenged, admitted to lying.....	133
<i>Post – Care</i> .....	133
Complications felt to be due to the medical practice.....	133
Complications – not responded to.....	134
Complications – doctor visit needed elsewhere.....	137
Complications – hospitalization needed.....	139
No effective medical care when patient is in pain.....	142
<b>Employee Reviews</b> .....	143
<i>Center Conditions</i> .....	143
Unsanitary / Unclean.....	143
Covid Concerns.....	145
<i>Patient Care</i> .....	146
Inadequate time for each Patient.....	146
Inadequate training.....	155
Unprofessional services.....	168
Incompetence.....	171
Non Qualified Staff/ Medical instructed by non medical.....	174



## Center Conditions

### Unsanitary / Unclean



CA South San Francisco Google



Rp

41 reviews

★★★★★ 9 months ago

Horrible place they didn't clean



CA Burbank Google



Poppin Coast

Local Guide · 33 reviews

★★★★★ a year ago

unclean



### CA Gilroy Google



**jsn san**

2 reviews · 2 photos

★★★★★ 2 years ago

staff put shot( syringe) on trash can this is no healthy is extremely dangerous if is infected



### CA Chula Vista Google



**Moncheri Webster**

4 reviews · 7 photos

★★★★★ 5 years ago

The place was stinky it smells like mold was in there all of 3 min and started to get a headach slow



### AZ Tempe Google



**H Gilly**

2 reviews

★★★★★ 7 months ago

No sanitation of the lobby/seating area, multiple samples in the door, will not be coming back to this location. Need better reps at the front desk



### CA Alhambra Google



**kattie ramos**

4 reviews

★★★★★ 3 years ago

Nurse are awesome really nice but restroom are nasty ghetto dirty. TV is always loud and the reception girl with glass is so rude she gives does not even let u talk



### CA El Cajon Google



**Jacob Bowen**

2 reviews



★★★★★ 4 years ago

Made an appt for 10:00 it is now 11:40 and barley getting done .. horrible dirty staff, rude and disrespectful.. very unprofessional feel like you can get an Std just walking into this place.. should be closed down for sure



### CA Pomona Google



**Casandra Lopez**

1 review



★★★★★ 2 months ago

I come here because there isn't one closest to me. The area is so sketchy. Not mention that it's so disgusting inside and looks like they never clean. The people who come are very questionable. Every time I come for a refill on my birth control, they take a whole hour just to bring me three little boxes. Go somewhere else please.



### CA Clearlake Google



**Courtne Hill**

2 reviews



★★★★★ 11 months ago

Worst experience of my life I have been to many planned parenthood's and this is by far the dirtiest one I have ever been in not to mention the staff is rude and unprofessional made a appointment online took off from work came in and they lost my appointment instead of getting me in told me it's there lunch period and then scheduled me for the end of the day making me miss yet another shift it's a joke for sure



### CA Bakersfield Google



**Sonya Gandara**

4 reviews



★★★★★ 3 years ago

I was there to get a implanon and the previous implanon that was used on a previous patient was still sitting there and it wasn't disposed properly. I thought I heard the Dr. Informing the medical assistant how to insert it into my arm I could be wrong but I didn't want to chance it. Making another appointment with another clinic.



### CA Modesto Google



**connie rapiere**

19 reviews



★★★★☆ 4 years ago

Staff in front is friendly. Not that clean. Saw garbage on the floor of the room i was put in. And i waited for over 50 minutes in my room AFTER being checked in. i don't suggest you have some where to be if you're here. Expect to be here at least 3 HOURS just WAITING and that's not including any of the treatment time once they get to you.



### GA Lawrenceville Google



**Nuri Aminah Bradshaw**

6 reviews



★★★★☆ 10 months ago

I do not recommend the Lawrenceville location for your services. If you have an option to seek a better clinic, do so! I came for a routine appointment. The staff were not very kind and welcoming. During my time with the doctor, I was very uncomfortable. She judged me for choosing the service that I did and deliberately intimidated me out of the procedure. She was VERY dismissive and displayed poor bedside manner. Not to mention, the clinic isn't the cleanest, and the doctor had stains on her white coat. This was a very traumatic experience. I left with tears and low spirits. Seek assistance for your needs with a center that is committed to supporting your choices and needs!



### CA Long Beach Google



**Paige Bunker**

2 reviews



★★★★☆ 2 months ago

This place honestly terrible I went in for a procedure they made me come at 9:35 am and I've been here all day and still haven't saw a doctor. They are inefficient in terms of the waiting process. Absolutely the worst place to come too. They are super unprofessional and have no sense of accommodating their patients. The waiting room only has 5 seats. They make the other patient wait in the floor, in the lobby (where it's extremely cold), or in their cars. This is absolutely the worst customer service I have ever experience!!!!. I really wanted to give them a zero star rating but I couldn't. I absolutely hate this place and they have rats. I saw three that ran across the waiting room. Do not come here worst place ever!!!!



## AZ Mesa Google



Caitee Proulx

136 reviews



★★★★★ 2 years ago

Absolutely ridiculous place! I went here a few months back for an official pregnancy test and let me tell you..... HOW UNSANITARY!!! They literally make you pee in a Dixie-like coffee cup. No cover, no sanitary wipes, and there was no container to put the cup in so it just sat there. Also the receptionists were very rude and not knowledgeable in anything. I got confirmation on the phone that the Mesa location did ultrasounds and once I asked the front desk ladies they stared at me like I was stupid and said and I quote "Uh, no. We have never done ultrasounds." with a snarky attitude. I asked her why they confirmed in on the phone for that exact location AND it was listed as a choice on the medical form, she responded with rolling her eyes as she says "I don't know." The only decent service I got out of that place was the pregnancy consultant they hand you when you get tested positive to see if you want to terminate or not. Overall, I would NOT RECOMMEND this place at all. You will most likely get better service and have sanitary procedures seeing a doctor in Mexico than going here.



## CT Danbury Google



Dena A.

11 reviews



★★★★★ 5 years ago

I moved from Tolland CT to New Milford CT. I figured I'd go to the danbury planned parenthood because it's silly to drive three hour round trip just for birth control. I called them, and I was on hold for half an hour. I went to go in so I could talk with them, and was in the waiting room for an HOUR... I looked over into the receptionist area to see if anyone was in there, because the phones were ringing off the hook. The receptionist was back there, stuffing her face with pizza. I just walked out and called up the Manchester pp. A few years have gone by since then, and I decided to try danbury again... I just called, half an hour before they close. The phone rang and rang and an automated message told me that they are closed. They don't close for another half an hour, though! This place is dingy and gross. It's located in an old converted house and the waiting room was disgusting... I didn't even want to sit down while I waited. Forget it, I'll just go across the state and waste a day. At least they're professional, courteous, nice, and CLEAN over there.



## AZ Phoenix Google



**Monique Cervantes**

5 reviews



★★★★★ 10 months ago

Waited a long time for a walk-in pregnancy test, because of a late period. The front desk lady kept asking if I am sure I need to be tested, gave me a hard time just to get seen. I would not be at planned parenthood, if I did not need the resources they provided. All pregnancy tests are different anyways. Some are easy to read and some are not, others are free and others are not. The front desk lady had a bad attitude. Horrible customer service for going somewhere where my health is concerned. Also, the bathroom is unsanitary, where they were multiple urine samples overlapping. 4 samples in a tiny steel window overlapping! After waiting for about an hour and half, maybe a little over, the nurse practitioner came. She just read my results to me and did not really seem to provide me with any other information other than that. I really had to dig and ask the questions to help myself find answers. Not the friendliest place to go to if your anxious about your health. I recommend going to your regular doctor or another Planned Parenthood facility where there are staff who apply customer service and perhaps more educated about the company's services.



## CA Los Angeles Hollywood Google



**Sierra Roper**

1 review



★★★★★ 3 months ago

I usually don't write bad reviews but if I could give this place a 0/10 I would. First off, there are no signs to tell you where the Planned Parenthood is, You have to walk down a long dark sketchy alley to go up to the center. The front desk ladies were very sweet but I let them know from the jump that my insurance was out of state so my services probably wouldn't be covered. After them telling me my insurance wasn't covered I asked if there was a chance I could get a bill now and make a payment when I had the money. The front desk lady said that I could do a reimbursement and then went over the charges, I thought it was pretty clear that I wouldn't be able to pay out of pocket. I was then sent in a room with an MA named Jessica who was very sweet and then asked a series of personal questions, I then was taken to a bathroom that was very gross and told to leave my sample there. Once going to the waiting room I was then asked to pay \$292 UPFRONT. From the same person who said I could do the reimbursement. She was asking her lead if there were any payment plans and her lead was very nasty and didn't say anything and just shook her head no. So not only did I waste my time getting there but now they had to toss my sample out. It was very degrading being that I was very concerned for my health and now I'm being turned away because of my inability to pay! On Planned Parenthood its says "Our fees are based on your household income. We'll never turn you away from the care you need because of your inability to pay". That was a lie in my case. DO NOT WASTE YOUR TIME.



CT New Haven Yelp



CA Sacramento B Street Yelp



**Melissa J.**

👤 0 ⭐ 2



4/7/2016

HORRIBLE facility!! I was told that I can not be seen due to being late. No confirmation email, call or text regarding my appointment. I took off work to get here just to go back home and lose money. Staff is callous and insensitive. Smells of urine, blood and fecal matter. I will NEVER go back here not even if it were the last place on earth. I highly recommend going elsewhere.



**The A.**

👤 0 ⭐ 18 📷 12



9/28/2020

Make sure when they a vaginal ultrasound that they put a cover over it. The nurse that did mine DID NOT. And I didn't realize until after when I looked over at the machine and saw the wand covered in goop. THAT IS BEYOND DISGUSTING. And just made me wonder how many other people it went it without any sterilized cover over it. So f\*\*\*king gross man.



**CA San Jose Mar Monte Yelp**



**Monica M.**

👤 0 ⭐ 44 📷 10



6/17/2019

Omg, this has got to be the worst location ever! Got here 20 min early just in case paper work was required BUT here I am sitting and waiting 45 minutes after my appointment, and the only excuse they give is "we are behind"

And from what I hear from other people on the waiting are is THAT IT IS AN EVERYDAY THING

NOT to mention how DIRTY the entire place is



**CA San Jose Blossom Hill Yelp**



**Riley P.**

👤 0 ⭐ 99 📷 1



6/7/2019

Ok. Two stars because the people were all very nice. And helpful.

This place was absolutely filthy though. Like gross. I wish I would have taken a picture but when I got up from the exam table I noticed a DEAD roach on the floor. Usually roach would be the worst part of a sentence but it was dead dude. I was so disgusted. The room itself was dirty. Dirt literally caked up on the floors. I know they aren't well funded but I just got the heebie jeebies knowing I just had my naked butt on that table...



**CA Roseville Yelp**



**CA San Diego Euclid Ave Yelp**

<p> <b>A O.</b>   13  14</p> <p>     12/25/2020</p> <p>Normally I have a great experience at this clinic. Today I was not impressed with one of the front desk employees. i had to give a urine sample and upon exiting the restroom, I noticed that there was urine on the counter next to the sink. I told the front desk employee before I sat down to wait for the rest of my appointment. She asked, "It is yours?" I thought that was very rude. It was not mine, but giving a urine sample neatly is sometimes not easy, and that was beside the point. It needed to be cleaned up and was clearly a violation of the extra-clean policies during COVID. This is a medical office!</p>	<p> <b>Chloe A.</b>   0  14  5</p> <p>     2/17/2021</p> <p>This place is disgusting also as disgusting as the customer service that the staff puts out there. They made me wait outside in the car, which was perfect, but never called me like how they said they would. Never going here again, the staff takes their sweet ass time for no reason. Horrible service and this place smells like shit.</p>
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**CA Whittier Yelp**



**John D.**  
 Los Angeles, CA  
 4  11  6

     6/12/2013

Horrible. I had an appointment and still had to wait over 2 hours.

When you take a urine sample, they have you pee in a foam coffee cup. It's not sealed or anything. Also, they have you place it in a metal window in the bathroom wall, but they don't even grab them right away, so your sample is accessible to all those who follow you. There were two other samples in the window when I went was in there already. Someone could very easily tamper with your sample.

They seated me in the room, and told me to strip down and put on a gown. Then I waited there for over 45 minutes in the Freezing cold air conditioned room. I finally had to put my clothes back on and go track down someone. They told me to go back to the room and that the doctor would see me when she got back from lunch. When the doctor did come back, she had a big sweater on, and they make you sit there half naked for an hour. Ridiculous.



CA Richmond Yelp



Warrior N.

📍 2 ⭐ 30 🗨️ 13



11/27/2018

Worst lifetime movie of my life:

After a week of being sick from meds 10/26(huge blue horse pill)

Not only was I this strange "3%" they kept telling me about that the meds "don't work for" but I was left in the waiting room 2 hours past my appointment time, with no communication from ANYONE in the reception area reassuring me that I have not been forgotten about while EVERYONE before and after me gets seen comes back and forth from the back and eventually gone AND IM STILL HERE , and was told " I needed to come alone aka kid free for two hours " DONE! What a big waste of \$75 for a short notice sitter, that I ended up not needing because two hours passed and I was seen by ANYONE! So I leave VERY ANGRY to get my kid AND THERE WAS NOTHING GOING ON THAT HE COULD NOT SEE !!! I didn't understand- moving forward 10/29 I'm still sick 11/1 The Follow up: I come in expecting the same results seems like the team was on it cuz their "crazy " patient is back and I assume they are trying to get me out as fast as possible Ultrasound: technician proceeded to do her Job gloveless!!! That's WITHOUT gloves!!!!!!! She proceeded to tell me: "

usually during breast exams are usually don't wear gloves and I'm not going to be touching you anyway"

My response: "this is not a fuckin breast exam you are here for the wrong thing, are you even a doctor, nurse do you even really work in the medical field because I have never in my life seen anybody in this professional field touch any person without gloves on even if it's just for a simple examination I need you to Put on gloves because you are going below my navel and you're using an apparatus that is a probe"

She is looking at me as if I just stole something from her like I'm wrong for needing HER TO ACTUALLY wear gloves I have no idea where she came from behind the door before walking into the exam room but I didn't see any actual handwashing it was a sink in the room! SO MUCH MORE TOO TELL BUT I HAVE SAID ENOUGH RELEVANT TO THIS SITUATION!

Anyway my Point is I will never be back ever and I hope this review helps everyone else not go there and go to Walnut Creek if they need any type of help for anything medical if they do not have any insurance or if they don't want to keep it private do not go to this facility

## Covid Concerns



AZ Flagstaff Google



Sarah  
6 reviews

★★★★★ 10 months ago

I've used Planned Parenthood as my go-to for reproductive health as I travel/move frequently and it's easy to schedule appointments, know the costs associated with any care, and my experience has been that they typically employ educated, compassionate people. I've been to different Planned Parenthoods in many states and I've supported them financially over the years through donations. However, I do not recommend anyone go to this Planned Parenthood location.

I read the reviews before making my appointment, but my appointment was fairly simple and straightforward, so I decided it couldn't be that bad. It was actually WORSE.

The people here are beyond rude. I went here toward the beginning of the pandemic and when the technician went to draw my blood. I requested that she put on a mask while doing so, and she refused - saying she wasn't sick and didn't like the feeling of wearing one.

This is only one example of the type of care you'll receive here. I almost cried due to how rude and dismissive they were with any questions I had about my care.

I don't need to detail my entire experience here, but I think that this location is doing a disservice to its patients, but also to Planned Parenthood as a whole. Don't go here - it's worth the drive to go anywhere else.



CA Costa Mesa Yelp



Cristina C.

📍 181 ⭐ 23 📅 3

★★★★★ 4/23/2021

I made an appointment for a women's health and i get there today at 10 am to find out I'm not due till 2022 . Like okay why wasn't i notified by the office a day before or the day of so i wouldn't of drove to the clinic to find i can't get that done . They just gave me a run around & having someone take off their mask to put on the mask you want us to put is stupid.

# Information

## Lack of Needed Knowledge / Inexperienced



### CA Stockton North Google



**Bonita Leann**

Local Guide · 15 reviews

★★★★★ 3 years ago

Very rude and uneducated.



### CA Anaheim Google



**Kim Varasteh**

1 review

★★★★★ 3 years ago

I wish there was a zero star that I could give then ,their knowledge is just good enough to give u the birth control not more than that plus they r such a liar



### CA Chula Vista Google



**Monica Miranda**

2 reviews

★★★★★ 2 months ago

Horrible place to go too they make you waste your time and not even see you unless you pay cash up front! Employees are not properly trained



### CA Eureka Google



**Ce Mo**

17 reviews · 5 photos

★★★★★ 3 years ago

Wow what a mess. I think I could provide myself better care than these people. Rude, unprofessional, and unhelpful. This place is a waste of time.



## CA Los Angeles Hollywood Google



**Katie Boothby**

8 reviews



★★★★★ 3 years ago

I experienced the most horrendous medical visit here today. The staff was not helpful, and I left with nothing accomplished.



## CA Palmdale Google



**Sarahi Blanco**

Local Guide · 80 reviews · 14 photos



★★★★★ 5 years ago

I called asking if they perform HSG test and the lady asked me: what is that for??? Oh my goodness they don't know? Come on! They should know what tests they do in the clinic they work for!



## CA San Diego Euclid Aven Google



**Rachel McCollam**

6 reviews



★★★★★ 6 years ago

The people who work here do not know how to properly perform their jobs, it was a complete waste of my time and I still had to reschedule. I wasn't checked in and they told me my prescription was expired which it wasn't. I'm not sure what kind of training they get but planned parenthood needs to step it up.



## CA Whittier Google



**Amber Ibarra**

13 reviews



★★★★★ 6 years ago

Honestly don't know how these people got their doctorates or even passed college. Doctors have resources readily available to them so they know what to do in a time if they are unsure. Instead of these people actually caring and doing a little research like every other health care provider does, they brushed me off and refused me service. Putting my health in jeopardy. Now I know why I never came here. And that's not all they did but I don't have all day to tell you how ill educated these people are in their field.



### GA Lawrenceville Google



**Taylor Cain**

2 reviews



★★★★★ 3 years ago

My experience here was more than awful! The receptionist was extremely unprofessional and as well as the cashier. I understand it is busy, but one should remain calm so that tension isn't thin and each patient feels welcome and cared for. The doctors are also impatient and nurses are not very well trained. I honestly believe they should clean sweep this establishment and start fresh with a friendly and welcoming staff. I regret coming to this location.



### RI Providence Google



**Andrea Breton**

1 review



★★★★★ 2 years ago

Zero star .. I never saw a doctor so why does my paper work say so.. The nurse practitioner has such poor information and advice ... I am at woman and infants where they are treating me much nicer after this terrible expirience.. The people who work at planned parenthood should be ashamed of their lives how can they sleep at night ..basically forcing me to vacuums ..i am capable of making my own decisions



### CO Boulder Google



**Mariah Jimenez**

4 reviews



★★★★★ 4 months ago

I will never come back. I went in for a prescription, and despite having had this prescription prescribe for the five years I've been going to planned parenthood was denied the prescription by the front desk worker. She failed to properly explain why I was being denied the prescription and proceeded to give me medical advice despite not being certified to do so. When I attempted to call and complain, and was assured I would get the clinics manager, the receptionist who I had originally spoken to called me. During this conversation she informed it was her I had spoken to making me uncomfortable and felt as if my complaint was not being taken serious. This is not my first time being treated poorly in this specific Planned Parenthood and other woman have told me the same. Do not go here.



### CA Palmdale Google



**Water Lily**

Local Guide · 15 reviews

★★★★★ 3 years ago

Really so very unhappy with this location and their dismissal of my concerns. I could hear the physician and nurse talking across the hall about me. What I was there for, and the type of birth control I was using. They Did say my name. Huge HIPPA violation. They recently stopped using Mirena IUD and went with a cheaper brand that only lasts 3 years. The triage nurse told me the new one is smaller and better for teens. I am not a teen I am an adult, who has already had a child. I asked about my risks of the newer one slipping or falling out because I had already had one Mirena fall out. I feel that it is a very valid concern for an even smaller device. The triage nurse said they asked the representative the same question about the risk of slippage, and he didn't give a straight answer. (How very comforting) So 2 stars for an honest triage nurse. Nothing for everyone else who tried to tell me it's the same thing, and I just want Mirena brand because it's better known and comfortable. No! I want the one that has worked for me for the last 4 years. I want the one that is the proper size for an adult who has given birth. Why is that so hard to understand?



### AK Anchorage Google



**Diabolical Debacle**

11 reviews

★★★★★ 3 years ago

I was denied all forms of birthcontrol due to genetic conditions. However they did not inform me of this until AFTER I drove 300 miles to see them. The staff (besides Michael) seemed confused about everything going on, and was not willing to help me beyond telling me no. After spending hours on the phone with the Anchorage office and the actual P.P offices, I am going home with no answers, and no forms of birth control.

Side note: I have been taking Depo for years and was never once declined than. I'm not sure what's going on but they completely dropped the ball on this one. I wish this was the first time P.P had been incapable of communicating.



### CA Thousand Oaks Googl



**Egg E**

4 reviews

★★★★★ 5 years ago

I do not recommend going here at all. I had an apt 2 weeks ago for an sti test & I just received the results, only to find out that my results could be inaccurate due to a mistake planned parenthood made. My apt was w a brand new nurse, she told me I was her first patient, I told her all the information she needed to know, everything completely truthful, but she neglected to tell me that I needed to wait 2 weeks before I took the test for it to be accurate. I had to pay \$75 out of my own pocket for these tests that are now meaningless. Planned parenthood did not offer me my money back, nor did they offer to retest me for free. Their staff made a mistake & they're doing nothing to compensate for it. Completely unprofessional. Do not go here.



## FL Kissimmee Google



**Samantha Hart**

1 review



★★★★★ 7 months ago

Came to this location to get my iud replaced. Firstly, most painful iud placement I've ever had, couldn't even manage to drive home so I had to sit in the parking lot for 45 mins after. Nurse was nice but obviously had no idea what she was doing. She couldn't get it placed and had to repeatedly start over. I had nothing but problems with the iud for a month before deciding to get it taken out. The doctor I saw for that was amazing and took it out quickly and with little discomfort. However, a few days after I woke up massively bleeding. After calling planned parenthood and talking to an awful nurse who had no interest in listening to my concern, I ended up going to the Winnie Palmer ER. The iud caused multiple cysts on my ovaries that had ruptured. It also gave me a massive infection that I'm still trying to get rid of to this day. Nice staff but I advise against getting any sort of iud placement here.



## CA North Highlands Google



**Taylor Louise**

8 reviews



★★★★★ a month ago

I had a bad experience here today and left in tears. I went to my scheduled appointment. The ladies at the front desk were friendly and I got in on time. No one here knows how to draw blood. I've had blood drawn many times in my life and two different nurses here were unsuccessful at collecting. So they set me up with a referral to get it taken from quest. This isnt even my problem. Stuff happens. I left very upset because after the first nurse failed in drawing blood and went to get help, I could clearly hear her and the HEAD nurse talking about me behind my back outside of the room. I scheduled my own follow up appointment after a prior visit, and she felt this follow up was unnecessary. If it was unnecessary I would never of been successful in making this appointment after explaining to techs over the phone why I wanted to come in just to be safe. This organization is supposed to promote safety, not shoot us down for being safe and proactive. I could hear her for a minute straight, saying that she just couldnt understand why I would want a follow up. This was the first I'd heard that I was some sort of "problem" as everyone on the phone and prior to this had been understanding and happy to help. When the other phlebotomist came in to (attempt) to take blood I was already in tears and explained to her I heard everything, and how discouraged I was. She had the head nurse come in to talk to me who continued to be rude, overpowering, rushed and impatient with me. It was like she was mad at ME for overhearing her rude behavior. The whole thing was so unacceptable. I wish I got her name because I'm thinking about reporting the whole thing higher up.

I was very happy with the services at the Sunset location. After moving here from Missouri I thought they were so ahead of their game. Now I'm questioning if I even believe in or want to support this organization, who I've donated to my whole life, any longer when their mission for safety seems totally skewed at this location. I'm still upset.



### CA Watsonville Yelp



**Marisol T.**

@ 0 ☆ 1

☆☆☆☆☆ 5/30/2018

I do not recommend this location. I had an appointment to remove my implant and switch to the pills. The wait was over an hour. The staff and nurses were very friendly and welcoming, but the doctor who treated me was rude, messy, and unprofessional. It all happened so fast I did not catch her name. I felt very rushed and she left me with lots of unanswered questions. I have been to the Salinas and Gilroy location and I've never experienced a bad service until now at this location.



### FL Jacksonville Yelp



**Aaron W.**

@ 0 ☆ 1

☆☆☆☆☆ 9/12/2018

This is my first review on yelp ever, that is how unsatisfactory my experience was. I have never been to a planned parenthood that has been less helpful. It is beyond ridiculous how little information they know and how unhelpful they are. I have been to many other locations that were easy and helpful. This is by far the worst planned parenthood out there.



### CA Mountain View Yelp



**Karan K.**

@ 1 ☆ 75 📷 5

☆☆☆☆☆ 11/21/2018

came here for a simple exam. This is truly as bad as it gets. We showed up 15 min early. It took them an extra hour and a half to get us in. After taking in, just sat around for almost 3 hours for someone to show up.

The doctor is nearly clueless to what she is doing



### CA Vallejo Yelp



**Ronda B.**

@ 0 ☆ 40 📷 2

☆☆☆☆☆ 3/4/2021

The receptionist at Vallejo" Monique" is so unprofessional. I was on time and she totally didn't even give my specimen cup so proceed with my my appointment which held me up like almost 20 minutes. Keep in mind the other receptionist already called ahead of time to "GET ME GOING ON COVID QUESTIONS" to speed up the process!



### CA Los Angeles Hecht Yelp



**Gabriela S.**

@ 61 + 25 - 17

★☆☆☆☆ 1/25/2019

Horrible. The MA didn't know anything about using there system. I sit in the room with her for 30 mins!!! Like if you don't know how to use it ask for fucking help. And this girl still had the nerve to tell me to wait outside. Excuse me. She should've apologize for wasting my time. And at least lie or something about me waiting less. Horrible attitudes new employees need better training.



### CA Los Angeles Hollywood Yelp



**Delilah M.**

@ 0 + 1

★☆☆☆☆ 6/30/2022

This was my first time here at this location. I had came in at 8:30 a.m. I was told their was gonna be a long wait and proceeded to take my seat. Employers are lazy and rude and do not put in their best effort to assist their clients . Never coming back here overall waste of time and awful experience



### AK Anchorage Yelp



**Tamera K.**

@ 0 + 2

★☆☆☆☆ 12/28/2017

I do not recommend going here if you want any sense of comfortability or care while bring treated. I regret ever going or associating with PPH. They have no sense for your current well being and have an inexperienced staff...I was there for 9 hours when my appointment was supposed to be at 10:30 am. Didn't leave until they closed.



### AK Fairbanks Yelp



**Half Dead H.**

@ 0 + 5

★☆☆☆☆ 4/12/2016

My boyfriend and I went in recently, him for mens healthcare and I for birth control, and I found the service to be sub-par. The doctor was no help for his problem and they do not have an office phone number so that I can call them to recieve assistance with the post-visit problems that I am having. Not only that, but they are open for only a few days a week and short hours at that.



### FL Miami Kendall Yelp



**Brit L.**

@ 0 ★ 2



6/3/2019

I would give no stars if I could. I called because I thought I might be experiencing a miscarriage. The woman on the phone could have not cared less and rudely told me to go to the ER or Urgent Care. No empathy whatsoever. I asked if there was anything more she could offer as far as advice on what to do since I'm not in any physical pain and don't have insurance. She very flatly said "No" and hung up. I am a grown woman but I feel very sorry for any young person who would need to come here. Not welcoming, helpful, or caring in the least.



### CA Whittier Yelp



**Sophie S.**

Los Angeles, CA

@ 0 ★ 55 📷 15



9/28/2018

This is by far the worst planned parenthood. The girl who brings you back and takes your vitals is a complete robotic moron that practically reads from a script. The so called "dr" or "physician assistant" that you wait an hour to see after you've already waited more than an hour to be seen by the robot moron doesn't even know how to do an ultrasound. Even I know how to do an ultrasound and I have no degree in the medical field what so ever. Waste of time. Will never go back to the Whittier location. If you want to be treated like a person go to Anaheim or stick with your regular OBGYN who has actually gone to school for basic medical knowledge.



### CA Whittier Yelp



**Erica P.**  
Rowland Heights, CA  
👤 146 🌟 15 📷 3

🌟🌟🌟🌟🌟 4/8/2016

I am beyond pissed. I came here and got the copper IUD put in and they put it in the wrong way so it caused issues!! The thing that makes me really mad is that I made a follow up appointment and ultra sound so they could check and see if it's still in place and if everything down there was running smoothly; the nurses "checked" and said everything was fine come to find out 6 months later I'm in the hospital for a ruptured ovarian cyst the doctor told me that he needs to remove my IUD because it's placed in the wrong spot and it's about to puncture through my cervix, he even asked if a doctor put it in!! DON'T COME TO THIS PLACE. Uneducated stupid nurses and doctors who rush through and don't care about your safety. I'm pretty upset and wish I could go there and raise hell, but I won't waist my time and energy. I'll just let everyone know how shitty this place is.



### CA Lakewood Yelp



**Lyn T.**  
Anaheim, CA  
👤 0 🌟 9

🌟🌟🌟🌟🌟 10/28/2013

I went in to ask some questions about my birth control and my most recent exam, but was amazed at how poorly this was handled. I was taken back and asked- IN THE HALLWAY- "what do you need?" I was shocked and super uncomfortable that the woman would ask me to begin discussing personal things in a hallway with people all around us (employees and other patients), but she said we could just talk there, we didn't need a room. I was so uncomfortable discussing such personal material around other people, and was not given the respect of privacy.

On top of this, the woman who was supposed to answer my questions didn't even know as much as you could learn from a quick google search. This woman actually gave me some information that I knew for a fact was false. I corrected her on one thing and her response was "oh ya I don't know anything about that, you should ask someone else.."

I could go on about the absurd answers this woman gave me, but essentially my biggest concern is that she is providing people with misinformation that could legitimately put people at risk, since information in this area is critical for people to make healthy, informed choices.



### CA Santa Maria Yelp



**Chunchun Z.**

@ 105 + 18 6

★☆☆☆☆ 7/19/2019

Very unorganized, and not even sure the way they see their patients is legal. It sounds more logical if the patients with appointments should be seen prior to the walk-in ones, but no, whether you have an appointment or not, patients are seen in the order they arrive.

Also as a healthcare provider myself, I'm pretty sure what they are doing is not legal. The medical assistants are the ones consulting, assessing, and giving patient education, which is not in their scope of practice. The actual provider basically walks in after all the decision have been made between MA and the patient, and just say hi to the patient (unless you have something invasive that need to be done).

I am pretty specialized in women's health and the MA are giving me information and instructions that would never been given to patients in a regular GYN clinic.

Avoid this place if you can....



### FL Miami Kendall Yelp



**Katie L.**

@ 1 + 5

★★☆☆☆ 7/20/2018

I made an appointment, waited a month, and then they called me a few days before telling me that the nurse practitioner wasn't going to be there and I'd have to wait another 2 weeks to be scheduled in again. I decided to just go to the shorter consultation they offered to find out about pricing and insurance ahead of time. There's two different addresses online and after an hour of driving around, walking from building to building, calling and being left on hold, I finally get a hold of someone and told them I had an appointment who said "oh you went to the wrong address? Well Sorry we have no open appointments for two weeks." Not even sure what to rate this because I wasn't even seen AT ALL the only thing I can rate is not the service but the lack of it. I wasted my time and I'm beyond frustrated because I really tried to support planned Parenthood but I will unfortunately be making an appointment elsewhere because this was a joke.



## CA Mission Viejo Yelp



**Stephanie L.**

📍 1 🌟 8 📷 2



11/15/2020

Tell me who your staff is...and I'll tell you who you are!

Sammi A., & Marco & an Office manager, Stephanie (pretty sure That's her name) SHOULD NOT BE IN THEIR POSITIONS!!!! Or have this job!!

They had to be instructed by me, what STAT meant. They dropped the ball by failing to know the importance of my case. Which was a surgery to remove a large Mass from my right breast.

Marco couldn't follow through, Sammi A. ( she refused to give her last name) giggled when I firmly told her it was her job to make sure my lab work was sent to my surgeon w/ an hour to spare! She then transferred me to a Stephanie ( ofc mgr) who proceeded to say the lateness was my fault!! Then yelled over me while I was in an X-ray appt ( which they just told me to attend at the final moments as well!! Knowing my surgery was 6am check in next morning ( to remove a large portion of my right breast !! Stephanie fought , combated & proceeded to enjoy who was yelling harder , her or me!!! I had a an extremely stressful & severe surgery but their lack of caring, compassion & overall UNPROFESSIONALISM could've cost me

my operation & hurt my health in many many ways.

They blamed me for lagging when it was on the support staff to put new/ a surgeon ASAP due to the severity of my health condition. I was lied to they also refused to cooperate w/ Surgeon's staff that came w/ in an hour of my surgery being cancelled. I was faced w/ careless staff members, screaming & bullying & ultimately DISRESPECT.



## CA North Highlands Yelp



**Hanna B.**

@ 160 ★ 8 📷 4



12/13/2018

These people really suck. The physicians are great, but I have been in here twice now and both times the front desk people never really seem to know what the hell they are doing and it's very frustrating. I just went in today because I had an appointment to get my IUD looked at, as I was having some complications that concerned me. I had some issues with my insurance last time I was in, so I was sure to mention that when I came in, and then asked if I needed to help her clarify any information. She said that at my last visit I was told I needed to contact my insurance, and then asked if I did so. I said no, because no one told me I needed to contact my insurance at my last visit, and I shouldn't have to-you literally just have to bill the receipt to my insurance and then they take care of it from there. But after waiting 40 minutes, the lady told me that my Aetna insurance wasn't going to cover my visit, and that I would have to pay in full. They also said this about my last visit, when I got the IUD inserted, so I had to pay \$400 out of pocket because this place literally doesn't know how to bill insurance companies. The lady kept insisting that it wasn't them, it was my insurance, but that was proven to be false. I have contacted my insurance company and have already been told to submit reimbursement paperwork so that

I can get my money back, because they DO cover what I came in for the past two times I've been to this Planned Parenthood. So now I have to go out of my way and fill out extra paperwork just because the ladies at the front have no idea how to bill insurance. I was so frustrated that I couldn't afford to get the care I needed to get today because these people don't know how to do their job, that I walked out in a fluster and cried in anger in my car before driving home.

I have been to other Planned Parenthood's before and have literally never had this problem. They just took down my ID numbers for my primary and secondary insurance, and then sent the bill to them after my visit, and then my insurance would then bill me what was left over-Easy and simple. Don't know why it appeared to be an issue here.

On top of that the place is not well kept and looks trashy. If you scheduled an appointment with this Planned Parenthood I recommend trying somewhere else.



## CA Santa Barbara Yelp



Amy R.

📍 0 ⭐ 3 📷 3



9/7/2018

I have been to this location a few times due to the fact that I don't have a primary doctor here in Santa Barbara, and Planned Parenthood has the convenience of being able to walk in and they offer many services. That being said I always end up having to pay mostly full price for whatever i am in for, despite them taking my insurance.

Last time I was there was a negative experience- I made an appointment to renew my birth control prescription and was seen half hour after my time even though it was right when they opened. In the examination room, my nurse notified me that it would be a good time for me to get tested so she gave me the finger prick for HIV, but they notified me afterwards that it was mandatory that they also test for syphilis whenever they test for HIV, which was drawing blood from my arm. I think the nurse on my face immediately turn pale when I told her that I pass out whenever I get my blood drawn, but she wasn't too concerned and we went on with it. She poked around for about 30 seconds and ended up removing the needle because she said the vein wasn't taking it. At that point I let her know that I was fading and she ran to get me a lollipop and an ice pack as I passed out on

the exam table for a few seconds. We ended up skipping the test that day because I was pale and drenched in sweat.

Ended up having to pay for both tests in the end so I got a lovely \$150 bill that day when i thought I was just going in for birth control.

Worst part of the experience was the bruising I had for a week after i went on my inner arm from the IV. It was massive and I got many questionable and sympathetic looks before i explained how a nurse didn't know how to draw blood.

Too long didn't read: long wait times, confusing insurance payments, what seems to be inexperienced staff members, pressure to pay money for testing.

## Explanations Not Given or Are Inconsistent/Questions Not Answered



### CA Los Angeles Hecht Google



**Shaquera Johns**

7 reviews

★★★★★ 5 years ago

Okay but take along time didn't answer my questions fully



### FL Sarasota Google



**Alexis Ann**

1 review

★★★★★ 2 years ago

i was given little to no information which lead to complications.



### CA Ukiah Google



**Jennifer Grove (Dark Moon)**

Local Guide · 11 reviews · 1 photo

★★★★★ 3 years ago

For some reason they didn't fully inform me of what was happening. No details. Just not informative enuf.



### CA Anaheim Google



**josi sanchez**

1 review

★★★★★ 6 years ago

Why is it so complicated at This location? The staff is unhelpful and no one pays any attention to your "questions". I feel like their "were here for you" slogan is misleading.



### GA Marietta Google



**Nadine Pierre**

10 reviews



★★★★★ 9 months ago

I came here for a visit. I do not like it when you tell them your medical history and they take a dismissive tone. Especially at intake. Only one person was nice at the front desk. The provider is okay.



### CA Stockton North Google



**Gabby Cordero**

2 reviews



★★★★★ 5 years ago

The staff and nurses are great. But one of the Doctors here was very rude answerd none of my questions and overall kind of ignored me I felt. Your health is a sensitive issue Doctors are there to be kind and understanding. Perhaps a sensitivity training is in order.



### CA Vista Google



**Joanna Flores**

1 review



★★★★★ 4 months ago

walked in to make appointment at this location after reconfirming appointment time date location to arrive on that day only to find out the scheduler made it in San Diego ///incompetent the staff was unapologetic as well



### CA Canoga Park Google



**Julio Angel Saucedo**

11 reviews

★★★★★ 8 years ago

okay, its great that you get free healthcare, but the wait is too long, i waited for 3 hrs. i guess they assumed they was a hoe, b/c they didnt inform me how to use my birth control not how to use my condoms. they cant just hand things over like that without telling me.



### GA Atlanta Google



**Leigh-Taylor LaCoste**  
2 reviews



★★★★★ 5 years ago

I had a terrible experience. They were no help at all. They had no concern with my issue and could not give me any beneficial information or help. They were beyond unprofessional and rude. With them being on a college campus I feel bad for any young women going there with concerns about planning for parenthood. They will make you feel uncomfortable and waste your time! Go somewhere else women!



### CA Fresno Family First Google



**Blanca Piche**  
3 reviews



★★★★★ 2 years ago

Not the greatest. I am pregnant with my first child and they did not tell me anything on how the nexts few months well be. I had to ask questions every time. The only reason I stayed was for PA melissa. The front office was rude, and everytime I asked about specialist report or labs they did not know how to check EHR. They were suppose to send me out to my specialist and referrals was never faxed over.



### CA San Jose Blossom Hill Google



**lina nelson**  
1 review



★★★★★ 2 months ago

Very unprofessional and they had a problem on their end at checkout where they couldn't get a hold of a third party that was closed to accept my insurance. At first she said 18\$ for a pregnancy test. At check out they had issues and said it's \$44...I had to pay 44\$ for a pregnancy test y'all. I have to send my invoice to my insurance and idk how long that will take, but I didn't like my experience even when I was asking women's health questions I wasn't getting the best response and I couldn't see one medical assistants name tag either



### AZ Tucson Google



**Ryan Duffy**  
Local Guide · 16 reviews



★★★★★ 3 years ago

I do NOT recommend this place to anybody! First off, I had to end up going here with my GF to get done what had to be done because its so hard to find anywhere else, but first of all you schedule an appointment and still end up waiting 2-3 hours regardless, the staff are short with you as well as rude. When my GF asked me to go back with her I was turned around and was not let back period. Already going through a very emotional and hard time these people don't care about the effects it can leave a person post visit. She couldn't even have the support of the person she trusts, me to go back with her. I hope more people can find the help they need without having to go here, its pathetic.



### CA El Cajon Google



**Lanira Taylor**

3 reviews



★★★★★ 6 months ago

They spent more time finding my insurance and seeing what they can charge than the nurse spent with me. They also said I was going to see a specialist but I was only visited by a nurse. Nurse was too straightforward with the result but didn't help me with my questions. I was hoping to leave happy with answers but I left more confused than ever. I use to think planned parenthood was helpful and genuine but now it seems they just want tax write offs and insurance. If that's the case I rather go to my primary and spend a extra bucks. It least they go above and beyond for their customers questions and satisfaction.



### CA Orange Google



**Kandy Nunez**

2 reviews



★★★★★ 3 years ago

I DON'T RECOMMEND AT ALL! They don't give you the information needed they didnt even let me talk or explain my symptoms saying that sore breasts, nauseous, etc. and 2 months missed period is stress and because im too fat. They called me fat in such a unprofessional way. Instead of doing some tests on me like ask they tried convincing me that its all stress when I dont stress at all making me doubt my own body and insecurities came to me. They only had me there for 5 minutes trying to give me pills when that's not what I ask and they didnt even explain as clear the way to use them. Saying that birth control pills dont affect the baby which we all know its a lie First time there and it was a HORRIBLE Experience never going again!



### CA San Diego First Avenue Google



**timothy Nava**

4 reviews



★★★★★ 6 years ago

NEVER COME HERE! I REPEAT, NEVER COME HERE!!!! THE STAFF IS AWFUL! THEY ARE RUDE, SHORT, AND FAIL TO CALL BACK OR ANSWER ANY QUESTIONS! I WAS COMPLETELY UNPREPARED AND RUSHED THROUGH MY PROCEDURE! I ASKED DR. MICHAEL DAINER TO WALK ME THROUGH IT AND TO BE GENTLY AND ALL HE DID WAS LAUGH, DRUG ME UP, AND WAS ANYTHING BUT GENTLE!! I DID NOT EVEN HAVE A CHANCE TO MEET AND TALK WITH MY DOCTOR BEFOREHAND, THEY ARE RUSHING PEOPLE IN AND OUT SO THAT THEY CAN MAKE THE MOST PROFIT THEY POSSIBLY CAN IN ONE DAY! THEY DO NOT CARE ABOUT THEIR PATIENTS OR THEIR BABIES, WHICH THEY REPEATEDLY REFERRED TO AS FETUS OR TISSUE! STAY AWAY FROM THIS PLANNED PARENTHOOD AT ALL COSTS!!!!



## AZ Mesa Google



**Spartangirl 98**

4 reviews



★★★★★ a year ago

If I could give 0 stars I definitely would, I get my birth control from this place (12 months worth) and once it runs out every year (once a year) I have to make an appointment to renew it. I Hate hate HATE doing this because it seems like every single time I make an appointment SOMETHING goes wrong and I have to reschedule and usually end up off of the pill for 2-3 weeks at a time. The women NEVER give me a good explanation as to why I have to reschedule it, they tell me 4 different stories, and they're REALLY rude to me EVERY TIME I go there. The women that work at the front desk or whatever seriously need to be replaced, they're so cold hearted and rude to ever single person they speak to. I've been going for 3 years, and finally I'm going to change that and go through someone else. I support planned parenthood, just not this one. They'll treat you very unfairly, won't give any explanations to anything they do or say, give you the run around most of the time, and just make you hate even being there.



## AZ Phoenix Central Google



**Monique Cervantes**

5 reviews



★★★★★ 10 months ago

Waited a long time for a walk-in pregnancy test, because of a late period. The front desk lady kept asking if I am sure I need to be tested, gave me a hard time just to get seen. I would not be at planned parenthood, if I did not need the resources they provided. All pregnancy tests are different anyways. Some are easy to read and some are not, others are free and others are not. The front desk lady had a bad attitude. Horrible customer service for going somewhere where my health is concerned. Also, the bathroom is unsanitary, where they were multiple urine samples overlapping. 4 samples in a tiny steel window overlapping! After waiting for about an hour and half, maybe a little over, the nurse practitioner came. She just read my results to me and did not really seem to provide me with any other information other than that. I really had to dig and ask the questions to help myself find answers. Not the friendliest place to go to if your anxious about your health. I recommend going to your regular doctor or another Planned Parenthood facility where there are staff who apply customer service and perhaps more educated about the company's services.



## CA Anaheim Google



**Michael Vega**

14 reviews · 10 photos



★★★★★ 2 years ago

Would not say for refer any gender to go to this facility due to the fact of uneducated nurses and uneducated assistance. Symptoms of a failed practice or some type of illegal operation. If you make an appointment don't expect for any of your questions to be answered and don't expect to be seen for what you went in there for. They're only restroom in their whole facility has a sign that says out of service how is any of the employees let alone the doctors or nurses or assistance even using the restroom to wash their hands or to do anything. I would recommend for that this facility be closed down but beforehand have OSHA ring them a new one. For any women that want to go hear please note that the women that work hear are very rude and are only out to milk the cow for money. Also don't expect have anything done the first appointment expect for them to say they want you to come back again. There isn't no charge nurse there or if there is she doesn't care because there isn't a line of order from who's the Boss to who's the not the boss.. I could go on forever but be advised of how they treat here at this facility. Remember that these are only in my own recordings and experiences from the first time going there with my women. My own opinion is used it's your choice if you want to go there or not just saying be advised.



## GA Lawrenceville Google



**Emily Qiu**

15 reviews



★★★★★ 4 years ago

I made an appointment for birth control implant over the phone, and been told there was nothing I need to pay attention to prepare for my appointment. After arrived at my appointment time, I waited 2 hours before I even get to see the doctor.

The doctor refused to give me the implant because I had unprotected sex prior to the appointment. This part I understand but what upsets me is that this information should have been given to me while I was making my appointment or anything during the 2 hours while I was waiting for the doctor. They even filed the claim to my insurance company and I have to pay \$70 for no service and waste of time!! I never been to a healthcare place so unprofessional.

I would never go to planned parenthood again or recommend it to anybody! You are better off just going to a gynecologist



## CA Fresno Family First Google



**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 than 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.



## CA Los Angeles Hollywood Google



**Rebecca Von Brandt**

2 reviews



★★★★★ 3 months ago

The signs on the door during the pandemic were confusing, and misleading due to being extremely poorly written and contradicting one another. The website did nothing to clarify these signs as they were the mistake of someone in the office physically. The nurses will suggest you make tele-health appointments for things you will need to come in person for anyways like birth control administration. The tele-health appointment is a phone call where a nurse asks you all of the questions they normally ask you before you are seen by the doctor. So the nurses are essentially asking you not to waste their time by making them ask you questions in person, but to waste double of your own time being on the phone with them and STILL having to come in because you need physical medical attention. Make no mistake the tele-health will spare you NOTHING in the way of time and I'd bet you still have to talk to a nurse anyways. Make an appointment for a set time and you will not be seen until at least one full hour after your appointment time. Walk-ins are so prioritized there is actually zero point in setting up an appointment. I can confidently saying this after having scheduled four appointments for a simple shot and waited over an hour for each one. Once I waited an hour for my shot to be told to strip for a gyno exam that I wasn't due for for another six months, because they can't keep track of their patients. They have like three different patient profiles for me on file and both the receptionist and the nurses mention it every time I come in and none of them ever fix it. You can literally see them ignoring appointment priority as they take in walk-ins who arrived after you to the back before your eyes. If you have a job set your appointment for the weekend or you will miss a ton of work, except right now of course because the office is open only for tele-health on Saturdays and it is always closed to observe the holy day that is Sunday.



## AZ Phoenix Central Google



**Kristin-Payestewa Picazo**

21 reviews · 2 photos

★★★★★ 4 years ago

This is the WORST PP I have ever ever EVER experienced. This is 2017 review and hopefully we won't file any lawsuits.

Day 1:

Made an appointment for an for IUD insertion in April. I'm 29 and this is my first time ever doing this form of birth control.

Few days later, they had to reschedule my appointment and the front desk receptionist and nurses were very cold about it when I asked about preparations. He also said something very weird about relating to me and the IUD experience. Thankfully I have a friend with me to witness that but we both left very awkwardly.

On my second scheduled appointment I did the usual pee test and filled all the paperwork out (takes some minutes) and waited an hour after my set time. I went in and they turned me away because I needed to be dilated understandable but this is why I asked about preparations...

I received a pill and scheduled another appointment

The final day..

went in to find a very eccentric and unorganized receptionist fumbling around with paper work and with a stressed out greeting "UM our systems are down and there's absolutely NO way to pull any patients records so you will have to redo all the paperwork again and take a pee test."

With a grain of salt I did everything and waited about 90 mins until they were ready for my IUD.

The doctor didn't say much so I didn't feel comfortable with her at all but she looked hurried and the nurses were rude and trying to get out so I felt like a probed chicken before she went in there for the insertion.

After I couldn't drive and I was very tired but I had to wait outside because they were closing up.

Thankfully my boyfriend wasn't that far... not a great feeling going thru all of this and being outside in the dark alone. Gosh. Least allow a woman to wait inside PP...

It's been about a month and I have to go back because the IUD she hurriedly put in is now in my uterine wall and she won't be in until next Weds... it's Thursday... I cannot wait.

I'm going to Family Planning and Associates in downtown Phoenix because I am severely traumatized at this location where I sought to find assistance and comfort but all I got here at this PP was a cold, arrogant and disorganized employees.

My family and friends know about this and are making sure their loved ones don't come here to experience their hell.

Here is my truth, I'm sure it isn't the same as everyone's "wonderful" experience here but for the ones that have had similar experiences with their work ethic, I can relate strongly.

Your wait time and friendly staff is a LIE.



### CA El Cajon Yelp



**Melissa B.**

📍 49 ⭐ 13 📝 1



11/9/2022

Be prepared to sit here for a few hours! They over book everyday. If I was you, try going to your regular doctor cause this place sucks!



### CA Santa Cruz Yelp



**david a.**

📍 0 ⭐ 3



12/20/2022

Total incompetence. They messed up my prescription last time and they messed up my prescription again this time. When I called, I couldn't even speak to my doctor. Total run around. These people are worthless. And of course, they were an hour late for my appointment.



### CA Merced Yelp



**Alexis A.**

📍 0 ⭐ 3



7/7/2018

Super rude staff. PA that attended me was not as helpful. Didn't really explain my situation well to me. I felt dumb asking her questions because she looked irritated. The medical assistant that roomed me was also extremely rude. More like smart ass. Didn't like the service at all. I will definitely be driving the extra miles to my next nearest pp location.



### CA South San Francisco Yelp



**Isabelle W.**

📍 47 ⭐ 9 📝 1



2/26/2020

This is the worst Planned Parenthood I have ever visited. I scheduled an appointment prior to coming in, however, I have been waiting here for over an hour. Why would I make an appointment to wait an hour? Also, people who came in after me are being helped before me which makes no sense to me. When I asked the lady in the front for the estimated wait time, she had no clue and never got back to me after she said she would check. I hope this location gets shut down!



### CO Littleton Yelp



**Julie D.**

@ 0 ★ 2



1/2/2018

Horrible at responding phone calls for your needs. Five days with no medication because they didn't call me back and the holiday weekend followed. Going to be in a lot of pain soon due to their mess-up. Thanks PP!

edit: They submitted the wrong medication, thus I needed the correct one and was not helped



### CA Watsonville Yelp



**Marisol T.**

@ 0 ★ 1



5/30/2018

I do not recommend this location. I had an appointment to remove my implant and switch to the pills. The wait was over an hour. The staff and nurses were very friendly and welcoming, but the doctor who treated me was rude, messy, and unprofessional. It all happened so fast I did not catch her name. I felt very rushed and she left me with lots of unanswered questions. I have been to the Salinas and Gilroy location and I've never experienced a bad service until now at this location.



### FL Tampa Yelp



**Madisor L.**

@ 97 ★ 6 📷 4



1/22/2021

Lied about requirements for birth control. Drove over 45 minutes just to be denied service because I had s\*x in the past month, even though they said I couldn't have it 5 days before getting an IUD. Completely awful communication and a huge waste of time



### CA Lakewood Yelp



**M F.**

Brea, CA

👤 0 🌟 28

🌟🌟🌟🌟🌟 10/9/2020

Had to wait 3 hours just to not get what I needed done. Ridiculous wait times and ridiculous amounts of people waiting way too close in the waiting room. Complete waste of time and the information they give is very inconsistent from each person I talked to. The people helping me were very condescending and they talk to you like you're an idiot. Who wants to wait 3 hours just to be talked down to? Will not be coming back ever



### CA Whittier Yelp



**Andrea G.**

Rowland Heights, CA

👤 400 🌟 34 📝 16

🌟🌟🌟🌟🌟 7/24/2017

I love planned parenthood. I just hate this location. Having an appointment doesn't mean anything, they'll take a walk in before you even if you're their first patient in at 7:00am on the dot. The nurses don't explain everything fully so I've had to make multiple trips back here to get crap explained. One of the nurses told me they would NOT call me to let me know my test results because they are "so busy" so I have to check my own online. Except they don't explain how to read my own results so I'm back here once again. Literally every other PP I've ever been to is a LOT more organized and on top of their stuff. Just sucks that this one is the closest to me.

Walk in at 7am, appointment at 7:15, seen at 7:45 & then even MORE waiting when I passed a nurse chilling in the back on her phone. You have a waiting room full of people who would much rather be doing other shit than being at PP at 7am on a Monday. Get your act together.



## CA Mission Viejo Yelp



**Allie T.**

47 37 8



6/3/2021

This has nothing to do with Planned Parenthood as a whole (why there's 2 stars and not 1) but just about this certain location. This is not the first time I've had a bad experience here but today was beyond ridiculous. After checking in and waiting in the waiting room I was put into an actual room, I then waited in there for over an hour. The lights even turned off I was in there for so long. Literally sitting in there naked and in the dark until I had to holler in to the hallway for someone to see if I was just forgotten about. I only saw one other patient in the whole place. Finally another nurse told me she'd check and that it'd just be a "few more seconds" and then 25 minutes passed and finally a woman came in to do my check up. She didn't have the warmest personality which made the whole experience even more uncomfortable. I felt like none of my answers were answered or just half a\*\* answered. So after 2 hours of zero help they handed me a (\$5) gift card to Starbucks for the shitty experience. Wonderful, now I can get a children's sized hot cocoa.



## CA Whittier Yelp



**Liv W.**

Downey, CA

📷 136 🗣️ 2

★ ★ ★ ★ ★ 1/24/2020

Okay so everyone knows already if ur late even one min the wait time is ridiculous and they skip you and you have to end up waiting like 2 hrs butt I already know that's how it is at any clinic. So be on time. Or go early that's what I always do. My real complaint is just the staff and gyno. They make fun of and gossip about the clients tbh don't put "we don't judge " on ur wall frames if ur not going to have polite staff we get enough slamming and being judged even walking into clinics most of the time for just picking up condoms when we're actually trying to prevent pregnancy. So teach your staff to be kind what happened to wanting to help people instead of making them feel unwelcomed and uncomfortable ? This is a place for women and their health do your jobs correctly and help us or just don't work there. So the gyno is a judgmental forceful jerk as well. You go in for birth control and she will start talking to you about your acne . You're a gyno not a derm so check urself cuz ur being checked rn. First of all I have taken plan b here and they do not go over the side effects with you and they throw away the box before you could even read it you guys are gonna get sued do you know how dangerous that is?? So I felt dizzy af and didn't know I i was suppose to eat something and drink a lot of water. You guys are horrible! if they make you drink that on the spot please make them give you the box. And they say it's protocol for you to drink it in front of them bullshiiii don't do that if ur insurance pays for it or you pay for it you can drink it at home with food and your own water especially if ur driving ur gonna get dizzy. They shouldn't be opening it right away out of the box before you can even read or see exactly what they are giving you, demand the box and instructions, for real. Get better people at this place please for all women's sake. Only writing this so people know. And don't let anyone their pressure you or talk down to you at the end of the day it YOUR BODY YOUR CHOICE !



## CA Fresno Family First Yelp



**Samantha H.**

📍 1 ⭐ 22 🗨️ 28

⭐⭐⭐☆☆ 3/3/2020

I'm always grateful for free services and since I don't have health insurance this is a great alternative for me. I've been going to this particular PP for about 8 years now. When I was a teenager the services were great since a majority of the time I didn't want my parents to know. They're discreet and respectful of your privacy. However if you have a regular health care provider and you're not a teen I would recommend sticking with your primary as they often don't explain things clearly nor do they seem like they care about you personally. The first is the lady at the front desk. There's typically two and the younger one is nice. But the one who always sits off to the far left with the power window could use a serious attitude adjustment. It's disheartening to have that woman be your first encounter at this office. She's rude and to be frank kind of mean. Like I said I've been coming here for awhile and she's been there awhile too. I also had my IUD inserted and removed at

Also be careful if other services provided. I had a STD scare this tune a year ago. I went in as a walk in, waited awhile and was finally taken back. I was terrified and was met with judgement the whole way. In fact i even heard the doctors outside discussing my health. If I could hear them I'm sure others could. The doctor then told me I was positive for an STD and sent me home with medicine. Well funny story because ALL OF MY RESULTS CAME BACK CLEAN. This woman told me I had an std, went me home to cry for a weak, and then my test results cane back fine and whatever it was disappeared. When I went back to ask questions because I couldn't believe a professional doctor would tell me I was positive for an STD when I in fact was not, once again I could hear the conversations outside the door. Considering the facility made me uncomfortable in my own skin with false results you would think they would at least be nice about it. Nope. I was told that sometimes doctors see things so often they know what it is without the test results. WHAT IN THE HELL????

this location. I had my IUD inserted into my cervix, Mirena, when I was 19. THEY DO NOT PREPARE YOU PROPERLY. The Mirena insertion was extremely painful, and I was sick for a number of days. The pain nor the potential side effects was NEVER explained to me. And as a young woman that was a terrifying experience. Six years later and it took me four missed appointments to go in and have it removed because I no longer trusted the information they gave me. But hey. No health care right? This was yesterday 3/2. I decided to remove my Mirena and switch back to the pill. The doctor, while very nice, almost seemed to be trying to talk me out of the removal stating over and over again it's the best birth control and I'm switching to one not as effective. Which I knew because I had done my research this time. Again she was nice but I didn't really enjoy my decision being questioned so rigorously.

And then a few months later I went back to be seen for a UTI. I work long hours, modestly without too many bathroom breaks so UTI's are common in my line of work. Well after telling me they couldn't get me an appointment for three months, I came in as a walk-in that was in extreme pain. They gave me an antibiotic with a sulfate base. It actually made it worse and I ended up in the hospital for a few days.

So overall I'm giving them three stars because I love the services they offer to women and am in no way bashing everyone who works here (except front desk lady) and they offer great services for simple birth controls like the pill and maybe even the shot. This is simply my experiences with them over the past few years. And I just suggest if it's something more complicated than your yearly breast check or Birth control to head to your own primary.

## Did Not Listen to Concerns and Problems Not Addressed



CA Victorville Google



**Toraino Edwards**

1 review

★★★★★ 3 years ago

Been here for 2 hours now waiting to be seen doctor and nurse just standing around talking 😞



CA San Diego Mira Mesa Google



**jay melendez**

1 review

★★★★★ 5 months ago

horrible do not care about patients waited since 7:40 left at 9:30 and nothing was done. let me leave with pain



CA Los Angeles Hollywood Google



**Heather Amos**

6 reviews

★★★★★ 4 years ago

They didn't listen to my concerns. I was shocked. My first time at this location and definitely the last.



CA San Luis Obispo Google



**Deysi Herrera**

2 reviews

★★★★★ 7 months ago

They do NOT do ANY TEST all they gave me was pills not to get pregnant... Waited on time!!! 😡😡 Customer service was horrible. They where very dismissive and didn't pay attention to my issue.



### CA Burbank Google



**graham mcbeath**

7 reviews



★★★★★ 5 years ago

very unprofessional. I will never use this Clinic again. I waited 3 months to see if i would feel better or see their point of view but the way they treated the patient was completely unacceptable.



### CA Victorville Google



**jenn mancia**

3 reviews



★★★★★ 2 months ago

honestly very rude and when i had questions she didn't even want to answer and she just kept trying to walk out and didn't want to hear what i had to say, i felt really embarrassed and unwelcome.



### CA Victorville Google



**Summer Scott**

1 review



★★★★★ 5 years ago

DO NOT GO HERE!!! The main lady Dr. here, refuses to help patients who come in with warning symptoms from the implanon, then says there is nothing she can do. Will ridicule you while you are there. Also refused to help with cancer inquires, said I was too young! Not a good Dr.! Stay away!!!!!!!!!!!!!!



### CO Greeley Google



**Madison Hutsell**

Local Guide · 152 reviews · 26 photos



★★★★★ a year ago

No one every answers the phone. The recording on their phone says to go online to book, but when you try to it says to call due to covid. Have no idea what is going on there but they never call back and never answer. Starting to think they are closed permentantly



### CA Woodland Google



**John Mendoza**

1 review



★★★★★ 3 months ago

Horrible clinic. My appointment at 3:30 was pushed to 4. And they transferred me to a different clinic phone appointment without telling me and no one called me. They said they would call me but didn't. They also told me I had a walk in appointment but I never scheduled one and they never told me about it. Also when I was telling her my symptoms she kept interrupting me.



### FL Tampa Google



**K J**

33 reviews



★★★★★ 11 months ago

Never coming back to this place. Unprofessional staff from representative phone line to the health centers. I've never experienced such misleading information before. They are rude and have no empathy for their customers. If you want a place to care for you don't go here most useless place ever. Don't waste your time go to a Obgyn.



### FL West Palm Beach Google



**Brekin Mccready**

2 reviews



★★★★★ 3 months ago

I have been to this place 6 times and I never get treated. I have had a lot of medical problems and every time I go there I never get treated. I do not recommend this place at all. I also had very bad service and did not feel welcomed at all. I finally went somewhere else and got all my stuff figured out and treated.



### FL West Palm Beach Google



**Raquelle Raugh**

Local Guide · 118 reviews · 83 photos



★★★★★ a year ago

It's impossible to book an appointment. The website doesn't let you, they say to call. So you call and wait in the queue for an hour, and then finally press the button to have them call you back. They call you back 30 minutes later and no one is on the other end. SO I HANG UP AND DO THE WHOLE THING OVER AGAIN. IM JUST TRYING TO BOOK AN APPOINTMENT



### GA Lawrenceville Google



**Cix E**  
3 reviews



★★★★★ 8 months ago

Staff is okay, the doctor here is ignorant and doesn't like to listen. She also miss diagnosed me twice!! Wast of money and very unprofessional for a clinic. After I went to an obgyn, I was correct about my issues I knew the doctor here completely disregarded.



### GA Savannah Google



**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.



### CO Colorado Springs Google



**Ashley Meek**  
Local Guide · 35 reviews



★★★★★ 6 months ago

I'm shocked at the amount of unprofessionalism. I don't think any women deserves the level of care i received. If I knew I was going to sit in a room on a telephone and tell the nurse that didn't seem to care at all my symptoms your healthcare providers and it showed she didn't care at all. Honestly women if your going in for routine women's health pick a different clinic or gynecologist. I ended up paying for an appointment at planned parenthood and also leaving and going to urgent care since I was concerned about the incompetency..



### CT Stamford Google



**S Sun**  
1 review



★★★★★ 6 years ago

The staff was neither friendly nor helpful. The nurse practitioner was not very interested in my questions (she was staring at the computer while speaking with me) and was not careful during my procedure so it hurt quite a bit (I have had this same procedure done before and it did not hurt). The nurse practitioner first tried to say the pain was normal, but ended up apologizing for her delivery. I came here rather than going to my normal gynecologist because I wanted an appointment sooner, but I will never return. The wait time is fairly long as well.



## CA Mission Viejo Google



**Rosie Anderson**

6 reviews



★★★★★ 4 years ago

Never going back .first off the doctor that took care of me wasn't my primary .i have a baby and had to bring my husband along so he could watch him .they would not let him in with me and my son can't stand being away from me.he has separation anxiety. They treat everything so taboo like vagina , period, or sex are things you can't discuss in front of your husband.I mean really my husband goes and buys me pads. Then the nurse asked me to pee in a cup and she said in case we need it for something.then the doctors tells me she is going to send the pee to be tested for std's. I told her no and she said well I have it already so I am she ignored me. Never have I felt like being a woman was something we have to hide from our husbands.this is why society cringes if they see a woman bleeding.



## CA Riverside Google



**Alyssa Sitto**

5 reviews



★★★★★ 2 years ago

My last 2 visits here were great, everyone was super kind and made me feel comfortable. However the visit I made today left me feeling awful. I got the mirena iud removed because it's been giving me really bad pains. I just knew that I didn't want it anymore and it's my body so my choice right? Well the doctor that had removed it tried making me feel like I was an idiot for getting it removed. She was very passive aggressive towards me and she made me super uncomfortable. I've never had a doctor treat me so poorly. She said many things to me that I can't discuss on here without getting personal but she really did make me feel like I was stupid and that I was making the wrong choice. I'm going to continue going to this planned parenthood because it's the closet to me but i really hope I'm not her patient again. I wish I remembered her name but unfortunately I forgot it.



## CA San Jose Central Google



**Felicia Bennett**

1 review



★★★★★ 7 months ago

Horrible experience! I came to get refills on my Birth control pills & I didn't even get my refills. The MA never took my vitals & gave me birth control pills that I didn't want to take. I only had 2 options which I didn't feel it was right. I've been taking the same pills for 2 years & never had any problems with them. I even showed her the dr who prescribed me my last refills of birth control pills which was 3 months ago. After we left the room the MA explained to me more about the birth control pills she gave which should have been explained to me in the room. I don't feel like they fit me & I'm stuck with pills I don't even want to take. I hope I can get my refills before I run out. Also the MA didn't have a room for me when she said she was ready. We ended up going into 4 different rooms, 1 was even occupied.



### CA Van Nuys Google



**Vishvas P**

Local Guide · 33 reviews · 3 photos



★ ★ ★ ★ ★ 2 weeks ago **NEW**

I am writing on behalf of my Fiancee. I only gave this clinic one star because the nurse was helpful to her. She spoke with the doctor on speaker phone, and he was dismissive of her situation while I listened to the conversation over a video call. She was crying as he told her she had high blood pressure and he would not be able to continue with the treatment she was in for. She was very nervous about her procedure, and this doctor did not try to understand my condiction. Instead, he went on about a condition I do not even have. My blood pressure was high due to me being nervous in a doctors office and not being in an environment where I felt comfortable, and the doctor did not try to understand this when I explained it to him. Moreover, he was so rude and was not even letting her complete the full sentence or let her complete her full question. He was treating her like she is a beggar coming for chairity. He had no compassion or will to try understanding her. He does not have patient management skills. She was taken care of the condition in another location with same blood pressure the very next day. Shows how incompetent and non considerate he is. I dont want to take the name of racist doc publicly being a dentist myself.



### CA San Francisco Google



**Angel Boyd**

2 reviews



★ ★ ★ ★ ★ 3 years ago

So I came to this clinic to receive STD/HIV testing and pregnancy testing to confirm my at home pregnancy test and the first two visits went very well, everyone was very nice and friendly. But today, was not so great. One of the assistants named Lindsey asked me if I was taking birth control. I told her no because of negative side effects I experienced from taking/using birth control and started listing off the side effects I had experienced. When I mentioned that I got yeast infections from taking it she tried to dismiss it as a side effect because "birth control doesnt cause yeast infections, that is due to separate matters." even though i had never had a yeast infection before taking birth control and got a yeast infection faithfully every month that I did take birth control along with other issues and the moment I stopped taking birth control my yeast infections stopped and I haven't had one since I stopped using birth control. It is completely rude to try to dismiss someone like that, and if you aren't there to listen to your patients, maybe you should find a different line of work that isn't involved in the medical field. Every body is different, every experience is different. Don't tell me my experience isnt real.



### GA Marietta Google



Lady Bug

2 reviews



★★★★★ 4 years ago

I wish i could give this place 0 ZERO STARS.... FIRST OF ALL wen i came in the receptionist was not friendly, was eating chips while talking to patients, closed her little window before even finish your sentence....I TOLD HER MY REASONS I AM HERE, AND MY APPOINTMENT SAYS THE REASON WHY IM HERE...Nways the nurse came got me I TOLD HER MY reasons why am here (the nurse CEECEE was actually the friendliest person in the building i GIVE HER 5 stars) nways waiting on doctor she comes in first of all she was not friendly i could feel the attitude from get go, she asked me wats wrong i told her what was wrong asked me bunch of question, she just went on n did my exam left came back with results n everything, THEN she hand me prescription doesnt tell me how to take it NOTHING, she starts walking out n i tell her im also here for birthcontrol she tells me " you didnt mention that and im on to the next patient anyways", " i told her THAT WAS MY ORIGINAL APPOINTMENT AND I TOLD UR NURSE" she just walked off n said i have to reschedule. Long story short : I AM DEFINITLY NOT RESCHEDULONG WITH U GUYS WITH BAD CUSTOMER SERVICE LIKE THAT....and also thanks to the receptionist that checked me out for telling me how to take my prescription when its supposed to be a doctors job...



### CA Palmdale Google



Lu Lu

Local Guide · 56 reviews · 68 photos



★★★★★ 3 years ago

I have been going here for a year & a half, but today is the last time I come. Even when you make an appointment you can still end up waiting for a while. When I first came here everything was good. Nurses were always friendly. The OBGYN was okay when I got my pap done. I liked this place. Then a month ago I came for a birth control refill & for an exam on a mass in my breast. The OBYGN was rushed & completely dismissed the pain. She reluctantly felt my breast & said there was nothing there. Impossible. I could feel it & so could my partner. I was very disappointed with the OBYGN. The OBGYN also decided to only give me a month supply of pills, to see if some other symptoms I had changed. I came today to get a refill & to update the doctor on the symptoms & to get a second opinion on a possible diagnosis, but the intake nurse would not let me see a OBYGN. She just kept telling me to deal with my new doctor. It was frustrating talking to the nurse. It didn't even seem like she understood what was going on. She did leave the room, I assume to consult with someone else, but it was for naught. I did not get birth control nor a second opinion. Ladies, Planned Parenthood knew about my issues & all they did was try to throw a bandage on it with birth control pills. They never did anything more, even when my symptoms persisted. Please, if you go here & you're having issues go somewhere else. They don't care. I gave them 2 stars, for the past positive experiences, but they don't deserve it. I shouldn't have left this clinic crying when all I wanted was help.



## CA Mission Viejo Google



**Melissa Archibald**

2 reviews



★★★★★ 5 years ago

Usually I have wonderful experiences with PP and this office is especially great (short waiting times, welcoming office). However, I just had the worst interaction I've ever had with a doctor in my life. Kristen S was immediately dismissive with me and treated me like a check-off list.

I told her that in addition to my pap I wanted to discuss my worsening pms. Instantly, without missing a beat, she says "Have you been taking your pill everyday?" My response: "What pill?" "Oh that's right, you're not on birth control," a fact she had confirmed with me 1 minute earlier. As I started describing the ordeal that I go through (tears welling in my eyes), she simply said, "Take ibuprofen." I tried to explain to her that I have attempted to use it (since high school) to no avail, that last week I had to leave work despite taking my prescription pain meds. She was a broken record, repeating for the next 3 minutes "Take ibuprofen" not really listening to anything I was saying.

At this point I was crying, telling her that I found out that my grandmother had suffered from endometriosis, wondering if the cramps were a sign of this. She said, "You would need a biopsy to determine that," offering no information about how i could go about getting one. Then she told me to check-out with the front desk and "Take the ibuprofen."

I have never been so disrespected by a doctor, never so obviously treated like a chart and not a patient. Thank you Kristen S for making me leave a doctor's office crying (another first).



CA Corona Google



**Leslie N.**

Corona, CA

3 3 24

10/9/2020

Dr Lesly was amazing she told me to come back if my pain occurred again and it did.

After I experienced symptoms of what I thought was a UTI I made an appointment. I got a different doctor I forgot her name but she was very dismissive. She was upset I put UTI since it was something else (I misdiagnosed myself) and said there was certain amount of time for each appointment and I was basically wasting her time. I felt horrible after I told her this was a reoccurring issue she blamed my partner and told me I wasn't ready to have sex. She also told me contradictory advice as well and I was confused. She told me something could've been wrong with my cervix but didn't have time to run tests since it was my fault for putting UTI.

She kept rolling her eyes every time I would tell her about my pain. She didn't schedule a follow up appointment and it was clear my health was not a concern for her. She also made fun of the fact I was not taking birth control. I didn't hear her joke clearly she just laughed about my whole situation. She gave me medicine that made me sick for a week and I was too scared to call to let her know. I decided to tell my doctor instead and I'm going in for an ultrasound as something could be wrong with my ovaries.

Overall I loved Dr Lesly and I love planned parenthood I don't know if this was just a busy day even though it was a Monday, but I was treated horribly.

Im Mexican. I felt my health wasn't taken seriously. I'm not sure if it's racism or what was happening or if it was actually because I misdiagnosed myself but all I know is now that I have the results from my doctor things could've been detected earlier if handled properly.

I'm sorry planned parenthood I don't want to sway anyone from coming it's a great service my experience was just horrible and I wanted to share because tbh it's been haunting me for a month now. Just make sure to look up your symptoms thoroughly and make sure you have a clear understanding on what you may have. It was made clear by this doctor that the work should be done beforehand and she's not there to waste time trying to figure out exactly what's wrong with her patients.



### CA Canoga Park Yelp



**Jo L.**

0 4



4/7/2021

Would not recommend coming here! Staff is kind. Young dr with black long hair has absolutely NO bedside manner. Very rude and doesn't listen to patient. Do not come here, spare yourself and go to another location.



### GA Atlanta Yelp



**Janice R.**

131 11 2



1/27/2021

The doctors and staff are really nice but the front desk people suck. The lady walked off after I gave her my card to pay out a back door and handed my money to another without even telling me. That's not how you treat people. She also had such a bad attitude she didn't even say hi. I have a mental disability and I really don't want to come here anymore but I need medicine. It sucks really.



### CA Baldwin Park Yelp



**Kaelyn M.**

City of Industry, CA

0 8 1



5/11/2020

First to Review

New location really nice but the doctor I was dealt with isn't very understanding and didn't listen to any of my concerns, except she just recommended what she thought because I wasn't having any of the major symptoms. Instead of doing a follow up with what my worry was she didn't she just ordered a urine sample. I have been to different planned parenthood's before and have received excellent service but I will never be coming back or recommend this one.



### CO Arvada Yelp



**Natasha H.**

👤 0 📅 3



12/20/2018

Never again will I go to ANY planned Parenthood. As it's clear to me they won't listen to any concerns of an 18 year old possibly being infertile and having either PCOS or Endometriosis. I brought these issues up MULTIPLE times and every time they came up with some excuse "oh you aren't gaining weight", "you're young so your periods are just irregular" even though my periods have caused me to BLACK OUT AND VOMIT and MUCH more symptoms. This place is cool for birth control I guess, but if you're not there to stop yourself from having kids, they don't care. NEVER again



### CA Palmdale Yelp



**Pasion B.**

👤 0 📅 3 📷 1



12/16/2020

I had a horrible experience at this location. As a patient I expected to be listened to and have all my concerns attended to. I went in for a particular check and I begged the doctor to please check on one of my concerns and she said you're fine don't worry without checking on me and I pleaded and begged for ten minutes until she finally gave in to check and once she checked I had an infection and had to take medicine for it. I just have to say when people voice their concerns as a health care facility you should listen and be attentive to all issues stated. The worst experience I have ever had. I left so upset and saddened that they couldn't even give me the rest of my results.



### CA Pasadena Yelp



**Leigh K.**

@ 0 📄 3



6/9/2021

I was disappointed in the service I received today. I brought up that I have pelvic pain often. The doctor suggested I have an STD immediately and said she understood that I was paying out of pocket, (my insurance is out of network) but that I should get tested at my primary care doctor. I had already stated that I don't have a primary care doctor at the moment. I normally get tested every 3 months but I have been monogamous with a partner in QUARANTINE and we were both tested before the pandemic so having an STD is just not a possibility. I don't take offense to the suggestion, but I do take offense to the fact that the doctor made ZERO effort to suggest any other possibility, especially since my symptoms are similar to those of endometriosis. I felt judged and inconvenienced by my visit and do not have answers about my pain. I normally love my visits to planned parenthood but this definitely deterred me from this location.



### CA San Jose Mar Monte Yelp



**Valerie C.**

@ 0 📄 8



11/20/2020

I joined planned parenthood Mar monte about 1 year ago through my covered California plan. I was and still have horrible intestinal issues. My experiences with this clinic has been sub par. The doctors are friendly enough, however, they have not been proactive or effective. I have been having a very frustrating experience with getting responses and help! They have a "patient specialist" named Regina who is so overwhelmed and always too busy to respond. I don't understand or know why they are set up that way! If I wasn't out of work right now, I don't think I would have the time or energy to chase her/them down just to get some help!!

It is so poorly run! I would not recommend them for their lack of response and. Sub par care.

I am now searching for a new health care provider.



## FL Tallahassee Yelp



**Breanna B.**

@ 0 ★ 7



6/10/2020

This was my first time going to planned parenthood, as soon as I walked in I was greeted by a lady screaming at me asking me why I was here. There was a room full of people that could hear her. I was very embarrassed. I proceeded to tell her I was there for an iud and was not sure which one because I wanted to speak with the doctor about which one would fit me best. She told me there was only two and I had to pick one right then and there. She then try's to pass me something under the glass I could not reach it and asked if she could move it more and she then decides to throw it under. With this being my first time I felt very unwelcome and uncomfortable. I then realized they were a specialty office and my copay with insurance would be \$100. I did not know this and I realized if I went to a normal gynecologist office my copay would be \$0. Do not recommend if you want to be treated with respect.



## CA Santa Monica Yelp



**Portia B.**

@ 2 🗨️ 37 📷 2



8/21/2019

I went to this clinic for the first time today and had an abysmal experience. I quickly found myself in a situation where my needs and concerns weren't being heard by a clinician named Brittany who was meant to help me. I had questions about the contraception she was putting me on (e.g. brand, side affects etc) only for her to cut me off and snap at me on multiple occasions. She even walked out of the room and slammed the door on me mid sentence.

When she came back and I told her to apologize, she antagonized and tried to gaslight me. She used my "fuck you" response to not only play victim, but also to abuse her power. She denied me of the contraception she knew I'd spent two hours waiting for. Contraception she knew would stop my severe period pains that often leave me unable to stand.

When I asked to speak to her manager Tatiana, Tatiana sided with her and her decision (turns out this clinician was the only one at the clinic who could approve prescriptions). I made it clear how unhappy I was with the service. When I referenced how it went against my rights (that were clearly displayed on their walls) that I was filing a complaint to her manager and that I wasn't leaving without

that prescription, she said I had to leave immediately. She said security already knew about me, and that if I didn't go in that moment she would call the police on me.

While you could argue that I never should have said "fuck you", the reality is one curse word alone doesn't justify denying service or getting the police involved. I never raised my voice, nor got physical or threatened to be. I was simply asking basic questions about contraception after an at least two hour wait. In a time where people are constantly getting shot by the cops for no reason, to threaten me with what could be a life ending situation (after you antagonized me) is beyond appalling.

I've worked in customer service for seven years. I've had much worse things said to me, and would be severely reprimanded if I ever got snappy at a customer for asking simple questions, especially when no threats were involved. I'd be fired if I told a customer that I had no reason to apologize to them, even when I was clearly in the wrong. If hearing one curse word (in response to you provoking someone) is enough to stop you from doing your job and want to dial 911, then you need to find another profession.

Luckily for me, I got the information of the regional manager Kymberly before I left to file a complaint. When speaking to Kymberly, she apologized sincerely and said she would do whatever she could to fix this. She took down the details of the incident, and connected me to Debbie, a doctor at another clinic. Not only did Debbie approve my prescription immediately, but she also explained what to do incase my issues were still prevalent. She made it very clear that we would work together to get rid of my severe pains. Despite being based in Long Beach (quite a way away from where I am in LA) she told me I could call her any time with more questions.

While I have no plans to go back to Planned Parenthood, I appreciate Debbie and Kymberly for going above and beyond to take care of my needs and treat me in a way that Brittany and Tatiana failed to. I strongly advise avoiding this location, for the sake of not having to deal with Brittany, or her equally negligent sup par manager Tatiana.

## Misinformation Given or Recorded

*Not including inaccurate test results or misdiagnosis, each covered separately*



### CA Roseville Google



**Amy Stewart**

2 reviews



★★★★★ 4 years ago

i live in colfax ca and i went to an appt today at this location and everyone was rude they first told me that i didnt have the right appt set up and the told me something that i have never heard witch was my IUD that i was told had to be changed every 5 years didnt have to be changed every 5 it could go 6 yrs I think that i well never go back to see these people again.



### CA Merced Google



**Marc**

1 review



★★★★★ 3 years ago

The medical staff is kind. It took the receptionist an hour to confirm my insurance, I called and confirmed in 4 minutes while she was still trying to confirm, and called me rude because I was upset that I waited an hour to be told my insurance wasnt active, when it was. When you do something literally everyday, you would expect they would be efficient at it.



### CA Roseville Google



**Aislynn Jacobs**

3 reviews



★★★★★ 4 years ago

Awful attitudes, minimal information. Had no interest in helping a patient in pain. When asked question, the girl behind the desk irritably gave me vague answers. When I called around to other sources (insurance, & another pph) I was told she had given us misinformation. Im a huge pph advocate and I'm HIGHLY disappointed in this awful service.



### CA Anaheim Google



**Daniel Thiede**

1 review



★★★★★ 3 years ago

Staff comes off very sexist towards men. The nurses and Drs. will make false claims in your personal portal regarding the procedures taken when it comes to treatment, and information they discussed with you during an appointment.

I found my experience was handled in a very unprofessional manner and I will never be making another appointment there again.



### FL West Palm Beach Google



**Victoria Tibbs**

6 reviews



★★★★★ 7 years ago

This Planned Parenthood is full of the most incompetent staff I have ever met. They have given me misinformation SEVERAL times (more times than I can count), they have lost my paperwork, they have what I did at certain appointments wrong in their files (which has totally screwed me), and they told me to come in to hear my test results (they wouldn't tell me on the phone) then when I got there they told me nothing was wrong but if I wanted I could pay them \$120 for an HPV test that I didn't need. I seriously hate them at this point and I would recommend that no one go there EVER.



### CA Lakewood Yelp



**Alexis S.**

Sunset Beach, Huntington Beach, CA

📷 0 🌟 5

★★★★★ 6/24/2018

I usually go to the Planned Parenthood in East Los Angeles, and have always had good experiences in their facility; however, I ended up going to this location, assuming I would have the same pleasant experience, but I was wrong for making that assumption. The staff that I dealt with was not friendly and made me feel very uncomfortable. When I went to the back room, the lady kept asking me the same question over and over after I had answered her multiple times, insinuating I wasn't telling the truth. I was always under the impression that this is a safe place without judgement, besides there is no benefit of lying to my caretaker. There were other small things that happened throughout my visit that just made it a very uneasy experience. I definitely won't be coming back to this location.



### FL Tampa Yelp



**Olivia W.**

@ 128 ★ 6 📷 1

★ ★ ★ ★ ★ 12/11/2020

This location is slow moving and friendly. I've ran into several occasions where they've messed up vital paperwork and never apologize or stated they were wrong. This is inexcusable. Get some employees that are excited to come into work and grateful for their job.



### CA Stockton Eastland Plaza Yelp



**MaryCarmen O.**

@ 23 ★ 12

★ ★ ★ ★ ★ 10/13/2016

Neve ever go here they misdiagnosed me!! And had my file mistaken for another one! Said I had 2 miscarriages and 2 children! I've never been pregnant in my life! Thankfully someone recommended me to an actual doctor and specialist in what she does! Everything was fine with me everything normal! Stupid people here do not know what they are doing they do not know anything about women care or health



## CA Chico Yelp



**B M.**

@ 3 + 115 🗨️ 24



2/6/2019

I don't understand how most of these reviews are five stars! No matter what ballpark of time they give you to wait, it'll probably be twice that. More than once, a receptionist gave me medical advice or guidance that was just plain misleading and incorrect; for example, a lady on the phone informed me that taking antibiotics while on birth control does NOT cancel out birth control and that it was mythical information I received....are you freaking kidding me?! I also had a very uncomfortable experience with one of the nurses, as she informed me of some unfortunate circumstances with my testing and was quite indifferent to my feelings with her absence of emotion, just threw a pamphlet at me. I've been sent on Wild goose chases for birth control as I was told it was filled at such in such pharmacy, nope maybe it was at one of the other three pharmacies in town, but in reality it was never filled at all and now I have to come in for an appointment to get any at all. The "nurses" told me wrong information about my birth control and I was directly asked where I got the information and later corrected by another nurse. I seriously look forward more to the DMV than coming here. I hate this place. The worst place ever.



## CA San Ramon Yelp



**Jewel G.**

📷 0 📍 1



11/5/2020

I went to this location because I had taken about 20 at home pregnancy test. One brand was clear blue, the other brand was First Response. Out of those 20 tests I took, 15 were positive. I told the planned parenthood staff this, and they told me that drug store tests are not as accurate as their test. Planned parenthood San Ramon administered a test, which rendered negative. I assured the staff it was a possibility that my urine may have been diluted because I had just taken 3 at home tests the day prior to my appt, where it came out positive. They told me that those drugstore tests are not as accurate as their test. Their test are 100% accurate. I asked them if they could check for ectopic pregnancy, and they replied that they only check if I wanted an abortion. I told them I would have some alcohol later, and continue my high intense workout routine which is very intense for a pregnant woman, they said thats perfectly fine because their results are 100% accurate, and it says I was not pregnant.

Later I went home and researched the planned parenthood website where it says the words "Drug store tests are accurate 99 out of 100 times. DRUG STORE TESTS ARE JUST AS ACCURATE AS THE ONES THE DOCTOR GIVES YOU" I'm not sure why it says on the planned parenthood website that drug store test are just as accurate as as the doctors offices, because when I told the staff about my test they said those test are not accurate, but theirs are..

I would really recommend that the staff at the San Ramon office read their employee handbook and terminate the man who told me this yesterday. When you are a health professional it is important to give people the correct information and not give them misinformation. The staff said when everything was completed, " If you would like to come back in a few days to re test I would be more than happy". I replied, okay, but thought to myself Why would I come back for a re-test when they reassured me their test is 100% accurate.

Some tips for staff: please, please read the employee handbook!

# Prescriptions and Medication

## Prescription Not Yet Called to Pharmacy



**CO Colorado Springs Google**



**Shana Hendrickson**

3 reviews



★★★★★ 3 years ago

I have been trying to get them to fax over my prescription for a week a now. 😡 everyday i call wait for almost an hour to talk to someone to be told they will definately do it in a few hours. No birthcontrol still.



**FL Tampa North Google**



**Jacquelyn Boyle**

3 reviews



★★★★★ 2 years ago

Worst experience of my life. They said they would call in scripts that were not there and no way to contact anyone for 4 days. I am beyond disappointed.



**FL Tampa Google**



**Jessica Hillman**

3 reviews



★★★★★ 5 months ago

I was there and they said that my prescription would be ready in 1 hour. it's been 5 hours. no walgreens or cvs even has an order sent to them. this place won't answer any type of phone call. i dont know how else to get in contact.



**CA Stockton North Google**



**Courtney Calvert**

11 reviews



★★★★★ 7 months ago

I wish I could give 5 stars because the staff was nice but I can't I stressed at my appointment how important it was for me to get a certain prescription. When I called to have it transferred due to down systems at the pharmacy they assured me it would be an HR they never sent it over. The emergency line was absolutely no help and actually hung up on me.



### AZ Flagstaff Google



**Ingrid French**

3 reviews



★★★★★ 2 years ago

They never sent my prescription to the pharmacy. I've been trying to get in contact with them for almost a month and I just get the run around. It's been a week since I was supposed to start a new birth control pack, and now I am at risk for pregnancy because it has been so difficult to get and I can't afford to pay for another visit elsewhere (it was almost \$100). I didn't get a hard copy of the prescription or a receipt for the payment of my visit. It was a waste of money and time and honestly very frustrating.



### GA Marietta Google



**Jo Brunken**

1 review



★★★★★ 4 years ago

Waited about 2 hours after my appointment to be seen, during which 2 separate women walked out citing they had missed their window & had jobs (this will take all day!) after the visit was told they didnt accept blue cross blue shield, paid about 100\$ out of pocket - appointment was Monday, it's now Wednesday, still haven't called in my prescription, even after repeatedly talking with the call center



### GA Marietta Google



**Casi C.**

5 reviews



★★★★★ 2 years ago

-0 stars, Worst office ever! The receptionist is rude and acts bothered when you walk in. Real pleasant when your nervous for a doctors visit! Why they're even open I don't know there's NEVER a doctor in the office, so why be an office?! I can NEVER get my prescription filled cause a doctor is NEVER present in the office. Oh and if you want your script transferred to a local pharmacy (Publix, CVS Etc) to get it filled CAUSE THE DOCTORS NEVER IN THE OFFICE you can't EVER get it filled again at planned parenthood they won't take your script back. Wow just wow! Discusted at how they run their "business"



### CA Santa Barbara Google



**Salome Orech-Guerra**

4 reviews



★★★★★ 4 years ago

I thought this was a free clinic. But judging by the fact they won't accept my insurance and want to make me pay \$90, that's not the case. In addition, I usually went to planned parenthood for birth control pills. CVS claimed my Rx was being refilled. Call back several days later and they say it's never been filled and that they contacted planned parenthood for authorization (to which they never responded). Couldn't even schedule a last minute appointment.

Never coming back. I found a last minute appointment elsewhere with much better customer service.



### AZ Glendale Google



**Jeremy G**

3 reviews · 2 photos

★★★★★ 2 years ago

I would give this place a -5 star review. I was against it when planned parenthood seen a cut in funding because I thought they helped people. After actually going to planned Parenthood I have completely changed my mind! Terrible and expensive service. Want to reach the office? You have to call and wait for hours on the phone! Put on a call back list? You'll never get a call back. They say they will send your prescription in tomorrow? Today is that tomorrow but the pharmacy hasn't gotten it. TERRIBLE TERRIBLE SERVICE! Go to an urgent Care, its cheaper and you will get better service. Planned Parenthood would rather you have an infection for a few weeks then to see you get cured. I hope all the staff lose their jobs. I would like my money back because I haven't gotten everything I paid for!!



### AZ Glendale Google



**Britney Weaver**

2 reviews

★★★★★ 5 years ago

Called and waited for 40 minutes; opted to have them call me back and they never did. So I called back because it was urgent, got connected to the emergency line where the women told me she couldn't help me at all and would have to call the office even though she said they "weren't answering calls." So....what? Also I did call that morning to schedule an appointment and have the woman send through an emergency prescription refill. She never did that. Even though it's an emergency! Great job.



### NE Lincoln Google



**Jacob Vargas**

1 review

★★★★★ a month ago

They're impossible to get into contact with. People simply don't answer the phones or respond to messages. They refused refills on my Rx but made no effort to contact me to explain why they would not renew it, and it took days to reach anyone and finally get it resolved.

Edit (2 weeks later): Actually, they still won't refill my Rx because they admitted to messing up a lab test, meaning that I'll go yet another week without my prescription. I've been repeatedly told that Rxs were sent to my pharmacy, which my pharmacy denies receiving. On top of that, the nurses are rude. I'm currently looking at migrating to another health center. If you have another option, take it!



### CA Fresno Fulton Yelp



**Andrew H.**

📍 528 ⭐ 7 📅 2

⭐⭐⭐⭐⭐ 2/16/2023

I've been coming here for years always pleasant until 3 months ago. This is a a nightmare so I go here because my dr doesn't like to prescribe prep so came in to do all my panel of test and then I came back they had misplaced my info. Then find out that I was prescribed prep incorrectly says that I should stop immediately after I finished my 3 months worth that my liver test came back elevated. That is insane and they are acting like oh well.



### FL Port Saint Lucie Yelp



**Elaine C.**

📍 0 ⭐ 14 📅 6

⭐⭐⭐⭐ 10/20/2018

Only gave them more than one star because they were nice. Had an appointment for 10:10 and waited until 11:30 just to get in. Their computers weren't working so they couldn't send my prescription to my pharmacy. They gave me a paper to refill my prescription but when my pharmacy tried to contact the doctor at Planned Parenthood, they wouldn't answer. Now have to go to a gynecologist just to get the pill and only wasted my time here. Do NOT recommend.



### CA San Diego First Avenue Yelp



**Faith M.**

📍 0 ⭐ 4

⭐⭐⭐⭐⭐ 1/8/2022

i've seen so many bad reviews from years ago of the wait time being horrible get it together. I entered your building at 2:50 and left around 5:15 JUST FOR A SWAB !!! horrible staff by the way not to mention they had me waiting in the room NAKED for 35 minutes and while the " workers " talk about getting drunk. i wish i could give this place no damn stars. horrible service horrible wait time and horrible staff they need some help at this location it sucks !!!!!!!



### CA Santa Maria Yelp



**Rachel N.** Elite 21

📍 114 ⭐ 197 📅 36

⭐⭐⭐⭐ 3/9/2019

The worse I have ever been to. The young PA was very rude, considering I had gone through some issues. Bad bedside manners , to top it off she failed to send a medication order she said she would prescribe me to the pharmacy. Leaving me in discomfort for an entire weekend until I called back and there was no record of her sending the order. Smh! Noooo on Santa Maria's PPH! Drive to slo instead.



### CA Fresno Fulton Yelp



**Adam K.**

@ 0 ★ 1

★☆☆☆☆ 3/29/2021

The absolute most incompetent medical staff I have EVER come across. It took almost three months to get needles for my hormones called in. They were called in incorrectly even after this!! The center manager Jerry doesn't want to help even though I've asked to speak with the district manager about this issue and many more I have had with their lack of health care services. I've been told time and time again that she would contact me and excuse after excuse is made. Jerry refused to bring this issue to anyone above the district manager. Horribly run, if you are transgender I would avoid going here for medical care because you won't get it!!! Not to mention the nurse practitioners don't understand some of what they say is transphobic and incorrect. I know more about my medical care then they do. HORRIBLE PLACE!!! Avoid at all cost.



### FL Port Saint Lucie Yelp



**Mayerlin F.**

@ 0 ★ 12 📷 10

★☆☆☆☆ 3/3/2021

Two weeks ago I went to a medical appointment there, the attention at the time both the assistant and the doctor were professionals. When I left there the problem began, after two weeks of constant calls I have not been able to receive the prescription for the medicine. There is no option to communicate directly with the clinic, there is no option for another doctor to attend you (when they offer it they never call you), sometimes they tell you that the system is down, other times that the nurses do not answer, there is no way to know what is happening and they are not interested in solving anything. The times they have answered the call in the center they have promised me that they sent the prescription and that this time I will have it but it is a total mockery. It is disrespectful to the patient, I am extremely upset, more than ten calls, more than 7 trips to the pharmacy without success. I do not recommend this site at all.



FL Lakeland Yelp



M G.

@ 0 ☆ 1

☆☆☆☆☆ 11/17/2019

I feel the need to add to my earlier review because Parents absolutely need to know what my full experience was. I had gone to PP with my 16-year-old daughter with a full expectation that I would be in the room and we would both be informed on the pros and cons of Each type of birth control, the reason for our visit. I had no expectation that my daughter would be called back to the appointment by herself and a procedure done without any parental input whatsoever. I later found out she met with only an ARNP and not a doctor. Despite the fact that I had driven her and despite the fact that I was supportive and despite that they knew I was in the lobby waiting to talk to them, no one came out. I was livid. They unceremoniously told me that the age of consent inside their four walls was age 16 but as an attorney I know that's BS! They were more than happy to bill me \$660.

So parents, if you want to be involved in your child's decision, don't go to PP. you will be frozen out under their fictive claim that the age of consent is 16.



## LA New Orleans Yelp



**Emily M.** Elite 22

@ 313 \* 340 1117



11/17/2017

I want to give more stars, but I consistently have issues with the execution and follow up after my appointments.

I've been a PP patient for the better part of ten years due to being uninsured yet still wanting to participate my own healthcare. I'm familiar with the process, the wait time, the forms and the routine.

I always get my questions answered, I feel comfortable asking them and I believe that I get the answers from the health care professionals.

The new clinic is beautiful and compared to their last clinic, it feels "all grown up".

But every time I go in to get my birth control prescription filled I end up making a bunch of frantic phone calls because somehow the pharmacy doesn't have my new 'scrip and I've got less than a week of pills remaining.

One year I requested that it was sent to Costco to save \$84 annually. It wasn't sent there.

Three times it never made it to the pharmacy so they had to fax the clinic multiple times to get it. This last time I had faith in no one and after 3 faxes sent, I called PP myself to request the prescription to be sent. Unbelievable.

I've had problems with getting referrals for specialists also because they need to know at the time of your test that you're asking for a referral.

## Prescription Delayed, Leaving Patient Without Medication at Needed Time



## CA Sacramento B Street Google



**TM**  
1 review



★ ★ ★ ★ ★ 3 years ago

Turned their phone off while the business is still open. My pharmacy can't get them to answer so I'm going on a week now without my prescription. Sucks that this is the only planned parenthood that offers transgender hormone services in sacramento.



## CA Riverside Google



**Brittany Fowks**

1 review



★★★★★ 3 years ago

If I could leave a zero star review I would. I just received my own insurance and needed to see a doctor to refill a prescription. Made an appointment and showed up on the day of. They told me I HAD to get blood taken to be able to refill my medication which I didn't see as necessary since I had been on it for 8 years with no complications. They charged me for blood work I didn't even want and took over a month to call me with results leaving me without my prescription for 2 weeks. They had no problem shrugging this off like it was no big deal. I then received a bill in the mail stating I owed even MORE money because they sent my test out to a specialty lab which they never told me they were going to do. Extremely dissatisfied. If you are expecting a professional medical office who cares about your well being this place is NOT FOR YOU! I'm normally not one to complain but this has been an ordeal and a half and I hope no one else has to deal with what I had to.



## FL West Palm Beach Google



**Mikey**

13 reviews · 1 photo



★★★★★ 4 months ago

Good service in person but will NOT get back to you if you call. Been waiting for over a week to sort out a birth control issue. I would suggest having your affairs in order before visiting this location.

Edit 3/5/21:

Do NOT go here. They were great while I was there in person, as I've said. However, I had an issue with the pharmacy and both myself and the pharmacy tried to contact my doctor or the PP office to sort it out. It took a week and a half to get it fixed, and not by them, by the administrative office. The admin. office took care of it perfectly, can't say the same about this location. Today they recently called me back returning one of my many calls from several days ago and told me they were understaffed and forgot to return my calls. Additionally, when I said ok thanks after I asked to submit a complaint and she explained the situation (which I call incompetence on) she just hung up rudely.



## DC Washington Google



**Royal Entertainment**

2 reviews



★★★★★ 3 years ago

Hello my name is Dontria and I got horrible service from here just last week. The actual personal encounter was good but after sucked (which is still ongoing at this moment) I received a prescription, picked it up and got in an uber home. Unfortunately I left the prescription in the car and was unable to get it returned. (Prescription consisted of nothing serious but antibiotics). I called the worker that gave it to me, she immediately stated it was not a problem and would be another one at same location. I then took another \$19 uber there and back to get it filled again...it was not put in and at this time the phone lines were down. I called the next day, supposedly she was busy ALL day and no one else could help me. I called from 9 am to 530 pm all day on the hour and my call was answered only TWICE to say that she would call me back by the end of the day which she DID NOT. Every time I called, the phone rang and went to a voicemail asking me to leave a message and before i was able it cut off. It is very disappointing that I still have not received my new perscription without even a call back. I work in the mental health field and being able to find an entire day to take off to even come in to be seen was a struggle. Still awaiting contact, hoping I won't need to be seen else where. Please fix this service! No one should be waiting 48 hours for a Response for any issue! I give them one star for this encounter and hope it will change due tl their covenient location to my job.



## ME Portland Yelp



**Dylan G.**

@ 0 + 2

★★★★★ 5/23/2019

I can never reach you all easily by phone. I'm STILL on hold right now after an HOUR of waiting. It makes it extremely difficult to get quality healthcare when you are incredibly unreachable by phone.



## CO Aurora Yelp



**Demetria D.**

@ 342 + 4 - 1

★★★☆☆ 10/29/2019

They told me to go pick up my prescription in an hour.... and forgot to send my prescription to the store . So I came here in the middle of a snowstorm for nothing and they closed early so I can't even get my prescription that I need to start taking TODAY!.... professional.



### AK Fairbanks Yelp



**Christina C.**

@ 15 📷 7



12/8/2014

I have been coming here for years and in the last year (2012) service has become unbearable. Appointments run over 2 hours behind schedule daily and they don't even tell you when you check in - so be sure to be the first patient of the day. I received incorrect information over the phone. Had my pills billed incorrectly to insurance and waited over a week for them to call the pills in to another pharmacy and it never happened. Every time they mess up and there is a delay... They just say well you can have some free condoms until we get this sorted out. \*sigh\* terrible service with no sign of it improving.



### CA Whittier Yelp



**Sal G.**

Riverside, CA

@ 28 📷 11 📷 10



12/26/2015

I can not believe the incompetence of some of the employees. Me and my gf come here to be responsible and get birth control because we are NOT ready to be parents. Somehow they screwed up the dates on the "Depo" and caused us and MANY other couples to be overdue for birth control. This mistake caused people to have unwanted pregnancies and now there are couples here who are forced to raise an unwanted baby or worse consider abortion. I can't believe that they let this happen!



## CA Santa Barbara Yelp



**Becca M.**

@ 1 📷 36 🗨️ 4

👍👎👍👎👍👎 1/28/2019

Sorry to say that this place has gone downhill. I probably won't be returning here after what happened with my birth control. My prescription expired and so it wasn't refilled by my pharmacy. Yes, I should've been responsible and checked to see if I had another pack. But the day to start my new pack rolls around and I realize I don't have any. And of course I start my packs on a Friday. So I called on Saturday and the (rude, monotone) receptionist goes "let me transfer you to the nurse" and cuts me off to transfer me. Then I get the voicemail. Well, I specifically said that I need to speak to someone about my bc, not a voicemail. So I wait 2 hours, no call back. So I call again and this time she tells me "well she's not in on the weekends." Ok well that would've been helpful info for me the first time you handed me off to her voicemail. I wouldn't have wasted my time because I would've known there was no point leaving her a voicemail on a Saturday. Also would've been nice to know not to expect a call back that day. But what I'm really irritated about is, if my birth control prescription was expiring soon, where was my notification? Where was my email? Now I'm 3 days late on this pack, my cycle is f\*cked and all of this could've

been solved with a simple email to renew my prescription. Now granted, no I haven't checked the patient portal but that's because they've switched systems and now if you haven't logged in in a while, you have to call them to reset your password!!! What bs!! I wouldn't mind calling if it didn't take 15-20 min of hold time to actually talk to a human being!! 15-20 min to reset a damn password? I don't think so. Why is it so difficult to access my info? Sorry, I support planned parenthood 100% and always leave a donation, but I don't think I'll be coming back here. I'm done with their service. It's awful.

(Not to mention that even if you make an appointment, they're NEVER on time, so plan on spending an hour+ there for a simple appointment)

Edit: absolutely useless!!! I called first thing this morning right when they opened and it STILL took me 15 min to talk to a person. Then, I explain my situation and the person on the phone clearly wasn't listening. Then I go all the way to the pharmacy to pick up my script and they sent it to the wrong pharmacy!!! Just spent 15 min in line only to find out it's not here (obviously couldn't get them on the phone either to clear up the confusion because it must be a mandatory thing to hold for 15 min before you actually get through to someone). I will never ever go to planned

parenthood again after this sh\*t show. How is it this difficult to get a damn prescription filled. Such a shame because I really would love to support the cause. But not when it's THIS inconvenient and they clearly don't care a single ounce about attention to detail. Ridiculous that they're in the healthcare industry with such carelessness.

## Prescription Problems



## FL Orlando Google



**Zelda Link**

10 reviews · 1 photo

★★★★★ 4 years ago

Doesn't matter if you have an appointment set, they will make you wait at least half an hour past it before you can even maybe be called. Also write incorrect dates on prescriptions so you have to deal with that as well.



## FL Lakeland Google



**Cynthia Parker**

Local Guide · 53 reviews · 49 photos



★★★★★ 5 years ago

They changed my prescription without saying anything and told me on the phone I would keep the same than when I got there it was a different story



## CO Boulder Google



**Kim Smith**

5 reviews



★★★★★ 6 years ago

My original review was 3 stars, but I've had so many problems with them since I wrote the last review that I bumped it down to 2. I still love the services they provide and most of the people who work there, but they just presented me with a \$300 bill for an appointment I had TWO YEARS ago, and asked me to pay over the phone immediately. I'm very glad I didn't, and instead called their billing office - I don't have a balance at all. Considering all the problems I've had even getting them to refill my prescriptions and send the correct claims to my insurance company, I'm going to start looking for another clinic.



## CA Fresno Family First Google



**foxyjess13**

21 reviews



★★★★★ 2 years ago

I feel like just a number and not a person.

Their med list is like they put all meds from them and from past doctors records on one list. Yet from last last month seeing them and yesterday it's like they don't know what ones they give me in general and still if you told them what you are taking and not taking in the each last appts like they don't remove anything off the list.

I'm not from fresno, I lived here for 4 years and it's like most of Fresno doctors act like they don't know what they're doing.



## CO Littleton Google



**Alexandria Marie**

Local Guide · 23 reviews · 6 photos



★★★★★ a year ago

Seemed OK at 1st I have been to a Planned Parenthood before and was comfortable after sitting and going through a bunch of questions and then explaining my situation it felt as if I wasn't taken seriously and then the assistant or nurse whatever they happened to be could not successfully draw my labs and I had given instruction on how my blood needs to be taken and again was disregarded and not taken seriously. The clinician when I spoke with her she seemed as if I was irrational for wanting some tests to be taken because it's be years. When I asked to have the lab order printed so my MA at my clinic who is able to stick me on the first try everytime could do the order I was told no, but not given a real explanation as to why. Will not be returning ever. If I could give a 0 star rating I would.



## CA San Diego Kearny Mesa Google



**Katherine Bulman**

2 reviews



★★★★★ a year ago

Took over 90 minutes to see a practitioner WITH an appointment and Blue Cross PPO Plus. The room was so cold my toes turned cyanotic; I was wearing a sweatshirt and sandals. The walls were so thin I heard all the complaints of patients in adjacent rooms. The provider spoke to me for less than five minutes and wrote me a prescription. 4 days later the practitioner cancelled my prescription and DID NOT NOTIFY ME. The pharmacy notified me immediately and two days after that I got a call from a generic planned parenthood nurse who also did not know WHY my prescription was revoked and blamed me for being upset (of course I was upset!!!). After being on hold for hours, the clinic asked me to come in AGAIN, and I said I refused to pay for a second appointment when billed services were not provided to me in the first appointment, so they agreed to wave the fee. The practitioner then spoke her superior, a physician, and decided that there was no reason the revoke my prescription (a medication I have been on for FIVE YEARS). The practitioner then neglected to tell me in a phone call, voicemail, OR online patient portal message that my appointment was cancelled and my prescription was re-fulfilled at my local pharmacy, so I showed up for my CANCELLED appointment the next day. Absolutely a pathetic excuse for healthcare.



## FL Tallahassee Yelp



**Kim H.**

 0  1



7/9/2021

My transgender daughter cannot get questions answered when she goes. Always rushed out the door. Asked for increase in testosterone blocker but it was lowered instead and then when she asked they said she requested it to be lowered. She tries to correct so they canceled it instead. Went back and they put her on the lower dosage again. Got a renewed prescription for estrogen supposedly but pharmacy said it was never sent in and they would call PP for the prescription. Went back to pharmacy and they said the request was denied. So tired of giving my \$\$ to this place for absolutely nothing. She is now without meds for over a week. Can't get anyone to call us back. Find another doctor. This place is a joke. My first Yelp review because people need to know how completely awful this place is. Oh yeah, they actually gave her someone else's medical record one time too.



## FL Tallahassee Yelp



**Savanna P.**

0 2 12



12/4/2019

I would give this place zero stars if I could. I am all for planned parenthood and support them completely but this locations staff and management is an absolute disaster. I was shocked by the level of unprofessionalism, lack of communication skills, and disrespect for a patients basic needs. After requesting that the wording of a prescription be altered so that a new insurance would cover the cost I was told it would be taken care of and I would receive a call back. I did not receive a call back so I had to call again explain what was needed AGAIN only to be put on hold and transferred to two different women two different times without knowing I would speaking to someone else and having to explain the situation AGAIN. Somehow after all this the staff and even the manager could not understand what was needed and instead told me I could be squeezed in the next day then they looked and the schedule and rescinded that statement and told me to

just come in later that day for an appointment and that it would be taken care of. I arrive to be told I would not be seeing anyone and that the only thing that could be done would be to give me an emergency pack of birth control pills until my appointment on January 22nd however the pill pack is only a 21 day supply so that would put at a month without pills I had to reiterate this fact to the manager several times before she offered to get me a sooner appointment which of course falls on my final exam week for my college courses. The amount of bullshit I just went through trying to get someone to give me information or help me was so ridiculous. I will not be returning to this location. Planned parenthood please re-evaluate your staff at the Tallahassee location.

## Needed Medication Never Received



CA San Jose Mar Monte Yelp



Dev D.

0 21 3

★☆☆☆☆ 8/20/2020

Nurse slut shamed me talked down to me refused to give me the medication I need. I had to gig to another location to get properly treated. Almaden and Thornewood location nurses were much nicer...



FL Kissimmee Yelp



Mia G.

0 26 9

★☆☆☆☆ 6/10/2020

My appointment was at 3:40 I don't see the Nurse Practitioner until 5pm, that annoys me. Not only that, I don't like that fact that a student has to be in the room with her. And when I asked, does someone has to be in the room she says yes. First off, I'm the patient, my privacy is first, I understand students has to learn, but it should be an option for me as the patient to have a student in the room during my exam. The only reason I came is because my OBGYN didn't have any appointments this month. But I will never go to planned parenthood again. And I mean that! This was the final straw for me. Very nice Nurse Practitioner but I prefer no student while I'm being examined!

## Incorrect Medication Prescribed



**CA Santa Barbara Google**



**Diamond Phoenix**

2 reviews



★★★★★ 8 years ago

Terrible experience! Aside from the unbelievably long wait the doctors there are incompetent. I went there for treatment of something serious and told them that. The first doctor (I would later learn) mis-prescribed the medications. So of course they did not work, so I tried a second time. THAT time the doctor said she was prescribing 7 days of medication~ Only it was actually 3 and that didn't work either. Despite my emphatically telling both doctors that the condition was serious, they both ignored me and failed to even prescribe correctly. I realize Planned Parenthood is a "free" clinic... but the government is still PAYING them. Never again. Bottom line: If you have anything that requires even the most basic care, don't waste your time there.



**CT Bridgeport Google**



**Carolina Semeghini**

7 reviews



★★★★★ 9 months ago

Please don't go to this place ! They're very unprofessional, I already had several problems there, starting from my appointment, the "problem on their system" that kept overcharging me, and the lack of information that they give to you. I'm definitely looking for another place. Not even to mention that they basically don't care about your health, they gave me a prescription that I should have never been prescribed, based on my family medical history.



## GA Marietta Google



**C March**

18 reviews



★★★★☆ 4 years ago

I would rate 1 star but giving an extra star for some of the office staff. Some were nice and helpful, but most were rude, cold, and had a serious superiority complex. Waited an hour in the waiting room, then waited an additional 40 mins (naked from the waist down I might add) on the table in the exam room. I have never been to PP before, but from what I can tell, they are only helpful with basic problems. I had questions and concerns regarding having pelvic inflammation, irregular periods, pain,... Long story short, something is wrong. Yet All of my concerns were dismissed as if I never even said them. As a matter of fact, right after I got done telling the doctor my last 2 periods were both a month behind schedule (meaning I've had 2 in a 4 month span) and that my last one was extremely irregular, being late and on again off again, she asked what the date I had it was, which was almost 2 months ago, she literally asked me "but it was a true period right? On time and everything?" Ummm, no. I literally just said it was completely irregular, spotty, and late. I told the "Dr" I can feel a lump in my lower right abdomen, and laid back for her to feel it for herself (btw, have never had a pelvic exam where they DIDN'T feel around on your belly to check for tenderness ) and she didn't even bother to check it out. She must not have read my paper work because during the small talk before the exam, I mentioned my two children and she said "oh you have kids? How sweet" shouldn't you KNOW whether your patient has given birth or not before you go sticking your hands up them? Is that not information they should read on my papers before they come to any conclusion of knowing what is wrong with me? What is the point to filling out a brochure of paperwork if she doesn't even bother to read it. I was diagnosed with BV, given pills and sent on my way. BV doesn't cause any of the issues I went in to find answers for. Halfway done with these pills, and guess what. Still have every one of the problems I was having before. I will be going to a real OBGYN asap. This place is a joke.

## Medication Made Condition Worse/Was Never Needed



CA San Rafael Yelp



C C.

👤 1 📌 62 🗨️ 1



7/23/2015

I am a 50 year old male and I went in because I had a UTI. The practitioner said 'No you don't, you have an STD". She refused to treat me for a UTI, or even TEST me for a UTI, saying she has only seen one male UTI in 20 years. Well if you don't test for them, no wonder you haven't seen any!

She gives me the pill and the shot for the STD's and then I call back to get my STD results a few days later...guess what-No STDs!

Oh, and on this visit they informed me that since I got a vasectomy (from them!) I was no longer eligible for low cost treatments with PP.

\$180.00 later and I took antibiotics unnecessarily for a disease I didn't have.

I will NEVER go back to this place!

# Tests

## Medical Test Done Incorrectly / Inaccurate, or Was Wrong Test



### CA North Highlands Google



**Tazia Allen**  
1 review



★★★★★ 5 years ago

I took a pregnancy test and they told me it was negative so I went ahead and started depo the same day a week later im in the hospital sick as hell and come to find out im ten weeks pregnant



### CA San Francisco Google



**SSJ.Boogie (SSJ)**  
2 reviews



★★★★★ a year ago

My experience at this clinic was horribly annoying, being as patient as i am i let them poke me with a needle 4 times 2 for each arm bc they messed up the first one then after that they could draw any and no blood waz coming out and i am very concerned about what they did and they didnt even get all the blood.



### CA Glendora Google



**K L**  
5 reviews



★★★★★ 3 years ago

The staff needs to be more educated! They gave me WRONG information about my health, which is not only unprofessional but also can have major consequences. I went to the other Planned Parenthood in San Bernardino and they were able to give me the correct information. Don't let your dumb nurse assistants give me test results if they do not know how to read them correctly. Not only that but the waiting times are long, the staff is not friendly, and it is more worth your time to go to another Planned Parenthood to get better care. When it comes to your health, do not cut corners. Do not come here.



### NE Lincoln Google



**elaine timothy**

1 review



★★★★★ 3 years ago

I have been coming here for years but after my last experience I will never go back and I'm warning everyone. Went to my appointment had a long wait time, but got taken back, and had my annual. 5 days later I got a call that I had a STI and needed to come in for treatment immediately. I call for an appointment and the first time they can see me is 3 and 1/2 weeks later. I thought it was urgent i get treated. This all seemed fishy to me as I've been married for years and we both get tested every few years as part of annual appointments. I doubted them so the next day i made an appointment with my physicians office and told them to test everything they could test for. After waiting 2 days all test came back NEGATIVE. I had nothing(besides alot of aggravation). So i dont know if Planned parenthood called the wrong person or not but there was a mess up somewhere. Plus i thought the bed side manner was very inappropriate the day of my appointment at planned parenthood. So due to the fact that you all made me worry and stress for no reason, and now pay alot more for the 2nd opinion Ill never be back.



### CA Sacramento B Street Google



**Flyin' Hawaiiin**

8 reviews



★★★★★ a month ago

We drove out to the planned parenthood for an ultrasound/abortion. The "ultrasound technician" which in reality was just a abortion coordinator did the ultrasound. She judged it incorrectly giving us a false time of conception, saying we were about 2 weeks further along than we actually were. All just wasting more time, money and gas to get out here. After driving back to sacramento a second time a week later to get an abortion and the correct ultrasound they "made a mistake" with the billing and almost charged me an extra \$70 for a simple mathematical error. We were told over the phone that I could be with my wife in the room while the abortion was happening. But when we arrived they didn't allow me to be with my wife in the possibly most important operation of her life. I understand planned parenthood is a necessity and we appreciate the work that they do, but I feel like better communication between staff and other facilities can make this whole process much easier.



### CA Thousand Oaks Google



**Daniel EL**

1 review



★★★★★ 5 years ago

Uncaring, unprofessional, inaccuracy, privacy-violations are just a few of the things I experienced during my visits at planned parenthood. I had some STI testing done and I requested to get my results by phone and specifically said DO NOT mail me anything. Not only did they send me my test results via mail but I later found out that the test results mailed to me from this clinic were 100% inaccurate, false and very deceiving. It made it look like I had an infection that I most certainly do not have. This happened not once but twice. Definite violation of privacy, and created a lot of unnecessary stress and confusion. Also, what could have taken a few weeks, took a few months. I am very unsatisfied with this clinic and can't help but feel unfavored and even discriminated against. When I asked to speak to the office manager, they said she was not there and refused to give me her contact information. Overall, it was a lousy experience. Not too different than most low-income medical facilities.



### CA Vista Yelp



**Julia K.**

0 1



3/10/2021

The visit went pretty smoothly, stuff was also really nice, but just found out they draw my blood and ordered completely wrong testing for it. I paid out of my pocket for these tests so I'm very disappointed



### CA Riverside Yelp



**Shigatsu U.**

0 8



12/6/2020

Hey sent me a letter in the mail saying I had gonorrhoea and chlamydia so I made another appointment and when I got there they said to that I don't have no infection ! I will be calling corporate on them! Run fun this place! And the staff is rude !



### CA Upland Yelp



**Jessica V.**

0 31 9



1/25/2023

Two weeks for results? Are you kidding me! Better off going to the Emergency Room. How are you supposed to "control the spread" when you could have positive people waiting two weeks for results and treatment. Use another lab, someone more efficient and well staffed. You have contributing members/patients who donate to your 501c3 to not be equipped to provide decently fast results.



### CA San Ramon Yelp



**Claire D.**

290 1



10/5/2020

Worst experience I've EVER had there. About three months ago I had routine testing and received a positive result from their HIV rapid test. I took matters into my own hands and got tested through my healthcare and it ended up being a false positive. Worst part is, they never called me and told me it was a false positive. I then go in after having sex for the first time (traumatized) asking about the hiv preventative since I had so much anxiety and they said that I would have to get MORE TESTS. I told them I would refuse that due to my experience last time and they had no empathy for me. Definitely not the place to go to for any type of disease unless you want a health scare.



CA Corona Yelp



Ryan B.

📍 0 🌟 4



11/22/2021

Are they allowed to refuse care? I went in early this morning because I had an appointment at 7:40am. They didnt have me until 1:00pm. I confirmed when I got home that I in fact set it for 7:40am.

So because I dont have transportation I arrived late to my 1pm appointment and "sorry, we cannot accommodate you."

I had waited a week for this appointment and out of desperation I had to say out loud. Please, I am in pain, I know I have something, my kidneys hurt, it hurts when I urinate and there is a discharge. Please."

They still wouldn't see me and to make matters worse she said, we dont have anything for this week.

I am coming to planned parenthood becasue I don't have an alternative so you are insulting me when you say, let me get you a list of other facilities.



### CA Whittier Yelp



**Alejandra C.**  
San Francisco, CA  
340 9 5

1/22/2021

Would give no stars if I could. I went in to confirm my pregnancy after taking a home test and I was so nervous. Told em my symptoms and made me take a test and less than five minutes later they told me I'm not pregnant! I was shocked and told them there had to be some type of mistake and they said "no you're not pregnant.". I'm sitting there in disbelief and told them to give me another test and they move me to another room that looked like their staff locker room ? And less than five minutes later they come back saying I am, confirming I was a little over a month pregnant. Unprofessional and rude. Wack staff overall lame people. Go to another location avoid this one.

## Sample For Lab Work: Lost, Damaged, or Processed Incorrectly



### CA Hayward Google



**Anthony Young**  
1 review

2 months ago

Nice staff, but somehow they lost my urine sample and I now have to come back in to take time off of work to give a new one. Super inconvenient because I work 30-45 min away with traffic. I don't know if it was the lab's fault but this has never happened to me before..



### CT New London Google



**Need Justice**  
1 review

5 months ago

The staff lost my urine results and gave me someone else results didn't want to take responsibility for a month so not go here if serious matter they do not care about well being of patients their lackadaisical liars



## CA Sacramento Capitol Plaza Google



**Ashlie Barber**

Local Guide · 3 reviews



★★★★★ 2 years ago

Went in to get labs done and they called back and said they lost my labs and to come back in and get them done. Why would i go back if, you already lost one set of labs that cost me a copay?



## CA Canoga Park Google



**Eve Muradyan**

Local Guide · 46 reviews · 45 photos



★★★★★ 3 years ago

You can't find service worst. Employees are not competent and talk to you like you own them something. You will spend hours and end up coming back and waiting more because they damaged the samples they took a week ago. It's a damage to the persons health. I don't think anyone in that office should work with people in a healthcare industry. They threat customers like they are coming for a medication (which they won't give you).



## CA San Francisco Google



**Gena Starkweather**

10 reviews · 14 photos



★★★★★ 2 months ago

I am a long time supporter of planned parenthood I do not think they are the same as when I was younger. Either that or they have no idea what to do with anyone over 40. I paid s for my visit to support the organization even though I have no income . They did not get a good sample so had to repeat. Again not a good sample. They then wanted me to do a more expensive test. Even though I already paid for a test I never got results due to ineffect exam. Kissed my money goodbye and ran to another doctor. So sad a pap clinic can't even do a pap.



## CO Aurora Google



**Egor Pascal**

1 review · 2 photos



★★★★★ 4 days ago **NEW**

Do not come here , never . I was there to get tested, I gave them my urine , I was waiting for my results, gues what happened? They called me next day to come back and to give them my urine again because the have lost it ! Really ? The wors experience ever . And that's not all, they have also sent the bills to my insurance company to pay pay for the tests they never made !! Horrible, unprofessional and irresponsible !



## CO Boulder Google



**Moonlight Goodwyn**

7 reviews



★★★★★ 5 years ago

If I could, I would give it a minus 5 and that will be a compliment. If you call, you wait for more than half an hour until you actually talk to someone when you go in person, you wait an hour. Seriously? Then when they took my blood sample, it took 3 people to do it and COULD NOT. I ended up with an edema/bruising on my arm and then they called me to say, "Sorry, we made a mistake and the sample could not be processed." You know what that mistake was? They put the blood in a hematology tube when it should be on a chem tube. They asked, "Can you come back?" "HELL NO!

As I type this review, I have been on hold for exactly 25 minutes with this annoying recorder that says "Your call is very important to us..." Seriously, if we are that important to you, then be competent, answer that phone-- I was there, you had 3 patients and you took from 9am-12pm to deal with 3 patients.



## NE Lincoln Google



**Jacob Vargas**

1 review



★★★★★ a month ago

They're impossible to get into contact with. People simply don't answer the phones or respond to messages. They refused refills on my Rx but made no effort to contact me to explain why they would not renew it, and it took days to reach anyone and finally get it resolved.

Edit (2 weeks later): Actually, they still won't refill my Rx because they admitted to messing up a lab test, meaning that I'll go yet another week without my prescription. I've been repeatedly told that Rxs were sent to my pharmacy, which my pharmacy denies receiving. On top of that, the nurses are rude. I'm currently looking at migrating to another health center. If you have another option, take it!



## CT Stamford Google



**Nevine Roberts**

1 review



★★★★★ 2 years ago

What a terrible experience. I went in for STI/STD testing when I was in town to visit my family. I live in Chicago. The nurse couldn't find a vein and was poking at me, she realized she was struggling and called in the midwife. Midwife successfully took my blood from my finger (small veins). Let me know that they will send the tests off to the labs and if I do not hear anything back in the next 7-10 days that I am fine.

7-10 business days went by and I was excited that I heard nothing. About a month later I get a call from Planned Parenthood in Stamford, CT letting me know they lost my blood work. Are you serious?! Not only did I pay a co-pay, and the additional requested amount of \$35 via check, but I had ZERO results for what I visited the clinic to do.

I called to get the visit refunded - and was denied. I was sent a letter by Planned Parenthood stating the mistake and they told me - maybe I could try to go into Chicago's Planned Parenthood and they'd waive the co-pay. When I called Chicago's Planned Parenthood - they couldn't help me waive any fee's.

All in all I spent \$75 for NOTHING. and was given false information - that if I didn't hear back, I was in the clear.

Overall an extremely poor experience. Too bad.

## Delay in Reporting Results of Test



## FL Naples Google



**Marissa Nemeth**

Local Guide · 39 reviews · 1 photo

★★★★★ 3 years ago

This place is a joke! Call me with my results been calling for 5 months to get a answer I no longer support planned Parenthood you do not care for it clients.



## CA Fresno Family First Google



**Shantay Adams**

1 review



★★★★★ 2 months ago

I was sent to this location because this was the only location available for my medical needs as far as getting a quick appointment. They referred me to get an ultrasound. The ultrasound tech told me that my doctor should get back to me in 3 days. It's been a month and I haven't heard anything yet. I got my results online and had to look up medical terminologies myself. I called them and someone said they'll get back to me in 24 hours. It's been another week and no response. Advice: be responsible for your own health eat right and take care of yourself or you'll have to deal with this kind of service.



## AZ Tucson Google



**Laura Wut**

7 reviews



★★★★★ 3 years ago

My appointment was at 10:30, at 11:45 they pulled me back to say the don't remove the nexplanon and I had to go somewhere else. I really don't understand why online you can pick removal when making an appointment. I also don't understand how no one at any point saw what I was there for and didn't tell me earlier that they couldn't do the procedure. They really let me sit there an hour past my appointment for nothing. They also gave me a sheet of places I could possibly go to. Most of the numbers were disconnected. Worst experience I've ever had medically. Really unprofessional. I will never return here again and would advise other not to come here.



## CA Coachella Google



**Ashley Kern**

3 reviews



★★★★★ 2 months ago

Kind of disappointed to be writing this, because my visit was exceptional. I was seen right after checking in and I did not experience any longer than average wait times between rooms. I went for a pap and BC, because my monthly cycles were extremely painful and heavy, and due to not having health insurance I decided to go here to get checked out. Everything went great and OB doing the pap was amazing. I never felt any type of discomfort with her or the pap. She narrated every move so I was aware of what was going on. This appointment was on 3/18 and when leaving, I was told I would be contact about any positive or abnormal results. I have access to the patient portal and have been checking it ever since. It wasn't until yesterday that I discovered I could request the results if not provided already and almost immediately after doing so they were added to my portal. After thoroughly reviewing my results, there was one test that came back as "high risk" and positive with a negative 'standard range' and I had no idea what to make of it. I was confused, because I was told I would be contacted by phone (which I requested upon leaving the office the day of my appt) and I hadn't heard anything about the results. I tried sending a message through the portal and still have not received a response. I tried calling too and it has a torturous automated system that goes on for approx 5 minutes. Then it carries on while you're on hold. I could not get through to anyone in the short amount of time I had on my work break. Absolutely ridiculous. Mind you, I also haven't received any letters in the mail about these positive/abnormal results. My appointment was two weeks ago. Considering this is my health and I'm looking at red flags on my results, I should be contacted about this RIGHT WHEN THE RESULTS COME IN. COME TF ON.



### FL Saint Petersburg Yelp



**Anna L.**

@ 53 \* 19 📷 1



1/27/2020

Slowest doctors, you get to wait hours past your appointment time, they don't care they say wait or leave. The doctor will see you maybe 15 minutes, you'll have to beg and remind them several times to do the services you came in for and then beg and hound them for the results. They do a half assed job and don't do anything to make you feel comfortable. The phone wait times are so long and they have zero options to leave a voicemail. Some people have work and can't call after 3. Some

People can't sit on hold for HOURS.

I literally just need a refill on my prescription but who knows when they'll answer if ever.



### FL Saint Petersburg Yelp



**Gg P.**

@ 0 \* 136 📷 62



6/18/2020

Having just moved to Florida I decide to have an exam and pap

Smear.....i proceed as a walk in...i wait approx 6 hours.....im 47 years old....i have multiple family members who are physicians in NJ.

Obtaining my results was a nitemare which took me 3 months. They initially give me a website to view results. Website doesn't work....i send 3 letters to release records and mail to me....no result. I eventually had to re visit clinic and demand results....what a nightmare awaiting my results.....staff at desk

And medical records very rude.... Only saving grace was the obgyn.

She was excellent.....be prepared for a bit of a disorganized run around.



## CA Santa Monica Yelp



**Jennifer M.**

528 60 8



1/12/2020

This clinic is horrible in every way ! I had a appointment one day and waited 3 hours to be seen . I decided to leave without finishing because i had to work and couldn't waste anymore time . They didn't seem to care . Then i tried again a week later . I told the doctor to test me for a certain thing . Minutes later she said i have nothing wrong . I told her please listen to me that i know my body and it was off ... she refused to give me any meds .

I couldn't wait until i got my health insurance back on jan 1 so i can go back to UCLA Gynecologist . So i went back few weeks later and guess what - i was positive for the same item that planned parenthood said i was negative for !

This goes to show you that they Not efficient and neglect the safely of their Patients ! Oh ya and let's not forget one of the worst parts ! If you do have a std the waiting time to get test results back is 2 weeks !!! 2 weeks you can be walking around spreading std until they call you or treat you! Nobody should have to wait that long with symptoms ! That is definitely a health risk !

Ucla will give you results in 24-48 hours !

## Results of Test Not Received by Time of the Review



### CA Escondido Google



**UPCYCLE Auto Scrap Buyer**  
8 reviews

★★★★★ a month ago

Never got my results, and never respond back to emails



### CA Sacramento Fruitridge Google



**ASMR 7Avocado**  
22 reviews

★★★★★ 6 years ago

i wold i want to know my result and they said they will send me a email but they didt...



### FL Fort Myers Google



**Rich**  
5 reviews

★★★★★ 3 years ago

very nice crew but it's been months and they never got back to me about my prescription or test results



### FL Orlando Google



**Bashir Alseddik**  
2 reviews

★★★★★ 3 years ago

Found it difficult to pick my lab results. Nobody was answering the phone and it asked to leave a msg after a long recording. Still didn't receive answer after 2 days of the voice msg.



### CO Boulder Google



**Emily Effrece**  
2 reviews

★★★★★ 3 years ago

Expensive appointments even with insurance. Don't call back with test results and don't answer their phone. Extremely disappointed



## CA San Diego Mission Bay Google



**Fernanda Souza**

1 review



★★★★★ 6 months ago

I went to the clinic a couple weeks ago and it has been 4 days that I'm trying to reach the clinic to get my exam results. Every time that I call, I've been transferred more than 4 times and then they hung up. I can't get my results by the portal cause it says that my information doesn't match. 4 Days and I don't even know how many times I tried.



## CA Santa Maria Google



**T Kimeae**

1 review



★★★★★ 2 years ago

Horrible scam!! Paid \$400 for visit and to have bloodwork done. Never received results. Office advised they called and sent test results which THEY DID NEITHER. Now to get my blood work results I already paid for they are requiring me to schedule an appointment with a technician and pay additional money just to see my results.  
Don't go here



## DE Newark Google



**Dajha**

2 reviews



★★★★★ 5 months ago

I would give this place a zero if I could !! So unprofessional and lazy. I had to call them two weeks after my appointment to get my results and it doesn't take that long usually. During the time I waited they didn't contact me at all and they didn't even update there patient portal app so if they decide not to give you a call you can look at your test results from your phone. I finally gave them a call today just for the lady to not be specific on my results and to have a nasty attitude over the phone. I usually go to Christiana care for these things and I decided to try this place out knowing all the nasty and bad reviews about it, I still went and everything they said was true!! Don't even waste your time trying to get the care you need here because trust me you wouldn't get it.



## CA Santa Barbara Google



**Ashley Moore**

1 review



★★★★★ 5 years ago

Aside from the ridiculously long wait times, the staff there has always been pretty friendly. Last time I went there it was for something pretty serious, one of the nurses, I think her name was Bianca, was so rude to me that I ended up crying in the waiting room, which I was already uncomfortable and scared enough, other than her and the wait time, everyone else is incredibly friendly.  
Update: I was told that I would get a call about my results a few days after I took the test, I have called and left three voicemails due to the fact that it has been two weeks since I took my test and still no call, AFTER calling and leaving voicemails. Completely insensitive and LAZY about calling people back for their IMPORTANT lab results.



### CO Denver Central Yelp



KJ A.

👤 18 📅 24 📄 14

★☆☆☆☆ 12/28/2019

This place is one of the poorest-run outfits I have ever encountered! They did not process my insurance properly, charged way more than I expected (from this kind of organization, that is doing what it claims to do). Their online portal (to get results, etc) has now been down for over TWO MONTHS. And, on top of it all, I have been getting spammed (email) and also unsolicited physical mail at home ever since my visit! I had hoped for much more discretion and professionalism! Ugh!

## Won't Show Patient Results of Ultrasound When Desired



### ME Topsham Google



Iris Gray

1 review

★★★★★ 3 months ago

I went in for an abortion, I shouldn't have. I go in there and they don't even let me see the ultrasound and they don't tell me why either. They gave me the pill and said that the abortion will be a bit like a super heavy period. So I take the pills all the right way, and it was nowhere near like a heavy period. Blood was all over my bathroom, I was scared, and home alone. I felt like I was going to die. I pass out after almost bleeding to death and wake up sometime the next day. I go in and tell them what had happened. They tell me that "it's normal", like what?



### CA Santa Barbara Google



**TheMACKitten**

2 reviews



★★★★★ 2 years ago

All options? More like ONLY ONE OPTION. As someone who IS pregnant, planned parenthood does NOT follow through with what they follow through with. Zero prenatal care and zero ultrasounds to women who are unsure about their decision yet. Just to educate unsure pregnant women out there, planned parenthood ONLY offers ultrasounds to women who are only considering abortions and they will NOT show you the ultrasound! According to experience form other women, only 4% of planned parenthoods will maybe tell you your due date and how far along you are....it's very sad. Was always neutral about planned parenthood. Have been there for other medical services. Wanted to receive help because I was desperate and they were unable to help me. If you are even considering the baby, they will not help you.

## Requested or Expected Test(s) Not Done



### CT West Hartford Google



**Jasmine Rivera**

1 review



★★★★★ 2 months ago

The people here had no manners and unprofessional I heard the staff talking badly about me in the other room with each other loud enough for me to hear and laughing. I asked for testing too and didn't get it, I won't come back herer



### CA Sacramento Fruitridge Google



**Thenhandean Nguyen**

3 reviews



★★★★★ 5 years ago

Please do not go to this clinic ! Period ! I took my wife in for Pap Smear and STD tests. They told us they would send us when the results came. We waited and waited. Finally we must go back for results. When we came back for results, we found out that they tested only Pap Smear, NOT for STD.

So we must schedule an appointment again. Upon the appointment we waited in the waiting room for an hour and finally my wife blood was drawn. We have been waiting for them to call as they said. It has been a month nothing from them. We are nervous and would go the tomorrow for the result.

This clinic has a highest rate of staff turn over. Every time I go the there is always new faces and under training.

I am sicken of this place.



## CA Santa Barbara Google



**Marlen Aguilar**

1 review



★★★★★ a month ago

The doctor didn't introduce her self at all. I couldn't tell what she was doing in my room as she wasn't wearing the "doctor attire."

"They also charged my insurance for tests never got done (since my veins didn't want to bleed). For my other test results, I never got a phone call or a letter saying everything was okay.

Call the office to pay a bill (found out I owed them through my insurance) their billing department never answer my call it just went to vm. Tried calling couple more times at different hours each time but same thing happened and finally left a voicemail but till this day no call back either.

Avoid this place.



## CA Palmdale Yelp



**Pasion B.**

📷 0 📍 3 📸 1

★★★★★ 12/16/2020

I had a horrible experience at this location. As a patient I expected to be listened to and have all my concerns attended to. I went in for a particular check and I begged the doctor to please check on one of my concerns and she said you're fine don't worry without checking on me and I pleaded and begged for ten minutes until she finally gave in to check and once she checked I had an infection and had to take medicine for it. I just have to say when people voice their concerns as a health care facility you should listen and be attentive to all issues stated. The worst experience I have ever had. I left so upset and saddened that they couldn't even give me the rest of my results.

## Requested or Expected Test(s) Not Done, but Delay in Finding That Out



GA Marietta Google



Sarena Younger

7 reviews · 2 photos



★★★★★ 6 years ago

Went in for annual. Appointment was at ten and they saw me at 1 after all the patients who had come after had left. On top of that. They found something I had no idea was there, took a few samples and told me to call a number for results. Gave me a pamphlet and that was it. No talk or aide. I called a week later and they said they didn't perform any tests so I have no idea what is going on with my body thanks to them. They also didn't even accept blue cross blue shield health insurance. If this is how these facilities are run within the bible belt then your system needs work. I wasn't there for an abortion. I was there for safe health and wellness.

# Appointment Problems

## Patient Required to Wait Days/weeks for Appointment in Risky/Painful Circumstance



### CA Bakersfield Google



**Jacky Robinson**

8 reviews · 1 photo

★★★★★ a year ago

I have an std and they turned me away and said I could make an appointment in a month. Unfortunately, I won't be able to make it in a month. They said "sorry, have a nice day."



### CA Los Angeles Taper Google



**Edward marine**

2 reviews

★★★★★ 4 years ago

Bad service do to work situation i went today as a walk in at 1:04pm i was having a bad health situation and they wanted to schedule an appointment for two weeks later i might be worse by then



### LA New Orleans Google



**Terriahn Johnson**

1 review

★★★★★ 11 months ago

They are unprofessional I told them I had a serious problem with my birth control shot and they told me I could not come in I had to come in another day so I recommend nobody go there if you don't want anyway problems with your body!



### CA Mountain View Google



**CT85 flores**

Local Guide · 32 reviews · 11 photos



★★★★★ 2 years ago

Doctor Abraham and staff have not ever helped my brother. He has been in pain for the past few weeks and they keep telling me that doctor is never here or it's busy. What is the point having a MD the really doesn't care about you. I definitely don't recommend this place for anyone. If you come here, they will tell you the same thing..... Doctor is busy, or unavailable.



## CA Los Angeles Taper Google



**Sa Gr**

4 reviews



★★★★★ 2 years ago

These guys turned me away from getting a day after pill on a Saturday. Their excuse to turn me away was that they stopped taking walk-ins. It's a Saturday, they are closed on Sunday I only needed a day after pill and now I fear I'm going to get pregnant. I always trusted in planned parenthood to help people in need, now I'm completely disappointed in them.



## AK Anchorage Google



**Christina Thomas**

1 review



★★★★★ 4 years ago

It was awful. I had been having terrible migraines from my birth control. Then I went in to get it removed. They told me I had to wait a whole week! Then they let a couple (2 different appointments) both get tested for stds, as a walk in.... my appointment was a little more important and they acted like it wasn't a big deal. This planned parenthood is rude.



## CA San Diego Kearny Mesa Google



**Bri bri**

1 review



★★★★★ 3 weeks ago **NEW**

BE CAREFUL! Even if you make an appointment online, you could possibly still be turned away! I went to this planned parenthood yesterday for my appointment, come to find out, my appointment was not on the system and I was told the "online schedule can be wacky" So because of their system fault, I couldn't get my appointment which I NEEDED and now I have to wait until MONDAY! How ridiculous! I still can't believe they just turned me and away and couldn't do a damn thing for me but make another appointment! NEVER SCHEDULE ONLINE! ITS!NOT!DEPENDENT!!!



## CA Bakersfield Google



**Jacqueline C**

10 reviews



★★★★★ 4 months ago

Worst place to be called PPH. They will deny you every chance they get. All I needed was birth control. Denied. Said to come in a month!! Denied basic health care eventhough they say they are "open to serve". Ladies and gents please file a grievance report on them. Visit the planned parenthood website. Call or mail in the form. They deny you care and they cannot do that. This place is definitely misogynistic, prejudice, and against female care/support. Report them every chance you can. Get these people working there, out of that facility, and place people who want to serve those in need.



**CA Santa Rosa Google**



**D H**

4 reviews



★★★★★ a month ago

This place is unbelievably terrible. I'm still in shock about the "care" I received for a massive breast lump at a Planned Parenthood of all places. I left in tears without receiving any help. Dr. Riddel was horrible, rude, dismissive, impatient, condescending, completely ignored my symptoms or flat out didn't let me explain them, she was painfully aggressive during the breast exam, she mocked me about not being able to afford scans then told me I won't be getting them unless I could pay for them and botched my tests. The whole experience was extremely traumatic and disheartening. I'm still having problems, they're getting worse and I have no idea where else to go. I was a long time supporter/donator of PP and their mission, but I will never step foot in a PP again or give them another dime. DO NOT GO HERE!



**CA Merced Google**



**Sarah Eller**

2 reviews · 9 photos



★★★★★ 5 years ago

If only there were a negative rating scale, this business would deserve it. One of the nurses is beyond the definition of rude; obviously this Planned Parenthood is in desperate need of health care "provisionals" to cover appointments during their business hours. And she knows that the office needs her, so she works at an extremely slow pace and has zero tolerance for answering questions about ones health issues. Other staff members will look someone straight in the face and lie about office policies just to get people out of the door. I was guaranteed that my specific health concern would be looked at immediately if I came in under a 'walk in' basis (not matter the day, not matter the time because that type of infection could spread and develop into something so much worse). Once I came back, of course, they sent me away...and asked me to come back a week later! Some staff member had their kids running around inside of the office, behind the glass...where people are suppose to be "working." It looked like a chaotic daycare behind the glass. Find somewhere else to go, if at all possible! This is the most unorganized, and unprofessional place of business that I have visited in years! And it makes me so sad to think that this is an only option for so many women within our community. I wonder how many other women have waited five hours within this facility, only to have left the health center without help, without answers, without treatment, and without having been treated with dignity or respect. It's not worth the hit to your emotional and psychological well-being. Do not visit Planned Parenthood in Merced.



## CA North Highlands Google



**Rachel Perryman**

8 reviews



★★★★★ a year ago

I came to the center with an appointment to be seen for a month-long problem that I had already waited weeks for the appointment. I arrived two minutes late I got in line to check in. I waited in line for 12 minutes. When I was brought up to the counter to check in I was told that I had that's past my appointment time and that they would not see me unless they have another cancellation. I then watch them call out any any other appointments for 11:40 at 11:50 which they did not do for my appointment time to make sure that everyone was checked in within 10 minutes of their appointment time so that they can make sure they were seeing which they did not do for my appointment time.

The girl at the front was not going to ask the nurse if she could fit me in another person had to tell her that they were legally obligated to do that.

I was told that if I wanted to be seen I would have to wait in the afternoon which I could not do because I had to go home take care of my kid. And then told me I should make another appointment which will probably be another couple of weeks out. So now I get to deal with poor health for another couple of weeks because they refuse to do their jobs of making sure I was checked in on time.

Overall a really horrible experience and they should hire people who are capable doing their jobs like checking people in and providing care I will never go here again and I don't suggest that anyone with an actual problem does.



## CA Concord Yelp



**Janica C.**

📍 4 📅 2

★★★★★ 10/30/2020

I had an appointment today at 9:40 and was told I couldn't get seen because they don't take my insurance. I wasn't aware I had insurance because at my appointment yesterday, a different person told me I didn't have it. So I ended up calling Aetna(my alleged insurance provider), and they told me I don't have insurance with them!! Not only was I not able to be seen at my scheduled appt because they were misinformed, but the next available appointment isn't until next Thursday!! They never apologized for the mixup or anything! I just wanted to make sure I had a normal pregnancy!!



## CA Madera Yelp



**Vanessa S.**

📍 0 📅 3

★★★★★ 2/8/2020

The Fresno one is always booked and I needed to get my birth control removed since I've had it for 3 years so I decided to book an appointment at the Merced one. I still had to wait a month and I arrived 5 minutes late the lady working in the front desk told me they couldn't take me in because they're were already behind on schedule and that they had so many people waiting. The front lobby only had one person waiting, I was furious. I drove all the way from Fresno only arrived 5 minutes late just for them to tell me they couldn't take me in.



### AZ Phoenix Central Yelp



Jelina R.

👤 0 ⭐ 2



12/24/2020

My experience here was very uncomfortable to say the least...sat in the waiting room for 4+ hours (didn't get to leave until 5 hours) even though I had an appointment. MULTIPLE times the staff was loudly talking and complaining about their patients and everyone in the waiting room could clearly hear... not what you want to hear from people who work in the medical field... THEN after me waiting for almost 5 hours; a lady who had been there longer than I had, went to the bathroom in the waiting room and threw up very loudly (could have very likely been pregnant) after she came out she was CRYING to the receptionist saying that she was so hungry and tired of waiting ... the receptionist then told her that if she leaves to go get something to eat then her appointment (that she had been waiting hours for) would no longer be available.. I made a Yelp account just to make this review, this was absolutely not okay



### CT Torrington Yelp



Yailin R.

👤 43 ⭐ 9 📷 4



5/11/2017

It is true what they say about people in the medical field. If you go in for the money, its not worth it. Not for you not for the patients. I drove to this planned parenthood because i had an emergency from wtby. 35 min drive. Drove through a massive amount of hwy construction and arrived 12 mins late. When i walked through the door without even letting me speak the receptionist told me "oh i already cancelled your appointment." (Heavy set spanish lady) how can you have already cancelled my appointment if I got there 12 mins late. Do you guys not give your patients the 15-20 min discrepancy as does every other doctors office. She answered they had to go to lunch woowow. So you mean to tell me you book me for an emergency appointment at 1140 , your lunch is at 1155 or so and i could not be seen. Were you gonna have me in and out of your office within those 15-20 mins b4 your lunch hour? I think not..! Totally messed up. I told you am sick not feeling well and now i have to wait another two days for an appointment else where. Totally unfair..



## CA Bakersfield Yelp



**Natalie G.**

Los Angeles, CA

📷 12 📄 22

★☆☆☆☆ 6/27/2019

Came here at 8:09 AM sharp to get my lady parts checked out. The receptionist looked at my medical request on paper, and said a doctor could not see me. I was turned away for not having an appointment after the receptionist said she would "try to fit me in." There were not more than a handful of people in front of me as I arrived 9 minutes past opening. How long would my request take a doctor, you ask? 5-10 minutes max. Then, she tried to book an appointment with me, and the next one was over 1 month from now. For a woman who typically has to choose between being available to work to pay the bills vs. receive medical care (which should be a human right), I will take my lady parts elsewhere due to limited flexibility, availability, and poor attitude at this location. Thanks, but no thanks.

## Improper Procedure

### Overly Painful and/or Left a Bruise or Scarring on Arm: Shots, Drawing Blood, Implant Installed or Removed, or I.V.



#### CA Santa Ana Google



**Stephany Torres**

4 reviews · 2 photos

★★★★★ 11 months ago

In my 28 years of life this was my most painful blood test. Four days later of my appointment I still have a bruise on my arm.



#### AZ Phoenix Central Google



**Daria Abrams**

21 reviews · 2 photos

★★★★★ 10 months ago

I have never been stabbed by a needle so bad. Never experienced my hip ache this much from a Depo shot. They are definitely not gentle here... even after I mentioned I have a fear of needles. Don't recommend this location. As well as I waited an hour past my appointment to be seen.



#### CA Moreno Valley Google



**breanna kamakeeaina**

10 reviews

★★★★★ 2 years ago

I got the birth control in my arm the lady didn't wait until I was num she just put it in my arm and now I'm having problems my arm really itches and it broke I believe I got feb 2018 after the 15th and now it's about to be September 2018 just don't go here to get it and the lady's are so rude in the office



#### CA Los Angeles East Google



**C Barela**

14 reviews · 3 photos



★☆☆☆☆ 9 months ago

Unfortunately, I have to give a 1 star based on my experience 2 days ago. I have been coming here for awhile now and have never been more disappointed then I am now. I went there for a routine service and low and behold I now have a big bruise on my arm from where the Nurse Practioner gave me my injection. In all my years getting injections or having blood drawn, I have never had a bruise that looks like this. I took photos of what it looks like, unfortunately this review section isn't letting me include them



**CT Stamford Google**



**Lila Nazem**

1 review



★☆☆☆☆ 6 years ago

I have major long-term shoulder injury (brutus, limited range of motion, shoulder pain) as a result of getting a regular vaccine here from, nurse practitioner, Inez. She did not administer the vaccine correctly; I began having pain immediately as she injected me. I travel often and thus have had several vaccines, I have never felt such pain from one. The pain only got worse!!

I would not recommend this place to anyone--please go to a regular doctor if possible or go to a better rated Planned Parenthood in New York.



**CA Stockton North Google**



**Doris Maldonado**

1 review



★☆☆☆☆ 7 months ago

My appointment was at 10:20. I showed up 15 minutes early and didn't get called in until 11. I went in for an implant removal and didn't leave til around 12:10 because of how long they took for a 5 minute procedure. Not only that but she literally used 3 pieces of tape to make a star and tape my wound shut. The last time I had this removed it was a simple gauze and tape and the scar was the smallest dot. She did seem to be having trouble getting it out but I didn't expect it to be this bad that she needed to tape me shut. This one is easily going to be about 10 times the size of my last one. I've never had issues with this location until now. Completely ridiculous.



### CA Upland Google



**Alyssa Smith**

4 reviews



★★★★★ 2 years ago

My sister and I recently got the Nexaplon implant (the form of birth control that is inserted in your arm). I went to the Santa Barbara location because I go to school there, and my sister came here to the Upland location. I had no problem whatsoever with the insertion at Santa Barbara, the doctor's were very sweet and I hardly felt a thing.

My sister, on the other hand, felt everything. Maybe the doctor did not wait long enough for the numbing to set in. My sister said it felt like someone was scraping at her arm during the insertion, and she was and still is in a lot of pain.

Absolutely terrible experience here at Upland. I wish my sister would have gotten the doctor's name. Avoid this location at all costs.



### CA Fresno Family First Yelp



**Tamoyia H.**

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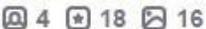
★★★☆☆ 7/25/2017

Cleaner than the Fulton street one. The wait is kinda long even for an app. I got a rush medical assistant who didn't make me feel comfortable, rushed taking my blood sample & left me with a bruise



### FL Tallahassee Yelp

	 <p><b>Juliana D.</b>   66  </p> <p> 4/23/2019</p> <p>Went to get std tested, they lost my blood sample. Went back to get blood drawn, black nurse was extremely rude, missed my vein and i still have a huge bruise from it. I asked if i could have a specific nurse draw my blood since she was nice the first time. She told me to go to quest diagnostics since I couldn't hold still. Incredibly rude, and i couldn't get my results on paper because they "were very busy" (lobby was nearly empty). Unprofessional &amp; rude. If you dont have patience for patients, find another line of work.</p>
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 <p><b>CA Mission Viejo Yelp</b></p>  <p><b>Elizabeth D.</b>   4  </p> <p> 8/5/2020</p> <p>Pros: They've really adores to covid. Their system definitely made me feel like they were taking covid seriously.</p> <p>Cons: I had appointment today and spent most of it waiting. When the nurse came in she drew my blood, and it hurt more than I'm used to. When I came home and removed the band aid I had a huge painful bruise on my arm. I've never had this issue before, just a huge annoyance since I just had bruising on that arm (from a dog bite) go away and now this. Overall, my least favorite PP I've visited. The nurse wasn't friendly and the NP rushed the entire appointment. Won't be back here.</p>	 <p><b>CA San Jose Mar Monte Yelp</b></p>  <p><b>Lara T.</b>   2  </p> <p> 11/23/2019</p> <p>First of all I waited one hour to even get checked in then I waited another 30 mins for someone to be able to draw my blood which The male nurse assigned to me couldn't even do it. Now I have a scratch from his attempt to find my vain and a sore arm and waisted 2 hours. I went there to get a check up and wasn't even able to give my blood because obviously the man didn't know what he was doing. How do you scratch when you try to draw blood?? Should be one smooth trial.</p> <p>Now I will have bruised and inflamed arm because he missed my vain.</p> <p>ABSOLUTELY HORRIBLE SERVICE.</p>
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## CA Sacramento Capitol Plaza Yelp



**Emilee S.**

0 4 3



4/13/2021

Worst pph of all time. I always have issues coming here and be prepared to wait at least two hours before leaving. This location has blown a vein out letting a new technician try and draw blood so I've already had problems at the capital location. This time even the experienced one had trouble and my vein wouldn't stop bleeding. The pic shows 15 min after when I took the band aid off I was so shocked. It's not supposed to bleed that much I don't think. My vein is raised and my arm is purple and sore. This particular time the dr came in and explained the treatment and then left and got the new trainee outside my door to do my shot in my hip and while outside the door I over heard her telling her it's fine I should be used to it because I'm covered in tattoos and when entering the room I explained that I could hear her conversation and she just simply said ok and then I asked if she could do the shot because I'm scared of having a new technician doing it and she tried to say I signed a waiver which I did not and then I expressed I do not want her to do it more firmly I was shaking and crying because I didn't want someone inexperienced I've had bad experiences before with new technicians and the fact that it got that far was so unprofessional and afterwards as they

were leaving I made sure to tell the new technician just because someone has tattoos doesn't make it hurt any less a shot is a shot it's painful and it's wrong to assume someone's pain tolerance because of having tattoos or piercings. I felt so uncomfortable there I didn't even wait to discharge I walked out crying and pissed off that they would treat a person like that.



## CA Whittier Yelp



**Caitlin I.**

Corona, CA

👤 0 ⭐ 6 📷 3

⭐⭐☆☆☆ 9/4/2018

📷 1 photo

I hate to give such a low scored review, as everyone there was so kind (minus one person who just yelled my name from down the hall and then gave me attitude when I didn't come the first time since she didnt actually come to get me). But anyways...I'm giving this review because of the 2 women who I met with to take some blood for lab work for some pills. It seemed one was training and the other mentoring her. First attempt, the needle was inserted, but she could not find a vein after wiggling the needle around in my arm. Second attempt, she moves to my left and is still struggling to get the needle into a vein...HERES THE MESSED UP PART...the "mentor" then says "just leave it in and give me the syringe (needle) she then grabs it out of her hand (WHILE ITS STILL IN MY ARM) and starts moving it around pushing in on it...I dont know what the hell she stabbed while in there but it caused me to say "fuck!" And it immediately started bruising...worst part, still no blood in the syringe. So BACK to my right arm she (the mentor who just stabbed the hell out of my left arm) goes. They finally got blood, but not until I needed to ask for a break because I felt like I was going to throw up from the stress of them stabbing me multiple times, one of which is the most pain I've ever felt while getting blood drawn.

Needless to say. I am not happy about that part at all and will be attaching a picture of the arm, that is going on a week now after I had it happen.



## IUD or Implant Insertion or Removal Excessively Painful



NE Lincoln Google



Miranda Niemeier

5 reviews



★★★★★ 8 months ago

I had an IUD put in place in January of 2020 and upon insertion I felt the most extreme pain I had ever felt. A few days later I started breaking out around my legs but was treated by my physician for a "skin infection" This July I was admitted to the hospital for over a week for a violent infection in my Fallopian tubes that almost killed me. When I was taken to surgery they saw my uterus had a huge hole that almost made my surgeon give me a hysterectomy at age 21. Once we told the surgeons about the IUD insertion and the pain I had the surgeons knew (but could not physically prove) that the person that put my IUD in punctured my uterus, the break out afterwards was toxic shock, and believe whole heartily that the person that inserted my IUD KNEW that they had punctured it, because the amount of pain was NOT normal. I love and support planned parenthood but this particular one almost killed me. I support affordable healthcare for women, but not at the sacrifice of clean and thorough care. DO NOT RUN THIS RISK. DO NOT GO TO THIS PLANNED PARENTHOOD.



CA Los Angeles Hecht Yelp



Jessica B.

@ 0 📍 2

★★★★★ 1/29/2021

I had first came here about 8 years ago to have an IUD inserted. I still remember that first visit being quick and pleasant. I was given a muscle relaxer to make insertion less painful and at no cost to me as I was fresh out of high school with no income. My second visit to replace my IUD, however, was very different. The doctor (a black woman, no less) was very rude and apathetic. I was given zero painkillers and the process was so painful I nearly fainted. Thank God for the nurse/medical assistant who was also present that stayed with me and made sure I was okay. I'm glad to be in a place where I don't need to go to Planned Parenthood anymore but my heart goes out to anyone else who had to deal with that doctor. Horrid individual and completely in the wrong field.

## IUD or Implant Done Incorrectly – Causing Pain or Injury



### DC Washington Google



**Daniel Kong**

Local Guide · 38 reviews · 10 photos

★★★★★ 3 years ago

My girlfriend had an appointment here. Her doctor was extremely cold, belligerent and impolite. She was roughly handled and in general her experience was very traumatic and she came away feeling violated. I would avoid this location. If you must go and end up with the doctor who is pregnant, I would ask for another one. Each other staff member was nice, though a rude and hasty healthcare "professional" at an establishment as essential as Planned Parenthood is unacceptable. I plan on filing a formal complaint to make sure this doctor's behavior is rectified or terminated.



### CA San Diego First Avenue Google



**Denisse Bolin**

Local Guide · 12 reviews · 6 photos

★★★★★ 8 months ago

They provided wrongful information which caused my treatment to remove tissue that according to them could lead to cancer. They were not helpful when I tried to retrieve the medical records that my new Gynecologist requested so I could go in for a high priority visit. I tried going into the office, calling the nurses, as well as their medical records department, and no luck. This isn't the first time that PP has made a mistake - I was in a lot of pain and kept getting infections from an IUD they inserted, every time I went in for a check up I was told it was normal, after I finally went to a doctor outside this organization and he told me that it was all a sign of my body rejecting the device and they should've removed it long ago.

I have filed a complaint against this organization.



### ME Topsham Google



**Chloe Beemer**

Local Guide · 18 reviews · 1 photo

★★★★★ 4 years ago

I get it. You're lead RN probably hates her jobs and wants to work at a fancy obgyn office but can't because she probably already got fired from the ones that are local because of her poor attitude towards clients. I have been in excruciating pain for 5 weeks now because I was pressured into receiving the "best form" of birth control available - that little plastic Liletta. Don't do it ladies. Unless you've given birth before and can handle your cervix being dilated then walk away say no thanks. Stick to the pills ladies. The RN inserted the IUD incorrectly and I have had to have it removed - she assured me the pain for 3 weeks was normal and there was no need to come back in. Well I went to a real doctor and got an ultrasound and that little plastic alien is way screwed up and had to be removed immediately. I have experienced major pain before and let me tell you this IUD if it's not done right will cause you more pain than getting a continuous tattoo on your vagina. Don't go here for female care, wait the extra two months and become an establish patient at a local obgyn. Because when it's Saturday and you're in so much pain you can't stand up or stop screaming and the only doctor that will see you is the ER... You'll want the luxury of having an on call obgyn to help you. Planned parenthood, you should really look into hiring a friendlier RN because your lady in charge may have made me infertile and I was not warned of any of these "side effects" I was sold on the perfect solution that was anything but.



## ME Topsham Google



emilee marr

1 review



★★★★★ 3 years ago

I went in to this facility to switch from the shot to a copper iud, which I was eventually recommended liletta. There's only one lady that does the iuds there and luck for me, she was more gruesome because she was training someone else and she took it all out on my vagina. She pinched me when putting in the speculum, and when she swabbed me it's like she was trying to scrape me with it. Even when she was just wiping it with a wipe she was rough. She knew how nervous I was and she didn't seem to care at all, just kept a blank face as I was squirming and screaming. I have never given birth so of course this isn't supposed to feel comfortable, getting a foreign object shoved in my uterus. This lady had no concern for the way she was being rough, let alone just being rude in general. I was told that some only feel a pinch and some feel nothing with getting it put in and there's "light cramping", this was the most excruciating pain of my life. I laid there, unable to breathe, feeling like I was going to pass out, and this lady was rushing me out of her office saying I could only stay a minute. The other staff were nice, don't get me wrong, but this lady was out of line. I stumbled my way out of hell and had put up with the pain and was living on Advil for a week, I was recommended to take 9 a day (take 3, 3 times) You're supposed to take 1 every 4-6 hours, she told me to go against the bottle as if I want stomach bleeding problems too. I was immediately sick and throwing up water everywhere, couldn't sleep because of the pain and I was constantly going through chills/sweats from the moment I got it in, up until I was taken out. It felt like I constantly had to pee, just seconds after going. I felt disturbed knowing this thing was inside me yet I was too scared to turn back and have the same lady rip it out. I honestly feel like this visit gave me PTSD, I feel violated by this 'woman' and I would never let that lady come near me or my uterus ever again. I ended up getting it removed at Watervilles women's care after I who actually cared about making me comfortable instead of just being rough and rude, taking out their daily frustration out on other people's reproductive system. Looking at past reviews, someone else had the same issue with the same lady 11 months ago who also wrote a review. So this was not anger from training someone new, this lady is sadistic and needs to be fired.



AK Anchorage Yelp

tt C.

45 9 8

7/30/2019

on I want to say I still and will port PPH for everything they stand for. What you do is work. That being said!! I'm very and frustrated. I went in this e paragard.. great everything with nothing out of the o I thought. 3 months pass go in to have it checked find rus is expelling the iud ok no was expecting some ons nothing major. That day one put in by the same was told it most "likely" does twice. Well!!!!!!!!!!!!!! I had my o I decided to go to geneva glad I did!!! Come to find out d they NOT PLACE MY IUD in where it belongs!! It was y cervix. But it also wasnt letely opened up so 100% LY USELESS. If I hadn't trusted ouldn't have gotten a 2nd d gotten a NEW paragard )PERLY in my uterus where it I absolutely do not want kids se of this providers mistake or ss I couldve had an unwanted . For that reason I will NOT d anybody go here for of any IUD. Also note-the

helpful gal at geneva also set i an ultrasound to MAKE SURE i proper place. I am very confid it right with this one and I feel comfortable and happy she su an ultrasound. The provider @ NEVER once offered that or su that be an option. (Both times PPH it was slightly painful whi told to expect and I've never h so I assumed the small pain w and thought maybe I'm just a powered through the pain no ha was I wrong. This time whe properly placed it was extrem and almost made me sick for pain-no pain no gain right? So wrong but I believe in all my h last paragard placed by the nl geneva woods got it RIGHT th TIME!! Sorry PPH but you coul me my future and I'm not ok v This isnt a situation that is so i oh I messed up? Shoot better time get better providers or b how to do what they're their f For the health of us women in anchorage....I will also be calli office. This is unacceptable



CA Costa Mesa Yelp



**Kayleigh B.**

📍 1 📱 4 📷 5



5/15/2021

DO NOT GET YOUR NEXPLANON  
REMOVED HERE

I got the arm implant birth control put in my arm about 5 years ago at this location and note was not told about the procedure for its removal.

5 years later and I came back to get it removed and I made my appointment 2 weeks in advanced and they did not seem to be prepared that day to have someone capable of doing this procedure smoothly with experience. I am a very patient and understanding person and I had the expectation it was going to be quick and easy as my sister has had it done twice now at a legitimate doctors office.

My arm was numbed and everything was fine then I felt the physician getting nervous and struggling to get this thing out of my arm and it was right on the surface of my arm. 15/20 minutes later after cutting and slicing away at my arm she got it and I looked down and there it was along with blood everywhere. No stitching just bandaged and went on my way.

Fast forward to lunch that day and my wound exploded and started squirting blood through the thick wrapped bandaging all over blood was pouring out of me into my hand. The bleeding stopped after 5 minutes of applying hard pressure. People were staring and asking if I was ok.

I was very careful the next week with this arm scared it was gonna happen again

My scar is the size of a dime and the scar tissue is so thick and deep.

I can't believe she even asked if I wanted to get a new one in replace of it can't imagine how badly that could've gone.

## Misdiagnosis

Not including inaccurate test results, covered separately



### CA Escondido Google



**Jasmin Villegas**

11 reviews



★★★★★ 4 years ago

This place is absolutely sabotaging! They diagnosed me wrong for a disease I didn't have which Kaiser corrected and sent detail information about my visit in the mail to my house! Hate this place



### CO Cortez Google



**Tawnie Sheets**

2 reviews



★★★★★ 7 years ago

Went in for some complications I thought I was having from my birth control, the nurse told me I was stressed and sent me home. A couple months later the problems are not gone so I go to a different doc and find out my "stress" was actually 3 bacterial infections!! I will never go back here again!



### GA Lawrenceville Google



**Cix E**

3 reviews



★★★★★ 8 months ago

Staff is okay, the doctor here is ignorant and doesn't like to listen. She also miss diagnosed me twice!! Wast of money and very unprofessional for a clinic. After I went to an obgyn, I was correct about my issues I knew the doctor here completely disregarded.



### GA Marietta Google



**Jamal Clarke**

3 reviews



★★★★★ 3 years ago

They told the mother of my child that Earlier in July she miscarried.. go back a couple weeks later SHE IS STILL PREGNANT.. after that they tell her she miscarried again.. but look she is still pregnant currently 13 weeks.. won't be coming for another appointment again



### CA Whittier Yelp



**Erica P.**

Rowland Heights, CA

146 15 3

4/8/2016

I am beyond pissed. I came here and got the copper IUD put in and they put it in the wrong way so it caused issues!! The thing that makes me really mad is that I made a follow up appointment and ultra sound so they could check and see if it's still in place and if everything down there was running smoothly; the nurses "checked" and said everything was fine come to find out 6 months later I'm in the hospital for a ruptured ovarian cyst the doctor told me that he needs to remove my IUD because it's placed in the wrong spot and it's about to puncture through my cervix, he even asked if a doctor put it in!! DON'T COME TO THIS PLACE. Uneducated stupid nurses and doctors who rush through and don't care about your safety. I'm pretty upset and wish I could go there and raise hell, but I won't waist my time and energy. I'll just let everyone know how shitty this place is.



### CA Santa Rosa Yelp



**Kay M.**

253 15 1

5/5/2021

If I could give zero stars I would. This planned parenthood has a nurse practitioner that has no idea what she's doing. Yesterday I went in to take a pregnancy test after miscarrying months ago. I'd already had several positive tests, paid out of pocket for bloodwork to be done at quest diagnostics, and wanted to do bloodwork to confirm gestational age of baby here. The healthcare professional who helped with the test was super helpful and friendly and congratulated me on the pregnancy at FIRST. As soon as the NP walked in, she looked at my medical record and immediately told me that I was not pregnant and that I had leftover hormones from the miscarriage. I was devastated and confused since I'd been having pregnancy symptoms. Fast forward to this morning, I received bloodwork which I paid for out of pocket yesterday at quest diagnostics, HCG levels have tripled since Friday, and I am indeed pregnant.

What a liability having an NP who makes grandiose assumptions! And I remember the tech telling me to "tell all my friends that after they have a miscarriage not to come into a clinic until 6-8 weeks after to take a test." My friends who've had miscarriages?! How inappropriate!! I will definitely steer them FAR away from this clinic due to the incompetence and insensitivity of the staff!!! I left there in tears!!!

Drive a little further and go to a different location, please!

## No Exam Given When Needed



ID Meridian Google



KB  
1 review



★★★★★ 2 years ago

Terrible experience. Went in because it had been a while since my last pelvic exam. My insurance covers 100% of my annual check ups and the doctor clearly didn't want to give me one.. she didn't even bother to bring in my paperwork and one of the other practitioners brought it in half way through my appointment. She said I wasn't due for an exam and she said typically doctors don't do breast exams anymore because they find a lot of false positives. (Even though I was sitting on the table in their paper gown.) I always try to support PP whenever I can but if this is the quality of service/practice that they offer, I will go elsewhere.



CA Fairfield Yelp



Ana P.  
📍 0 📅 2

★★★★★ 12/11/2018

If you have the option to go to a different location do it. I came in for a exam because I was having on and off symptoms and the medical assistant said if I wasn't having any symptoms that day they weren't going to do a manual exam. I've never heard of a medical office do that. How do you deny someone that's been having symptoms for about a little over a week You're letting patients leave without being checked out that can lead to a worse infection. She looked like she hated her job sighing every time she would ask me the medical questions. Lol Never coming back here!



### CA Mountain View Yelp



**Ahna Y.**

@ 222 ★ 4 📷 1

★☆☆☆☆ 10/8/2019

WILL NOT SUPPORT PP EVER AGAIN. I have been going to and donating to planned parenthood for 12 years, today I had an appointment Because I have a large and sore breast lump. After driving for an entire hour, I was 10 minutes late due to traffic. There were literally three people in the waiting room and they said they couldn't see me.

The nurse is behind they said, which means they wouldn't have gotten to meet at my scheduled time anyways, do they ever really though? Place does not help people when they are really in need. Otherwise they would've seen me and giving me a breast exam instead of making me wait longer. I will never support Planned Parenthood again and I will tell my friends not to either.



### CA San Rafael Yelp



**Vncent C.**

@ 0 ★ 3

★☆☆☆☆ 2/13/2020

If it hadn't been for my last visit on Tuesday.I would have given 5 stars. Also I had talked highly of them. They had made me feel so comfortable with them. The staff where so patient with me and helped me get over certain fears. In the past I never went to the doc for check ups. But after the great care I received., I kept up with each appointment. Which every three months in the past would have been to much. With all that said. I will not go their again. After going to emergency. I made an appointment with them. Drove 25 min to get their. For them to not follow procedure. Hell, not even an exam. They told me to go to primary doc. Their is nothing they will do. So I left, and since then symptoms have gotten worse. This issue is for a gynecologist. Not a regular doc. Also the nurses I had seen that day I had never seen them before. I couldn't tell you if the doc was even in. Because I never got to see one. This situation diffently calls for a doc.

I feel that staff had no compassion or even knowledge of my situation.

## Lengthy Wait When Patient is in Pain or Ill



CA San Jose Central Google



Vivian Awwad

1 review

★★★★★ 9 months ago

If I could I wouldn't give any stars. I thought the point in a appt was to be seen on or around that time not a half hour later or more than they call everyone before me I'm here for something as simple as 5 minutes literally ....terrible terrible ... I'm in so much pain n I'm proably gonna end up walking out



CA Fresno Family First Google



Angela Graham

3 reviews

★★★★★ 3 years ago

Mean. They try to gaslight you so they don't have take responsibility for poor health service. The manager Christina Ponce even tries to blame the patient for her wrongs. First, I went in for UTI infection. I was in so much pain I could barely sit. The NP (nurse practitioner) said nothing was found. I kept telling her I was in pain and the my pelvis was on fire. Finally after raising my voice like a litigation lawyer, holding my side as if I it was going explode from pain, and leaning over in my chair because I couldn't sit anymore, finally did the NP give me any antibiotics. She then told me that if I needed anymore then to "just come back". Well, the antibiotics didn't do everything and I could still feel the infection. But when I came back the front desk told me I had to wait till there was a cancellation and that it would be about a couple of hours. What?? I explained that the NP told me that I could just come back and that I was never informed I'd have to wait. The front desk responded with, "Well I'm sorry you misunderstood. But you'll have to wait..." I then had to AGAIN raise my voice like a court room attorney and tell her that I DID NOT MISUNDERSTAND ANYTHING and that the fault lies with NP who failed to inform me that I'd have to wait and that it was the NP's for not informing me to make another appointment should the meds not work. The front desk then said, "Well I'm sorry if you feel that way..." I then told her this was not about "feelings" and told her that she was trying to deflect the issue so as not to take blame. The front desk then asked if I wanted to talk to the manager and I agreed. I sat across manager Christine Ponce. She told me that they no longer had my previous antibiotic. She then said she'd have a different one prescribed. As Ponce walked me out of he office and towards the exit, I turned and asked, "What is the name of this medication?" She then snidely said, "I don't know. I told you we didn't have your other medication." I responded saying, " You didn't tell me the name of this." Ponce then turned around and repeated herself , looked over her shoulder, rolled her eyes and walked away. Seriously! These people care little to nothing about patients health. They have a power trip and love putting the blame on patients for their faults. None of these people should be in health care. Enter at your own risk.



### CA Lakewood Yelp



**Crystal L.**  
Lakewood, CA  
📍 235 ⭐ 7

⭐⭐⭐⭐⭐ 7/12/2016

This location is by far one of the worst. Had an appointment and still didn't get seen till about 2 hours after while being in pain due to my problem. The nurses seem like don't care and have a horrible attitude. Will not come back to this location.



### CA Long Beach Yelp



**Ariana S.**  
📍 127 ⭐ 5 📝 14

⭐⭐⭐⭐⭐ 4/20/2021

Not at all pleased with this location. I had an appointment at 2:15pm, and I arrived early to make it on time, and I waited over 2 hours to be seen for a UTI which is excruciatingly painful if you've ever had one.

I saw nurse practitioners just roaming around in the back of the reception desk, literally not doing anything, and yet they had patients waiting in the reception area.

I don't recommend coming to this location at all. Terrible experience!



### CA Sacramento Capitol Plaza Yelp



**Gabriela G.**  
📍 0 ⭐ 3

⭐⭐⭐⭐⭐ 2/19/2020

Came in for just a morning after pill , had me waiting over an hour and a half , I don't mind waiting I understand but when it's just a pill it shouldn't take that long I haven't ate barely made it out of work I felt like I was going to pass out and I didn't even get checked up on, when I went to the front dest the lady was Rude. Makes me not want to come in to this location again .



### CA San Luis Obispo Yelp



**Charity B.**

@ 0 ☆ 3



10/16/2020

Every time I come, there is a crazy long wait. The first time, I waited 45 minutes to be brought back on my schedule apt. Yesterday, I called as a walk in (with an apt made) because I was in pain and I waited in the lobby for exactly an hour and then once in the room, I waited another HOUR to see the doctor. Nobody ever apologized for running behind. Then they told me the treatments they wanted but didn't tell me the prices until I asked. Both times I've come, I've been cash pay so I don't understand why they didn't prepare a treatment plan/or give me a number. Lastly, it is SO hard to understand the staff. It's not the mask. It's that they don't speak up + talk away from you + communicate lazily and that it becomes hard to decipher. I love planned parenthood as an organization but this location is terrible.



### FL Pembroke Pines Yelp



**TaLeah R.**

@ 0 ☆ 1



5/5/2021

Tested positive for a pregnancy test so I scheduled a confirmation with PP and I wanted an ultrasound done. Whoever answered the phone was no help at all. Kept asking what the appt was for and I told her I just wanted a check up. She said they don't do prenatal. Ok...can you at least give me options or try to help?? I'm

very new to this. I ended up scheduling an appt online for a confirmation pregnancy test. I was hoping for an ultrasound too. When I came, one of the kind ladies gave me a test, but before I got to take it, another lady insisted it was pointless since I already tested positive. But it's called a "confirmation" for a reason, I would think. And who are you to say that? They rescheduled me for the ultrasound since no tech was present to do it at the time. When I came back for my 3 o clock ultrasound appt, I wasn't seen until 4:30. The lady who gave me my ultrasound was apologetic and very very nice. That one lady has absolutely no customer service skills.

## No Help When Patient is in Pain



DC Washington Google



**Miyah Grant**

3 reviews



★★★★★ 3 months ago

PLEASE DONT WASTE YOUR TIME. My experience was good IN THE BEGINNING the staff are so cool but the doctor that did my surgical procedure was very rude, she didn't know what to say out of her mouth. She was very impatient with me, I was in so much pain & to top it all off I got a really bad infection from her not properly talking out the remains.



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



**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.

## Failure to Consult With Patient About Risk Factors or To Take Account Of Them



**AZ Mesa Google**



**Dolores Norman**

13 reviews

★★★★★ 6 years ago

The doctor here isn't thorough. When a certain birth control option was just not going to fit (I wasn't given a consultation for this), she automatically switched me over to the pills, again, without consultation. I can't take pills because I have a family history of stroke and I myself have major blood clotting. If she had asked she would have known that pills could potentially kill me, thank god my old OBGYN from my home-state lets me ask him questions and verify with even though I can't go to him anymore. So now I am home with pills I cannot take. Waste of half a day, and \$25. Glad I checked for myself before I just popped some pills just because the first option didn't work.



**CA Burbank Yelp**



**Arielle G.**

📷 128 📅 18 📩 7

★★★☆☆ 2/18/2020

I went to this planned parenthood a while back to get the implant. Around maybe May 2019.

When I was there, this older white lady would have people say out loud what they were in for? When it was mad quiet? I don't know. I personally wasn't bothered by it, but I think some people would prefer to just keep it private. Pretty sure that's not how it's supposed to go.

Also they let me get the implant even though I take medications for bipolar. They didn't ask so I assumed it was fine?

I gained over 20 lbs in 2 month and I was severely depressed. I was told to just wait it out.

When I went to the PP in Pasadena the doctor was surprised that no one asked me about it and that they would went ahead and let me get it.

Please don't let this happen to someone else, that'd be great honestly

## Doctor Did Something Without Telling Patient that Patient Didn't Want or Other Than What Patient Wanted



CA San Diego Mira Mesa Google



**Gazal H**

20 reviews · 16 photos

★★★★★ 4 months ago

The most irresponsible people work in this location. You have to wait more than an hour in the room every time you come here. Unfortunately, people do not care about time at all and forget that they even waited for you in the room. You need to remind them over and over again that you are waiting for them.



CA Ventura Yelp



**Alondra O.**

📍 31 📅 5

★★★★★ 4/17/2021

I usually go to the Ventura PPH due to the fact that it is closest to where I live but i had made an appt to insert an IUD and I asked for one that would lessen my periods but they gave me the exact opposite when I had spoke to them about what I wanted. I was so mad because I researched it and I knew which one it was that I needed and it's like they completely disregarded that so....yeah



CO Arvada Yelp



**Kody C.**

📍 92 📅 5 📷 2

★★★★★ 2/27/2021

Normally I don't have many issues here other than trying to get ahold of them by phone but I came in today to get a shot waited 15 to 20 mins just to be told that they didn't have any of the shots because they ran out yesterday. I've had this appointment scheduled for almost a month now and this is the 2nd appointment in a row that I wasn't able to get it so pretty annoyed with the place at this point. If you don't have the shot at least call and don't waste my time driving all the way there for no reason.



## CA San Diego Euclid Ave Yelp



**Mackenzie E.**

@ 0 ★ 8 📷 1



5/15/2021

The doctor took out my iud without telling me. She didn't talk me through anything during the exam, then I just feel a sensation and she says your iud came out. She claimed she was cleaning to see... but why would you clean with a grabbing tool and then accidentally take out my iud? Doesn't add up. Then she showed me someone else's iud from the biohazard trash. She also dug in the regular trash (not biohazard) and showed me my iud. Then she gave me a Starbucks card because she thought the visit didn't meet my expectations. I'm in disbelief at seeing so much unprofessionalism in an hour. Unsanitary and ditsy.

## Doctor or Nurse Insisted on Something the Patient Didn't Want



## CA Tracy Yelp



**Karina S.**

@ 0 ★ 10



3/18/2019

Went here to get birth control and the nurse tried to force me to take the morning-after pill after I said I didn't want to I figured if I had gotten pregnant by my fiance it was what it was but she said I had to take it in front of her I actually had to tell her my mom was waiting for me outside so she could let me out pretty scary

## Not Cooperating With Other Doctors/Records Difficult to Retrieve



FL Orlando Yelp



**Simone S.**

@ 0 ★ 1



3/25/2022

Terrible very unprofessional they took my money and said I can't get it back until 8 weeks and that it is not in their hands. They should have mentioned this before I spent my money they didn't say anything about waiting 8 weeks



FL Miami Kendall Yelp



**Sandra M.**

@ 20 ★ 3



1/7/2016

This place is not well administered. I arrived for my 5:30 pm appointment at 5:30 and was seen at 7:15 pm to be told that they did not have any rooms available. Both receptionist did not know what they were doing. They told me I needed a Dr.'s referral for a regular yearly gyno. visit because my insurance required it. I knew this was not true because I had verified with my insurance that I did not need one. It was several things that showed that this place and it's staff are very inefficient. I decided to go elsewhere. It was a waste of time and they did not apologize at all.



## CA San Bernardino Melody Yelp



**Kassandra P.**

 123  2



3/14/2019

Worse place to obtain care from if you will need to be seen by other specialists, lab work, xrays, ultrasound, MRIs done because they are not on their game with referrals and the doctor will call you about your results and if you miss the call they will leave you a voicemail asking you to return their call to only do so and not be able to get in touch with them about your results. In my situation I have been trying to get them to add a code to my referral but I was put on hold for 20 mins until I finally hung up. I guess you have to schedule an appointment to speak to someone or if you have questions. Literally have been such a hassle since I've switch over to their care.

Side note: Amber Gally, PA is nice,wonderful and my visit with her was a good experience but everything else and the operation is the clinic really is no good.

## Pushy on Specific Birth Control Options



CA Madera Yelp



Sara K.

4 50 1



8/30/2018

I have now been to two Planned parenthood in the area. Madera and Merced.

They both wanted money and they both refused to give me any other birth control except pills.

I have asked them not to contact me any more. I am tired of their lies. I do not like to be scammed or treated badly because I am poor.



CA Santa Maria Google



Melissa Alvarado

Local Guide · 440 reviews · 3,426 photos

★★★★☆ 3 years ago

I had to wait 3 hrs for a 2 sec procedure... Extremely pushy on the birthcontrol even tho you've already stated the reasons you don't it. Awkward seating/waiting area. Waiting time is no joke, have to make this an all day thing

## Won't Allow Companions to Come in With the Patient /Blocked Information to Companion



**FL Orlando Google**



**Andy Reid**

5 reviews



★★★★★ 6 years ago

Staff was for the most part rude and disrespectful. Did not allow me to attend a shot with my girlfriend who is terrified of needles, for no apparent reason.



**RI Providence Google**



**Darius Carvalho**

7 reviews · 1 photo



★★★★★ 2 years ago

Worst experience ever. Wouldn't let me in with my fiance even after she asked. Staff was very rude and not accommodating to patient needs.



**AZ Mesa Google**



**Brian Murphy**

1 review



★★★★★ 2 years ago

If I could give it less I would. So rude and wouldn't let partner go back. Then when we got there they said they didn't even do ultrasounds after calling and confirming twice. This place is awful. Take the extra time too set up an appt and find a doctor that actually cares. Place shouldn't be running.



**CT Bridgeport Google**



**Tameeks Staa**

4 reviews



★★★★★ 6 years ago

Rude uninviting nurses. Told me that I couldn't bring my partner in the room with me because it was the "rules" while at the other Planned parenthood it didn't seem to be the rules there. Nurse gave unnecessary attitude. Should be fired immediately. Not surprised given the location.



## CA Costa Mesa Google



**Devin**

7 reviews



★★★★★ 3 years ago

Brought my fiancé to get an ultrasound, and apparently their policy doesn't allow fathers in the back to see their child when they do the ultrasound. We both requested I could go with her, but they told us it's policy. I don't care how cheap or free this clinic is, it's simply unacceptable to not let me see my own child.

Already scheduling an appointment with a new clinic. Don't go, waste of time.



## CA Sacramento Capitol Plaza Google



**Unknown Entity**

2 reviews



★★★★★ 3 years ago

They wouldn't let me be with her in the same room even though she's frightened. We waited 3 weeks for this day to come and yet we have to wait another 2 weeks, this is just terrible. They have no idea how terrible that 3 weeks is and then another 2 weeks? My girlfriend and I have been waiting for September 13, but no. And then they gave us 2 weeks? Like hello, give us a day or two after at least dammit. This is the worst month of my life



## GA Marietta Google



**Eryn Blake**

1 review



★★★★★ 2 weeks ago **NEW**

Rude and do not have the same guidelines that they have online, unfortunately. You are much better off going to the Atlanta woman's center instead if you're looking for similar services Planned Parenthood offers. You're not allowed to have a support person inside with you which can also be harder for some woman who struggle with their mental health. This would be the last place I would choose for services. You can get birth control at your local health department and testing done cheaper as well.



## AZ Glendale Google



**Amanda Schaffer**

2 reviews



★★★★★ 4 years ago

Atrosious atmosphere. Nasty attitudes. They care nothing about women just your wallet. They are VERY forceful and try to make you go back to see the Doctor alone. They make you wait hours upon hours. I have been to many Doctors offices and I have never been told the person who came with me couldn't come to the back also. I have had ultrasounds, blood tests, and even a prostate exam with my husband accompanying me. They must be hiding something the way they behave. Don't let them seperate you from your loved ones!



## CO Colorado Springs Google



**Leilani Lucero**

23 reviews



★★★★★ 6 years ago

Worst experience ever! Not only did the whole waiting room hear why I was in there(after waiting an hour after my appointment time) they would not let my fiance back with me. And they were completely willing to put a stranger next to me and talk to me so he could hear everything that was going on. Not only that I had to set up a completely different appointment for birth control and that was part of the reason I was already there. The rep on the phone understood that but there office couldn't. Not only that I was never seen by an actual doctor not that I would want to after she was willing to let this stranger hear all of my personal information.the woman was rude didn't answer any of my questions at all. Also while checking out the lady's behind the desk had no issue discussing another patients file. I don't want to know there personal info like they don't want to know mine. I want my questions to be answered and if anyone is going to know my personal info but my fiance not a complete stranger. Extremely uncomfortable! Worst ever do not go there your better of going to a real doctor that cares.



## CA Whittier Yelp



**Mark H.**

Burbank, CA

📷 0 📄 16

★★★★★ 4/14/2015

I'm at Whittier Planned Parenthood right now waiting for my wife. She's been in an examination room for five hours awaiting a procedure. They confiscated her cell phone so I have no idea what's going on and they refuse to communicate with me. If you'd like to know what it must have been like to live Soviet Era Russia, make an appointment.



### CA Lakewood Yelp



**Zaira V.**  
Lynwood, CA  
0 7

★☆☆☆☆ 9/22/2018

Worst planned parenthood you can go to, it was my first time here from the start the front desk is rude . No smile nothing I came in a little early which I thought was okay since I also work in a clinic have my patients come in early to sign papers she told me you are early appointment time is till 9:50 (which I knew arrived at 9:40) she told me I won't be checking you in until then but rude no smile nothing like if she didn't want to be there. After the girl who took me in also rude , didn't know I had a certain insurance & stated I don't know why you are not happy you have insurance. Simply Rude ! If I knew their name I would put it here but honestly didn't catch it . I then after went to East LA which I've gone before the experience there is much better I recommend. Don't come to this location if you want sour faces not worth the time .



### GA Marietta Yelp



**Jesse M.**  
1 ★ 113 13

★☆☆☆☆ 9/21/2015

Stay away!!

Takes forever and no one here gives a shit about the patients. All you get is generic answers and a wasted day. You can't even bring someone else back with you for support. You think that's pretty standard. Don't be scared away by a long drive to get somewhere else. You will easily be happy anywhere else. The waiting room is cramped dirty and you think they could oil the freaking door, but of course they don't care.



FL Lakeland Yelp



Caralynn C.

0 12 1

6/24/2019

I always thought so highly about planned parenthood and them supporting our rights but jesusssss today was awful.

I called this morning and they said yes they can take a walk-in so we went in right away. Got there and stood in line for about 5-10 mins and the lady asked very loudly and over another patient if we had an appointment. I said no and she said we aren't taking anymore walking.

I told her we called right before and she said they're full and we can come back at 2. She went over pricing for an appointment and said it was 45 so I said ok I'll pay.

We came back at 2 and the lady again was pretty rude, she seemed like she hated her job or something. We sat down for a little bit ( not too long ) and they called my

sister back. She asked me to go with her. They said I couldn't so I sat outside and waited.

She came out about an 30 mins to an hour later and they asked me to pay \$111.00

WTF !?!

I didn't say anything because I didn't want to embarrass my sister or make a scene but why the hell would they administer a shot without letting me know the pricing for that specific shot first ? If I knew it would be that much I would have said no and gotten her something cheaper like the pill.

They were well aware I was paying and didn't check to see if the cost was ok with me first or ask if I was ok with her being on that specific type of birth control

## When Challenged, Admitted to Lying



AZ Glendale Google



Diana Cash

1 review

★★★★★ 5 years ago

My daughter had an appointment for an ultrasound since the week prior and we arrived early, but we still waited an hour past the appointment to be seen. We needed an ultrasound for dates because she was not sure how far along she is, and with the holidays, it will take a while to get into a doctor. When it was time for her to go back, the staff wouldn't allow me to accompany her. When I protested, they told me it was State Law that she had to be alone. I told them that I am a nurse and I know that isn't true. They then admitted that they lied and it is only their "office policy". They then told my daughter they were doing a vaginal ultrasound (NOT needed for dates), and said, "So you probably don't want your mother in here, right?" The manager then called me to the desk and announced in a very loud voice that "your daughter doesn't want you in there anyway." The ultrasound tech was extremely rude to my daughter and after starting the vaginal ultrasound, said that she didn't need to do it and switched to an abdominal ultrasound. She did it very haphazardly and said she was unable to "see all the parts". My daughter had been told the week prior that they could tell her the sex of the baby but when she asked, the tech said, "We don't tell people that here." She did not measure the long bone length because she said she couldn't find the legs. She printed out one picture of the top of the head only and said my daughter is 21 weeks pregnant. That is much too far along for her to be unable to "see all the parts." My daughter left there in tears and my \$75 was spent on an ultrasound that I am questioning the results on. They also asked her multiple times if she wanted to abort. We will have the ultrasound repeated when we get in to a doctor and if those dates are off, I will be filing a formal complaint and expecting a refund. My daughter was so excited to see the baby and find out the sex and instead left crying and wondering why she was treated so harshly.

## Post-Care

## Complications Felt to be Due to the Medical Practice



DC Washington Google



yvette terry

1 review

★★★★★ 7 months ago

They where very nice but the punctured my uterus.. and only gave me Ibuprofen I'm in excruciating pain.. they where suppose to call and no call to check on me.. horrible experience



## RI Providence Google



**TMI Jen**

1 review



★★★★★ 3 years ago

I have had an awful experience there, getting an abortion. They litterally wouldn't stop trying to talk to me and help me both focus on the abortion....hoenstly they made it worse by doing that. I was already calm. They messed up twice during the procedure!!! Right before passing out one of the nurses put something in my wrist instead of my arm to take blood, another nurse ran over fixed it and yelled at that nurse. The second problem that occurred was the fact that they NEVER FINISHED IT MESSED UP. I went home after and couldn't sit down, let throwing up, was shaking in so much pain in my stomach area. My bf rushed me back and awake, the doctor there removed alot of blood that got stuck in the area. So either it wasn't finished the first procedure or they hurt part of my body inside which caused internal bleeding they had to suck out with a vaccume. Two days later I felt fine but I definetly could of died if I didn't go back that day, or as soon as I did. Lastly...they are ridiculous, no one wants 6 people talking to them when having surgery.

If I am getting an abortion, this was my decision and I am most likely okay with it. \*\*They just were alot more nervous then I was, and that's something they need to fix. They are the ones doing the procedure\*.

## Complications - Not Responded To



## DC Washington Google



**yvette terry**

1 review



★★★★★ 7 months ago

They where very nice but the punctured my uterus.. and only gave me Ibuprofen I'm in excruciating pain.. they where suppose to call and no call to check on me.. horrible experience



## CT West Hartford Google



**Neri Rodriguez**

4 reviews · 3 photos



★★★★★ 7 months ago

The worse place ever, I've call to remove my birth control. The place refused to care for me even though they introduced the birth control to me. I explained to attendant the amount of bleeding and pain I was having do to the birth control. They said just go to emergency room. Those people would let anyone die. Don't put your life at risk by coming to this place.



## CA Gilroy Google



**Brianna Tomasello**

10 reviews



★★★★★ 6 months ago

The place is nice, the nurses are nice. But the nurse practitioners or "doctors" in the clinic just dont know what kind of products they are giving patience and I'm speaking on birthcontrol. I have the depo shot and I've been on it since July. The first shot was fine. I did notice some emotional changes nothing major. And I had a menstrual cycle for about 2 weeks. Then nothing at all for 3 months. Now its Decemeber and I have been bleeding NONSTOP since November. I asked them for help and they really did not do anything besides tell me to pay for more birthcontrol that I think has made the bleeding worse. If you're a doctor I would expect alot more help and an actual remedy that will help me. It's just so upsetting that there is not birthcontrol available for everyone that's actually non hormonal and doesnt make you bleed for 2 months straight. You might be better off getting help from an actual doctor not planned parent hood.



## CA Los Angeles Hollywood Google



**chloe rose**

6 reviews



★★★★★ a year ago

I just had the worst experience at this planned parenthood. I recently had a reaction to an antibiotic I was prescribed by one of their practitioners. I called in and explained my situation to the receptionist before I booked an appointment who said they would be able to take me no problem and booked me in. When I arrived I was seen 40 minutes after my appointment was scheduled only to be turned away because they are apparently not responsible for any reaction you have to medication they prescribe since the reaction is not directly linked to sexual/reproductive health. I was given no alternatives, no work arounds, no help at all. The woman who spoke with me had absolutely no interest in helping me find a solution to the problem they had caused and didn't even seem to understand the physical issues I was having. I felt like I repeated myself 10 times and she just didn't understand me or want to understand me and I left empty handed with no medical help whatsoever. This is not the first time I have had this reaction to these antibiotics and I have never had an issue receiving help through other clinics who provide the same services as Planned Parenthood, so I don't understand why they are not responsible for the health issues they may cause in their patients.



## CA Victorville Google



**Isaiah Gilliam**

1 review

★★★★★ 4 years ago

My daughter went there and they her the pill and when she went back for her 2 week check up they said she had a lot of blood still in her stomach and that she may need another pill but the doctor said no and sent her home for it just to come out and my daughter have been bleeding for over a month now and she's been going through pads like 14 every 2 hours til last night my daughter passed out and we rushed her to the hospital were it was coming out like gallons and she's in so much pain that admitted her and they did a dnc on her and if I wouldn't of took her she could have died this clinic should have done that I feel when they give u the pill they should not only have u come back once they need to give more follow ups to make sure the patient is doing OK it's not like she ever done this before to know so now I am going to proceed the best way I know how my daughter only did this because she already have 2 kids and a husband and she have a career in becoming a sheriff so she is focus on that right now but that's put on hold right now because she have to heal so some of u guys may of had a better experience than she others but she had a bad one so ladies is u feel something is not right after u have something done please don't hesitate to go to the hospital because the next person that go through what my child did may not be so lucky and if there are ladies out there that went through this please let me know thank you.



## CT Bridgeport Google



**Rhianna Morgan**

2 reviews

★★★★★ 5 years ago

A truly disappointing and awful experience dealing with this facility. I was a patient with PPH for over a year on Deprovera birth control where I found out on my own I had developed Cushing's Syndrome and every appointment I was informing the nurses of my extreme side effects, (irregular bleeding, chronic head aches, sufficient weight gain, etc) and they continued to give me higher dosages instead of looking further into the problem. I now have Cushing's Syndrome that I had to figure out from outside of PPH, and when I made a phone call to discontinue this medication, the nurse was laughing at me on the phone. I said "Excuse me? May I ask what seems to be so funny to you? Don't you think that's rather unprofessional to be laughing in a customers face?" She continued to laugh and said she thought it was funny that she didn't "understand what I was asking". I have been told different types of information on the same subject and I have a right to want to know exactly what they were putting into my body. She ended up just hanging up on me. Her name is LORI. Calling this place is a mess; on average I ALWAYS have to call a minimum of 5 times to be put on hold 10-15 minutes each time to simply schedule/reschedule my appointments. I do not recommend anyone to go to this location as every time I feel uncomfortable and unwelcome with these rude nurses. Its a shame a place can be ran so horribly that should be welcoming and comforting for women's health. I will be taking care of myself elsewhere and do not recommend this place to anyone ever.

## Complications - Doctor Visit Needed Elsewhere



### AZ Phoenix Desert Sky Google



**Myriam Reyna**

2 reviews



★★★★★ 4 years ago

The ladies at the front desk and the other that took all my information were very kind. My issue was the clinician her name is Alma. She seems very sweet and will answer questions. Although, she prescribed me birth control pills. I had a variety of questions and all of them were answered with a short response. I needed more information about the pills because I had issues in the past. No details were given just "yeah yeah" and "no". Comes to find out I needed to see a doctor immediately because of the horrible side effects. This is probably something I shouldn't be complaining about and I personally think she does a good job. It just felt like she was rushing me and didn't really want to answer any of my questions detailed. Now I'm dealing with the consequences because I trusted her with her "yeah yeah" and no's.



### CA Pasadena Google



**Mimi Raver**

8 reviews



★★★★★ 3 years ago

two years ago this location inserted the Paragard copper IUD for me and all was fine until two months ago when I began to have complications. I felt a pain in my side and was bleeding heavily for 10 days when I came in to ask them if they could ultrasound and see if the device was perforating my insides... well they said there wasn't enough evidence that I was in danger and they didn't want to waste the resources on me so they SENT ME AWAY. I kept bleeding heavily for another week until I thought I was dying and my GP got me an emergency apt at a real OBGYN. They gave me an ultrasound and GUESS WHAT THE IUD HAD PERFORATED and had to be removed. I know they are stretched for resources but this office inserted the device and they should be responsible for treating patients who have complications. DO YOU EVEN CARE IF YOUR PATIENTS ARE IN DANGER?!?!?



## CA Long Beach Yelp



Joslyn S.

@ 0 1



6/12/2020

WARNING ! It's long but read it because I am an advocate for woman and do not want another young lady to experience what I did.

I am actually very disappointed in the services here. My friend had a surgical abortion at a planned parenthood facility a few years back so when I made the decision for myself to have an abortion, I was not all that concerned that my experience would be one of negativity and disappointment. I have insurance and was referred from Kaiser because Kaiser does not do the procedures. No big deal you would think. When I initially called to schedule the procedure, I was given two options to choose from, (medication or surgical). I asked the woman on the phone which was a preferred method and the risks and complications of both as this was my first pregnancy and first abortion, I just wanted advice... and she was very rude and kept saying I don't know it's up to you. Should've been a red flag then. She then asked me how old I was as if that was relevant to my question.

Moving forward I decided with the surgical procedure after doing my own research and scheduled my appointment. The facility itself was clean and nice. That was appreciated, however, the care was very quick and negligent. Now quick is not necessarily a problem but the negligence I experienced was disappointing. The IV placed in my arm was extremely painful and I've had a lot of IVs. The procedure itself was extremely fast and the doctor didn't even introduce herself or ask if I had any questions before beginning. It felt rushed and the amount of bodies in the room felt like extremely crowded.

A few days after my procedure I was still experiencing nausea and vomiting. I called to ask if that was normal and was advised it was. Almost two weeks after I experienced the same symptoms I called back and was still advised it was normal. It was not until I started what I thought was my period about three weeks after the procedure which I realized something was not right. I returned to Kaiser to get checked out and was informed that the fetus/embryo whichever is your preferred word was still inside of me and the procedure I had at this facility was incomplete.

I was now experiencing a miscarriage. I was given misoprostal to flush out my cervix and any remains in my system but this entire experience has been pretty traumatic and has me worried about my fertility for the future. I'm not writing this review to necessarily bash this facility because planned parenthood overall is an amazing organization and there are some facilities that provide the best necessary care and treatment to women but THIS was not it. Please do better. Please take care of your patients. & please do not let this happen to another woman. We all come from different backgrounds and situations and I can just imagine if this had happened to a young victim of sexual assault or a teenager who was already fearful of this to begin with.

## Complications - Hospitalization Needed



## AZ Glendale Google



**Joanne Kiefer**

2 reviews



★★★★★ 3 years ago

Horrendous! I would never recommend abortion to anyone after what I went through here. They seemed to be helpful and nice, but when it came to the abortion I didn't get to see or meet the doctor performing it. She came in and just sat there staring at me for a little while before she started the procedure. I was not sedated enough and I felt it. I screamed during it and have been going through days of trauma afterwards. The day after the abortion I had an extremely high fever, migraine, cramping and pain. I had to go to the ER to find out I had Endometriosis and an infection. I got put on antibiotics and then a few days later went to the ER again with Sciatica caused by the abortion. I'm have gone through 5 days of not being able to walk without excruciating pain jolting through my body. I am now in a wheelchair and have been going through several on and off muscle spasms where I felt helpless and couldn't move, just wailing in pain.

Whatever you do do not get an abortion here. The doctor apparently sucks at what she does and I would personally suggest no one ever gets an abortion in the first place! They are extremely dangerous!



## AZ Glendale Google



**Janet Kiefer**

1 review · 15 photos

★★★★★ 3 years ago

Hello,

I'm giving another review for my child who went here for an abortion back on June 1st of last year. After doing more assessment and follow up we have found out that they really screwed up her perineal muscle and ripped her insides up. This is why she got an infection and then went through horrible Sciatica for weeks after the procedure.

The doctor that did the procedure on her needs to be FIRED! They are performing horrible procedures here and I would never recommend this to any woman who values their body!

Please by all means do not use this Planned Parenthood facility unless you want scaring for the rest of your life. They do not value the life on the table and will do whatever they feel they want to do to a female's body. My daughter was judged by the doctor (whom she never spoke to on the day of the procedure). She must have decided she wanted to screw her up, because the amount of fallout in my daughter's life physically was extremely excruciatingly painful and put her in a wheelchair for almost a whole month!

It has taken her months to recover and we never have heard back from the clinic after calling multiple times. The doctor never followed up with us and I am very upset with all of the people that work at this facility for how they mocked her and laughed at her for asking more questions about the sedative they were putting her on. The man that spoke to her after the procedure and watched her to make sure she was stable was trying to trick her mind into forgetting what was obviously a bad job. All in all the staff and doctors all need to be fired. They did not care about my child's life and have permanently scared her body.

If you were a mother and knew what these people do to your children I would think you would never allow it. It was my own fault in a way to push her into a procedure that is obviously not safe in the slightest. I do hope we see what we are causing to all females out there! This is generational scaring and tons of pain that is completely unnecessary! We are devaluing what it is to be a woman by performing these horrific procedures in ways that are unsafe and extremely dangerous and damaging!

I truly hope this helps and maybe allows you to reconsider your decision, as I should of, being the mother of my own first born child. I got her to give up her own first born and then ruin her one possible chance at being a mother!

This is CRUEL AND UNUSUAL PUNISHMENT for females to be put through this and I am truly sorry for what I have put her through and what these Plan-and Parenthood facilities are doing to our precious youth! These facilities don't actually care if you want to be a mother later in life or at all. They are NOT about "planned parenthood," these facilities are about killing parenthood all together.



### CA Napa Google



**Memes Quevedo**

1 review



★★★★★ a year ago

They inserted my iud incorrectly and I ended up in the er :(



### CA Stockton North Google



**Salina\_Love**

1 review



★★★★★ 4 years ago

I came in July 1 to get an abortion and the staff was so rude to me, also they left an embryo instead me which made me have abdominal pain and now I have to have surgery again! Not a good place to go.



### CO Fort Collins Google



**Danni Lawrence-Cohen**

4 reviews



★★★★★ 2 months ago

If I could give them lower than a one I would! DO NOT GO HERE, they landed me in a hospital for three weeks following care with them. Be weary, stay safe.



### CA Los Angeles Bixby Google



**Mia Rose**

1 review



★★★★★ 5 years ago

Was given no info on what exactly was going to happen before during and after. I was awake the whole time, and the pain, there are no words. They tied my legs open with gauze. I was given no antibiotics after the procedure. And ended up in the ER ten days later with an infection on my uterus walls. Go somewhere else.



## CA San Diego First Avenue Google



**April Showers**

1 review



★★★★★ 5 years ago

I went here to get an abortion jun 4th 2015 they killed the baby but never took the fetus out..I wasn't bleeding For the first month, I called a week after my abortion telling them I wasn't bleeding and if I should come in and get seen because I didn't think the baby was gone, they told me that they were sure the baby was gone and that it could take a few months for my bleeding to start. i called again 2 weeks later still concerned the baby was still there the nurse I spoke with told me its fine and its was normal to not bleed for the first few weeks, the nurses never suggested I go to the Dr and get seen ... Well a month later july 5th I started bleeding out of control going through a pad with in 5 min no plan parenthood was open I called a nurse and asked what I should do she told me I should go to the er and I did well the hospital had to remove the fetus.. My insurance didn't cover the hospital visit and parent planhood doesn't want to cover the cost of my hospital visit. Telling me I should have never went to the er and I should have went to a parent planhood which isn't open on Sundays ... They are more or less telling me it's my fault that they left the dead fetus in me and I should be responsible for paying my medical bill because i went to the er and not a parent planhood...

## No Effective Medical Care When Patient is in Pain



## CA Pasadena Google



**John Skywalker**

2 reviews



★★★★★ 3 years ago

My girlfriend needed pain pills for a condition and they offered refill and she clearly needs two perscriptions. Her inconsiderate doctor told her to tough it out despite being in agonizing pain. To that doctor could have helped my girlfriend, you don't deserve to be a doctor.



## AZ Phoenix Central Google



**Monica Zamora**

Local Guide · 46 reviews · 24 photos



★★★★★ 5 months ago

Rick was awful and had the worst customer service. He had an attitude with no compassion. I'm in pain because of the birth control implant that they placed and he wouldn't let me see the doctor. My health is at risk because of them and because of my inability to pay the full amount for a removal of the implant, I just have to be in pain. They offer no payment plans and no help. Don't go here!!



# Employee Reviews

## Center Conditions

### Unsanitary / Unclean



MD Baltimore Indeed

1.0



**Don't work here you will be under paid and traveling can be to much if you have a family at home.**

*Medical Assistant (Current Employee) - Baltimore, MD - February 5, 2019*

Company will tell you upon The hiring process you would work 830 5 Schedule And then get mad when you can't stay over everyday because People have families outside of this place. A lot of favoritism between mangerment and stuff but no one speaks up. They say team work but a lot of the staff doesn't work as a team

✓ **Pros**

Paid travel time

✗ **Cons**

No team work long hours and poor mangerment. Annapolis office very dirty



## IL Chicago Indeed

### 1.0 Low wage, high volume , unsanitary conditions



[Nurse Practitioner \(Former Employee\) - Chicago, IL - May 25, 2020](#)

I took a pay cut of about 15k annual to work here because I believe in the mission. Job was an absolute nightmare. Most clinics are managed by people with no degrees or clinic background, they are people who have just worked there for decades and moved up. They train their own medical assistants and none that I met had any certification or any formal training out of the clinic. Meaning these are lay staff without a clue about clinical guidelines, evidenced based research, etc. But these "managers" will micro manage your clinical practice and even try to tell you how to write your prescriptions. The RHAs aka Medical assistants are the ones who run the show, and can do no wrong. there is a culture in the clinic that the clinical providers can be easily disposed of, but the RHA staff is here to stay. You must watch what you do and say at every second because the RHAs are trained to run to management and report everything (snitch). You will be made to feel that your licensure and education is worthless and the hierarchy in the clinic is in reverse, you will get no respect. These medical assistants don't even want to give injections, the clinicians must give them, the rooms are filthy, and its not uncommon to find yesterday's dried up bodily fluids on the exam tables and mayo stands because the rooms are not cleaned well in between patients. Yes, absolutely horrifying , I agree.

The benefits are pathetic, huge medical deductible plans. You cannot use PTO if more than 2 people are on vacation in the whole state, yes, I said that, the whole STATE of Illinois. There is much much more. I could go on for another 3 paragraphs, but I will just sum it up. PLEASE RUN AS FAR AS YOU CAN FROM EMPLOYMENT HERE! They do not care about their employees, they only care about numbers and generating revenue. While I was there, good clinicians were terminated at the blink of an eye. If you are injured, disabled or sick, you will get terminated instead of being allowed to use your benefits.

I was in shock and horror working there.

#### ✓ Pros

none

#### ✗ Cons

poor benefits, low pay, micromanagement, unkempt dirty workplace

## Covid Concerns



### 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.



### TX Austin Indeed

1.0  
☆☆☆☆☆

#### Toxic Work Environment

Ambulatory Surgical Center (Former Employee) - Austin, TX - May 21, 2020

Profit Over People would be the motto if the motto actually represented the company. Fabulous people are drawn to work at a place that boasts "Care No Matter What" and they are exploited for their passion. This is the most toxic work environment I have ever seen and I've heard since COVID it has gotten worse.



### TX Austin Indeed

1.0  
☆☆☆☆☆

#### Worldwide pandemic?? The CEO doesn't care!

Clinical Staff (Current Employee) - South Austin, TX - April 1, 2020

If a worldwide pandemic just so happens to be infecting hundreds of thousands of individuals in Texas, don't expect concern or generosity from Planned Parenthood of Greater Texas. Don't expect paid sick leave, hazard pay, proper PPE, or administrative support. The Human Resources department and administrative department is fortunately able to work from home while clinical staff put their own health and well-being on the line as patients come in with who knows what. Do you need to take advantage of FMLA? Go ahead, you won't get paid though. Instead, you'll lose all of your hard-earned PTO and spend the rest of your time unpaid until you happily return to work. The CEO made the decision for us, how kind. Honestly, I'm not surprised.



## TX Dallas Indeed

3.0

### Used to better , poor upper management



APN (Former Employee) - [Dallas, TX](#) - July 27, 2020

No one in upper management is a NP, Or even a RN ,Poor scheduling decisions where NP are punished for asking for input into the best scheduling mix,

Policies for covid - elective procedure are done against TDH, CDC and ppgt policy when our area is in a red zone for covid numbers,

Upper management was never in the clinics anyway but are all at home now during covid and making clinics decisions from home and staff is punished/fired for asking questions

✓ **Pros**

Pay is good.

✗ **Cons**

Np's are reporting to regional directors with no medical degree or experience

## Inadequate Time for Each Patient



## TX Austin Indeed

1.0

### Stressful



HCA (Former Employee) - [Austin, TX](#) - January 22, 2019

Planned Parenthood is all for good cause but not enough appreciation is given to employees. High turn around rate due to salary pay and the volume of partients needing to be seen in a short amount of time.

✓ **Pros**

Coworkers, flexibility

✗ **Cons**

Short staffed, underpaid, unappreciated



## TX Austin Indeed

### 1.0 **overworked underpaid**



[hca](#) (Former Employee) - [austin](#) - October 18, 2015

They work their clinical staff in to the ground and compensation is terrible. Turnover is high. Employees are not appreciated. It's about how many patients can be put through in 8 hours.

✓ **Pros**

helping underserved

✗ **Cons**

very disorganized, massive turnover, no raises



## CA Los Angeles Indeed

### 1.0 **Do not work here**



[Family Nurse Practitioner](#) (Current Employee) - [Los Angeles, CA](#) - February 3, 2019

Lack of respect for NPs  
You are expected to see outrageously many people  
Too many bosses  
Micromanagement  
Disorganized

In short, I can't wait to find another job..

✓ **Pros**

Being employed

✗ **Cons**

Too many to list



## CA San Diego Indeed

### 3.0 **over worked and under paid!**



[Reproductive/Health Assistant](#) (Former Employee) - [San Diego, CA](#) - June 16, 2019

if you want to run through patients due to time and want to be over worked and under paid go there!! I liked it but they never kept anyone on a regular schedule, manager had favorites and if the lean NP didnt like you she would make it hard for you to work with her!



## 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



## FL Naples Indeed

### 1.0 negative administration



ARNP (Former Employee) - [Naples, FL](#) - September 6, 2019

Wonderful appreciative patients.  
Problem administration not focused on patients.  
Medical staff supportive.  
Patients were (and still are ) scheduled too close together (10 minutes!)..... not a safe way to evaluate and treat patients.

I handed in my resignation with 30 days notice as per their policy and they fired me that day!!!

✓ **Pros**

patients

✗ **Cons**

administration



## TX Houston Indeed

1.0

### Company doesn't care about the clinicians



Nurse Practitioner (Former Employee) - Houston, TX - December 1, 2020

During my time at PPGC, I've gradually began to feel like the clinicians (Nurse Practitioners) have no voice. There are times when we would see 45 patients a day and leave mentally and physically drained. When concerns are voiced to managers and senior leadership nothing is done. I'm no longer with the company but am friends with many clinicians and nothing has changed. Visits are scheduled every ten minutes Creates a rushed environment

✓ **Pros**

Decent pay

✗ **Cons**

Booked every ten mins, no voice, scheduling is done by contact center and doesn't follow a GYN setting



## WA Tacoma Indeed

2.0

### Poor Management only focused on meeting Quotas



Patient Access Center Representative (Former Employee) - Tacoma, WA - April 17, 2019

Planned Parenthood does not care about patients or employees they only care about meeting quotas. Can you make an appointment and do it with an average talk time of 4 minutes. Management gossiped openly about patients and other employees, made for a very unprofessional environment.

✓ **Pros**

Nice Co-workers

✗ **Cons**

Poor Management



## CA Tracy Indeed

### 2.0 Interesting and helpful



Medical Assistant (Current Employee) - Tracy, CA - June 25, 2016

It's a very fast-paced environment I have acquired so many skills like venipuncture, STI counseling and Medication Abortion counseling. My co-workers are excellent team players unfortunately management lacks experience or education. The hardest part of the job is having to sometimes rush patients out the door because you don't have time to do to over booked appts. I love working there because I have the opportunity to help young teens and translate for spanish speaking patients.

#### ✓ Pros

Great co-workers

#### ✗ Cons

No breaks, management is not compassionate toward patients or staff



## CA San Mateo Indeed

### 2.0 Stressful



Health Service Specialist (Former Employee) - San Mateo, CA - November 17, 2019

The clinic was usually very busy while also being understaffed and without enough rooms for patients. Management only cared about how much money the sites could make so the goal was to fit in as many patients on the schedule as possible regardless of whether the visit could fit in a ten minute time frame. Good things about the job was the work we were doing was helping people and it's a good position for someone relatively new to the healthcare field.



## IL Ottawa Indeed

3.0



### company runs on a shoestring/ don't allow sufficient time to see clients

Clinical Independent Nurse Practitioner (Former Employee) - Ottawa, IL - September 10, 2012

This company runs on a shoestring, and doesn't allow enough time to see the clients (allowing the same amount of time to see a new patient as they allow for a returning patient), They do not allow for obtaining a health history, physical exam, prescribing medication, and diagnosing conditions via microscope. Each visit was given only 15 minutes. I quickly burned out, especially when they cut my hours and expected me to see the same # of patients each week, despite cutting my hours.

✓ **Pros**

good hours

✗ **Cons**

poor pay and not allowing sufficient time to see clients; rushing all the time



## IN New Albany Indeed

1.0



### Planned parenthood sucks!!

Medical Assistant (Former Employee) - New Albany, IN - September 25, 2019

Planned parenthood is terrible! Especially the new Albany office! The coworkers had their own group and if you didn't believe what they did or acted how they did then you weren't apart of it and they would make fun you or try to get you in trouble when you didn't even do anything. They treated patients horrible or had us work short staffed all the time. The manager kala was really rude and acted more as a friend then a manager because she wouldn't step up when managers were needed!



## MO Independence Indeed

### 1.0 Horrible employee treatment



Medical Assistant (Former Employee) - Independence, MO - July 3, 2019

I worked here for 2 1/2 years thinking that it would change over time but no. For you to accumulate 1 vacation day you would have to wait 1 1/2 months so that you would have the whole 8 hrs paid. Management was a joke. Several times I was told via email that my time off would be approved but when time came they would tell me that no my time was not approved. So you couldn't even take their word. When it came to seeing patients you are expected to see 40+ patients that are scheduled 10 min spots. There were many times where I would help out in several locations and received no recognition for the type of work I did.

I am all for their mission but employee treatment is horrible. All the hard work you put in it for nothing.

#### ✓ Pros

I cant think of anything that people would benefit from this place

#### ✗ Cons

Healthcare is very high, stressful environment



## CA Tracy Indeed

### 3.0 Good foot in the door.



Health Service Specialist (Former Employee) - Tracy, CA - October 7, 2018



#### Indeed Featured review

The most useful review selected by Indeed

Company is okay. The training is not extensive but they do help you with injections and blood draws. The work flow was very fast paced. The environment was very stressful and hard to keep up. They like to claim that you are important but all the company cares about is how many more patients they can see with as little staff they can do. my manager had no experience as a manager and would constantly belittle you given the chance. When you report to HR they dont care and would much rather have you fired than to deal with the problem. Used to believe in the Mission but know this proves to me that all they care about is money and not the patient or its staff.

#### ✓ Pros

Benefits

#### ✗ Cons

Lack of staff work and management



## CA Salinas Indeed

2.0

### management sucks

☆☆☆☆☆

[hss](#) (Former Employee) - [Salinas, CA](#) - April 15, 2019

had work for 14 yrs with this organization and thru the years planned parent hood had change so much now they focus on patients getting seen within 10 minutes, no breaks schedule, they make you work alot and the work that you do is for 2-3 people they make you cover the front and help the back and make you confirm appointments in between patients. New management is always saying that employee's are entitled to do mistakes but when the yearly review comes all little mistakes are in your review so they won't give you a raise. planned parent hood does not appreciate staff the pay that you get is not enough with the work you do. Staff is really gossip and they make providers see patient with procedures in 10 minutes for IUD insert, Implant insert, paper smears and abortion has to be done in 30 minutes. This is one of the reason providers are not staying any longer with this organization anymore. Planned Parent hood is NOT THE SAME!!! look some were else!

✓ **Pros**

benefits insurance

✗ **Cons**

management sucks!!!!



## CA San Jose Indeed

3.0

### You will learn ALOT but will be over worked

☆☆☆☆☆

[Health Services Specialist](#) (Current Employee) - [San Jose, CA](#) - April 4, 2019

I started working here a little bit over a year ago and was really excited to get the job because ive been a patient at PPMM since i was in high school. Training is very very long. They have off site training a couple of weels and then you go back to your health center and are assigned a mentor which will be responsible for teaching you the intake process of all our services and visits. Then you have to get check marked on venipuncture, hiv, and injections with a nurse. It takes about 6 months to be fully trained and be on the floor. Once youre trained they over work you and make you do 2-3 ppl job yourself! Management will still demand to see a high volume of patients ever 10 minutes even if the clinic is under staffed. They want 1 person to do multiple job duties and not increase pay. Pay sucks \$16.50 to start imagine that. Everyone wants to quit and are constantly looking for other job. Its sad they really need to appreciate their employees more or they will loose them all. You will def learn a lot and its a good stepping stone but not where you ultimately wanna end up.

✓ **Pros**

Benefits! Fto & sick time off paid for

✗ **Cons**

Patients every 10 min scheduled



3.0

### Stressful and negative work environment



Reproductive Health Specialist (Former Employee) - Eureka, CA - June 14, 2020

First, some positives: I learned a TON at this job. The clinicians were an absolute joy to work with and I loved being in their company especially when doing a visit with a patient. Many of my co-workers were wonderful, kind, supportive people. I gained incredible skills and did things I never thought I could do, and learned how to work with people from all walks of life.

However, the negatives are quite a few. Some of the senior staff were not supportive and were rather catty, and working under someone like that was just awful. You're hustling and doing your best, only to get bossed around or even put down for your time. Unacceptable. Then, because the clinic tries to see as many patients as possible in one day, time is the most important factor rather than quality of care. By the final visit of the day I was on autopilot, and couldn't even connect to my patient who was often scared and in a very vulnerable place. Finally, the rate of pay for the RHS staff is way too low for the amount of work they do. RHS staff keep the whole clinic running, bust their chops supporting the clinicians, and are expected to do so many different things. The training never ends, so it's hard to relax and feel like you can do your job well. For those of us who were bilingual, our work load was even more demanding to serve Spanish speakers. If a patient passed out or had a hard time with a procedure at the end of the day, we had to stay past our usual time, and that sucked.

I wanted this job to work out so much, but in the end, the pressure and the negativity were too much for me.

#### ✓ Pros

Awesome learning opportunity; gain new skills; make a real difference in a patient's life

#### ✗ Cons

Mean senior staff; low pay; quantity over quality; high stress; angry patients



## CA Watsonville Indeed

1.0

☆☆☆☆☆

### Over worked

Health Service Specialist (Former Employee) - [Watsonville, CA](#) - February 19, 2019

There are no co-workers to ask for help because practically everyone left due to being over worked. It is a great place for a beginner to gain experience. Patients can get very irritated for waiting 2+ hours and yell/cause a scene but the lack of employees and having one physician with a schedule of patient appointments every 10 minutes is impossible to keep up. Management states that patients come first but as soon as a patient comes with various problems they say to just see them for what they came for and get them out. If you state any problems/ concerns they just gossip about you or tell you to quit. The physicians are amazing at what they do but they too are overwhelmed with charting and running back and forth. As an HSS you are expected to do everything from blood draws, ordering certain labs and packaging these labs and verifying that its all there before its taken out, cleaning rooms, washing and autoclaving instruments and much much more. It wouldn't be too hard but again when there is no staff it becomes impossible to have everything done so fast. Management is terrible about having inventory done that we often ran out of things. It was great helping patients who didn't know what they would have done due to the lack of insurance. Overall its very stressful and not worth the pay

#### ✓ Pros

Helping people out when other places couldn't see them

#### ✗ Cons

no ten minute breaks, Late lunch everyday, favoritism

## Inadequate Training



## VA Richmond Indeed

1.0

☆☆☆☆☆

### Hours are horrible

LPN (Former Employee) - [Richmond, VA](#) - January 4, 2016

Off 1 weekend a month! Staff have no respect for each other. There is a lot of bickering. Extremely cold environment. Training is inadequate.



## FL Tallahassee Indeed

### 1.0 Okay place to work



Medical Office Assistant/Receptionist (Former Employee) - Tallahassee, FL - March 9, 2020

The benefits they offer is great but the training for any position is horrible and the complains about situation with coworkers or management is not good at all



## KS Overland Park Indeed

### 1.0 Great physicians and NP's to work with, that's the only good thing about this place.



Family Nurse Practitioner (Former Employee) - Overland Park, KS - March 7, 2020

Very chaotic administration. It's very unclear who is the supervisor or who is in charge. No clear communication between admin and providers. No proper orientation.



## LA Baton Rouge Indeed

### 1.0 nightmare for a supervisor



LPN (Former Employee) - Baton Rouge La - April 18, 2013

No orientation was given for first 6 weeks of job. Supervisor was so critical of you in a public setting with all employees present, this was done on a daily basis to everyone.

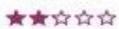
✓ **Pros**  
pay

✗ **Cons**  
supervisor



## 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.



## CA Los Angeles Indeed

### 3.0 Not very understanding.



Delivery Driver (Former Employee) - Los Angeles, CA - April 7, 2020

There was very little training for my position at the beginning and I had 3 different supervisor's in the course of one month. The last supervisor was only focused on my mistakes.



## NY Canandaigua Indeed

### 2.0 Patient Service Specialist



Patient Service Representative (PSR) (Current Employee) - Canandaigua, NY - September 20, 2017



#### Indeed Featured review

The most useful review selected by Indeed

Planned Parenthood is a fast paced environment. Multitasking is essential to your success. Currently there is no formal training for this position, it is on the job training which can be challenging.



## CA San Diego Indeed

### 3.0 Not my favorite



Billing Clerk (Former Employee) - San Diego, CA - April 3, 2017

This was a very hostile working environment as far as the billing department was concerned. The pay was really low and the training was worse. The supervision was unapproachable and there was no willingness to help.

#### ✓ Pros

Willing to give experience to new people

#### ✗ Cons

pay, training



## MO Gladstone Indeed

### 1.0 Horrible place to work



Front Desk Receptionist (Former Employee) - [Gladstone, MO](#) - October 3, 2019

The benefits were too expensive for family healthcare. Management did not have your best interest in heart. They did not offer any type of coaching or materials to better assist you at your job. Turn over rate was very high. Abuse of power.

- ✓ **Pros**  
Patients
- ✗ **Cons**  
Management



## MO Gladstone Indeed

### 2.0 Corporate had a nice atmosphere Orientation was nice



Front Desk Receptionist/Office Assistant (Former Employee) - [Gladstone, MO](#) - January 31, 2018

Management was horrible. The manager was very snappy, did not have the patience to train. She would snatch papers and sling them just to be sure the new hires knew her patience was up.

- ✓ **Pros**  
pretty office
- ✗ **Cons**  
stressful training



## LA Baton Rouge Indeed

### 2.0 I thought it would be the perfect job.



LPN (Former Employee) - [Baton Rouge](#) - April 29, 2013

I thought it would be the perfect job but turned out to be a nightmare. I worked like 2 weeks total before I quit. Management expected more out of you than what you were trained for at the clinic. Staff were held responsible for things that they were never told about in the first place. I think maybe a better supervisor would make things better.

- ✓ **Pros**  
Pay !!
- ✗ **Cons**  
Short breaks, management, poor on site training



## CA Santa Monica Indeed

2.0

### Good pay but rude co workers

★★★★☆

Medical Assistant 1 (Former Employee) - [Santa Monica, CA](#) - February 5, 2020

I would say they pay good but co workers are very rude! they are unhappy not willing to train a newby, just very rude miserable co workers, full of politics. Manager has a favoritism and love to gossip.



## NC Wilmington Indeed

2.0

### Love the Patients everything else beware

★★★★☆

HCA (Former Employee) - [Wilmington, NC](#) - April 1, 2021

You will be over worked, under appreciated and made to feel incompetent with little training, poor management and no lunch break..all of this leads to poor patient care and a toxic environment

✓ **Pros**

Patients, providers (some of them)

✗ **Cons**

No lunch break, not efficient training, toxic environment



## OK Oklahoma City Indeed

1.0

### Horrible place to work

★★☆☆☆

Employee (Former Employee) - [Oklahoma City, OK](#) - June 15, 2019

They never listen to their employees. They only recognize when employees are doing bad. Never give positive feedback only negative inputs. Don't provide training they just expect you to know everything already! They need to give more positive feedback



## CA Chula Vista Indeed

3.0

### No room for advancement



Medical Assistant (Current Employee) - [Chula Vista, CA](#) - August 6, 2017

I would like to move up and in this company, there is no room for advancement or support to go back to school.

The hardest part of my job was training. You basically have to learn on your own. There is no accountability.



### AZ Phoenix Indeed

2.0

### Horrible joke place to work



Medical Assistant (Former Employee) - [Phoenix, AZ](#) - May 14, 2017

HR was a joke and never even answered phone calls from clinic. Clinic supervisors didn't care about patients or their staff. Their pay is nothing and no where near most medical positions salary. HIPAA and OSHA problems, have you lie when getting audited. No training only 3 days at business office to sit at a desk and most MA's never get fully trained here. Ridiculous. I love planned parenthood but the Arizona one makes them all look bad.



## CA San Diego Indeed

### 3.0 Some Good Some Bad



Administrative Assistant (Former Employee) - [San Diego, CA](#) - May 12, 2017

PPPSW admin office mission is great location to work on San Diego. The computer system is very easy to learn and basically the company is easy flowing if you have medical billing, admin, or insurance knowledge you will fit in there is little to No training and the supervisors are far from truthful with help and how things are going with company.

#### ✓ Pros

Location, dress attire very casual

#### ✗ Cons

Benefits are very costly, Lack of communication/honesty from dept. leads



## OR Eugene Indeed

### 3.0 Focused care



REGISTERED NURSE (Former Employee) - [Eugene, OR](#) - November 16, 2018

The great part about PP is that everyone that works there is there because they really want to provide the services that PP offers and they believe in the Mission of PP. New hires are unfortunately not well trained before being put out in the clinical area and miss basic components of reproductive health care for quite some time. Overall, everyone is there to do their very best to provide compassionate care.

#### ✓ Pros

Non-judgemental sexual health care environment

#### ✗ Cons

Internal drama, often between non-medically trained management and health care providers. Poorly trained new hires, they end up learning as they go.



## WV Vienna Indeed

### 2.0 Promotes to manager within 4 year but....



Health Center Manager (Former Employee) - [Vienna, WV](#) - November 3, 2016

I was hired without any prior experience in anything. The training is horrible. I was left to train myself for the position. I was promoted to manager after 4 year, again with no prior managerial experience or schooling but was fired a year later due to job performance. I was always told I would be getting training from one of our affiliates managers but that never happened so of course my work suffered. I LOVED working with the group of gals I had. That was the best part of my job besides helping our low income patients get the care they needed. Great place to work but upper management and training need improved. I would stay away from working with the planned parenthood south Atlantic affiliate.



## PA Philadelphia Indeed

### 1.0 Went in hopeful, left appalled.



Manager (Former Employee) - [Philadelphia, PA](#) - November 2, 2016

Planned Parenthood has a valiant mission that should be supported by women in the United States. Not having a choice is NOT an option. However, I wish this company wasn't the one representing choice. Horrible management and mostly horrible staff. Most of them do NOT know what they are doing. They started back in the 70s and 80s when non profits were easier. That kind of approach just doesn't cut it anymore and you have people in power who don't understand how to move with the times. They are wasting donation dollars hand over fist and it's an absolute tragedy. It's not just with the Philadelphia office, it's a nationwide epidemic. It's time to clean house.

✓ **Pros**

None

✗ **Cons**

uneducated and untrained workforce



## MN Minneapolis Indeed

2.0

☆☆☆☆☆

### A lot of people don't make it through training

Patient Services Associate (Former Employee) - Minneapolis, MN - July 18, 2022

The training process is extremely unorganized and stressful. It's six weeks long and you are expected to learn huge amounts of information very quickly.

I was on the phone with patients before I was trained to schedule or use certain programs.

There were staffing notifications being sent out daily letting us know another person had quit the department. It was disheartening to see that constantly. People within my training group quit, leadership quit, trainers quit—people at all levels were dropping like flies while I was there, and I decided to leave after a few weeks of training.

Too many red flags of a bad work culture, extreme turnover, and high stress levels.



## FL Kissimmee Indeed

3.0

☆☆☆☆☆

### I would've love to stay but....

Health Center Assistant-Back (Former Employee) - Kissimmee, FL - July 8, 2019



#### Indeed Featured review

The most useful review selected by Indeed

I would've love to stay but they pay all the HCAs' the same even though all the new staff are forced to train on everything. But they won't compensate you. Some are trained to do more than others(but keep in mind you all make the same).It's horribly managed. What the posting doesn't say...you'll have to travel to all the central Florida sites if you want your hours, not just Kissimmee. They hire from within even if the person isn't trained for the position(nor do they properly train them). The training is horrible! We spoke to the training manager and she didn't even know how to do half the task. Not organized so glad I left. As many times as I spoke to management, nothing changed. I wasn't being heard nor valued for my expertise so I moved on.

#### ✓ Pros

Staff, knowledge

#### ✗ Cons

Management, training, work schedule, travel and compensation



## TN Nashville Indeed

1.0

### Bad management

☆☆☆☆☆

Front Office Assistant (Former Employee) - Nashville, TN - March 24, 2022

During my time at PPTNM the staff I worked with really cared for the patients and the team. I can not however say the same about leadership. They overload the schedules so that staff frequently have to work over time (10-12 hour shifts) without notice and deal with angry patients complaining about long wait times (they lie about hours in interviews). They have on multiple occasions not permitted staff to take lunch breaks but still deducted the time from pay. They are never appropriately staffed and you will be expected to do the jobs of multiple people. Pay is not competitive especially for the amount of work. They are not parent friendly. They do not appropriately train staff and then put blame on the staff for not knowing information. Managers are not truthful and are condescending to staff.

✓ **Pros**

Caring staff, good healthcare benefits

✗ **Cons**

Lots of overtime, no support from leadership, lying



## MO St Louis Indeed

1.0

### little work/life balance and unfair treatment of employees

☆☆☆☆☆

Coordinator (Former Employee) - St. Louis, MO - October 17, 2014

Typical work day included patients being upset about being misquoted prices on the phone. The wait times were extremely long even before I started working there. I learned that you will be asked for input but it will not be considered it is just to 'shut you up'. Management is not very good. They micromanage and have very little sense of how the health center operates. The co-workers are pretty good. They can be sort of teamed up with one another and make the job more difficult that it needs to be. The hardest part of the job is that learning price for services and there is still no real sense of it. The most enjoyable aspect was the patients. Their different stories are wonderful and even their personalities are great.

✓ **Pros**

Patients become like family

✗ **Cons**

no group lunches, lack of recognition by senior management, benefits are expensive, no room for advancement, no real training system is in place



## VA Virginia Beach Indeed

2.0

### Run it is awful!!!



MOC (Former Employee) - [Virginia Beach, VA](#) - January 25, 2019

I left the corporate world to go back to something I thought mattered. Little did I know that this was not the place to start. Management doesn't care about employees, very little support for new hires. A mean girl culture. Going to HR only made it worse. Organization and communication non existing. One manager will tell you one thing and talk trash about the other managers with other co workers and talk about other coworkers as well. On the floor but never communicate the problem to the person they are talking about.

No one wants to train you. It's always you will learn that later...but later it's you should know by now.

I was told to keep my mouth shut and head down and in 6 months or so they will lighten up. Are you kidding. That is the policy they can be mean and rude disrespectful I have to take it. Yes if you don't you wont last here. Well I didn't last!!!! No one should work in a disrespectful hostile environment!!!! And sadly they let it continue.

#### ✓ Pros

A few support the mission

#### ✗ Cons

It is a disaster all around



## MI Ann Arbor Indeed

## 1.0

☆☆☆☆

### **If you're trying to get your foot in the door and work in healthcare, please find another job**

Health Care Specialist (Former Employee) - Ann Arbor, MI - March 17, 2019

If you want to work in health care, please find another job. There are so many other options for you to work at clinics and hospitals. I wish I knew this before I applied at Planned Parenthood. This is essentially an abortion clinic, which although I didn't mind, when I was interviewed I was under the assumption that I would be learning about the many different types of reproductive care and how to administer that care to patients, not just about how to give abortions. Work at my clinic was broken down like this: 4 days out of the week were abortion days, with 1-2 (depending on if we were open on Saturdays) were regular reproductive care days.

The management at my facility is terrible. I was never trained on how to do my job tasks (I was hired to be a health care specialist but basically was pushed to be a secretary) but was blamed constantly for things going wrong in the clinic. My coworkers were catty and combative, and there was obviously a system of hierarchy in my clinic (if you were liked the manager and supervisor would let you actually work with patients/educate them on health issues...if you weren't you were stuck to working at the front desk or handling cash)

The work environment is incredibly stressful. I was constantly cussed out by women who had to get abortions and took their frustrations out on me (because I worked at the front desk). There are a lot of angry protestors everyday who will run up to you and try to force you to listen to them (one of my coworkers was approached by a protestors and almost fought them).



## TN Memphis Indeed

1.0

### So toxic an environment, I quit after two weeks.



Medical Assistant/Front Office (Former Employee) - [Memphis, TN](#) - September 9, 2019

Verbally abusive workplace culture amongst administrative and front office staff (back of clinic staff were wonderful), blatant & repeated HIPAA violations with no regard for patient privacy. Patients were made fun of by staff in front of entire waiting room for being HOH, speaking languages other than English, made fun of for their choice in partner, I could go on. Staff would search through patient records to find if someone had a repeated termination and then laugh/berate the patient for the repeated termination--for the entire waiting room to hear. Training was a joke--wasn't given any time during the work day to complete ANY training modules--and was expected to handle \$9k+ of daily transactions with no oversight/no clear instructions.

Was instructed to lie to patients about what sedation entailed & tell them that PO valium was the same as IV sedation, presumably to save the clinic money when patients were supported by justice funds though I can't confirm this because no one would discuss it. Reported my experiences & HIPAA violations to higher up's, who didn't care to follow up. Upper management is extremely disconnected from clinic work. Was brought on as a part time employee only to be scheduled at 40 hours/week and asked to lie about my lack of benefits.

Avoid avoid avoid if you are in the midsouth region. I learned later I was the third person to leave after 1-2 weeks and tricked into FT hours for PT pay/benefits. I came into the job with a lot of passion and experience, but was contemplating an exit strategy before the first week was even over. It's such a shame. - [less](#)



## TX Waco Indeed

1.0



### If you're looking to be overworked and underplayed then you should work here

Assistant Health center manager (Former Employee) - Waco Tx - August 11, 2018

Working for this company will wear you down mentally and physically. You are forced to learn every job duty at PPGT but barely compensated for the work of one job. PPGT is all about the number of patients that are seen rather than the quality of care we were to give. We were given a time of no more than 20 min per new patient and that includes taking vitals, complete histories, going over education for whatever the reason they are there for, and doing any labs that were needed. As far as going over education with the patient, we were not properly trained on everything but just had I learn as we went which cheats the patients out of getting proper information. All of these duties are a lot on one person but the faster you could get through patients the better employee that made you. On top of learning all the medical assistant stuff you also had to learn all the front desk duties which includes checking in/checking out, running insurance, answering phones, sending faxes. Our time was watched to make sure we were not spending too much time on patients from the time they check in to the time they check out. At the Waco clinic there is a family planning clinic and abortion clinic. The abortion clinic is only opened every other week for 3 days so those days are extremely busy. The employees who work that side of the clinic are forced to run without breaks or lunches until all the patients were done for the day. To say we never got a lunch would be lying but it was very rare that it did happen. If we took a lunch it would make us stay later than we would if we did not take any breaks. And like I said those days are very busy so most days you are running from 8am-7pm on average. But as long as we see as many patients as possible that's all that matters, no matter how run down and worn out the employees are. This place will bring down your morale in the worst way. - less

✓ **Pros**

None

✗ **Cons**

Everything

## Unprofessional Services



### OH Mansfield Indeed

**1.0** Pph



call center rep (Former Employee) - Mansfield, OH - March 7, 2017

Did not approve of some of PPGOH services. I was not to happy there and did not approve of how staff treated some of their guest. Making fun of guest because of a sickness is not ok.



### TN Memphis Indeed

**1.0** No



Front Office Assistant/Medical Assistant (Current Employee) - Memphis, TN - February 16, 2020

Customer service front desk is very unprofessional! Staff talks about patients and their reason for visit. Staff needs to be trained on professionalism



### CA El Cajon Indeed

**2.0** Hostile environment



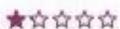
Front office (Former Employee) - El Cajon, CA - April 2, 2021

Did not like how patients were treated no compassion. It was not a welcoming environment, everything was very corporate like no way around anything to try to get patients who couldn't afford their services taken care of



### IN Mishawaka Indeed

**1.0** Favorites



Register Medical Assistant (Former Employee) - Mishawaka, IN - February 10, 2021

This place is a joke to many chiefs and not enough Indians. If you don't like what a person says then you won't fit in. They show favoritism , managers don't do their jobs right. I wouldn't ever want to be a patient because they talk about them while they're still in the clinic. No professionalism. And no medical experience required.... yea I don't think so .



## OH Columbus Indeed

3.0



**A day at work was always a challenge, I worked at the surgery center the girls were always sad. There was no room for advancement. Management no good.**

NRCMA (Current Employee) - Columbus, OH - October 15, 2015

I loved my co-workers, but I've never worked with such unprofessional nurses in my 20+ years in the health field. My boss was awesome. She took so much stuff from some people.

✓ **Pros**

Great co-workers.

✗ **Cons**

Un professionalism from the nurses.



## 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

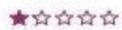
✗ **Cons**

Short lunch, not diverse, constantly protested against



## AZ Tempe Indeed

### 1.0 Don't bother working here



[Health Care Assistant](#) (Former Employee) - [Tempe, AZ](#) - November 18, 2020

You get treated like a slave. No one is a team player. No respect, management sucks. Very disorganized. Hr is a complete joke. No one takes their job seriously. Everyone acts like their busy doing more important things so they don't have to see patients and leave one or two people to see every patient that enters the health center. Very stressful environment to work in. Training is limited not much room for career advancement.

#### ✖ Cons

Short staffed because of poor work conditions



## CA San Jose Indeed

### 2.0 Toxic work enviornment



[Medical Assistant](#) (Former Employee) - [San Jose, CA](#) - December 10, 2020

This job is not worth the stress that you endure on a daily basis. Company culutre is terrible. Coworkers are unprofessional and do not care about their patients. You dont feel supported in your work enviornment and managment does not do anyhting to address the issues that occur in the clinic. The enviornment is really high pace, your learning a lot on the job and the clinicians are nice. overall I would not recommed this job due to the lack of management and work enviornment.

#### ✔ Pros

learning on the job

#### ✖ Cons

bad management, toxic work enviornment



## CA Fresno Indeed

### 1.0 Great mission, but environment evolved to toxic.



[Family Nurse Practitioner](#) (Former Employee) - [Fresno, CA](#) - October 31, 2018

I love the mission of Planned Parenthood, but it has been lost in the toxic environment created by middle management and managers who are incompetent. PP is no longer concerned for the best interests of the patient , employee satisfaction or support. It is no longer a non-profit organization, but is all about the \$\$ they can bring in. Long term professional employees are no longer valued, which ultimately reflects on quality patient care. Sad.

#### ✔ Pros

Original mission

#### ✖ Cons

Lost mission. Concerned with \$\$ only.



## IN Indianapolis Indeed

### 2.0 PPINK progression



HCA (Former Employee) - [Indianapolis, IN](#) - April 18, 2019

Management is poor, unprofessional as a leaders. NP are disrespectful, unpleasant, and rude. Treat patients and employees with laughter and humiliation. NP 's treat employees and others like bile and its swept under the rug.

Professionals in the clinic need interpersonal skills, anger management skills and redirection.

However, others and the clinic are lovely to work with helpful and unrecognized. All else fails there were fun days and shun days very sad for the reality of planned parenthood.

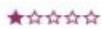
- ✓ **Pros**  
Patients
- ✗ **Cons**  
Management

## Incompetence



## VA Richmond Indeed

### 1.0 Prepare to work



Clinic staff (Former Employee) - [Richmond, VA](#) - June 29, 2020

No advancement Management has no formal education This place only cares about how many patients they see per hour and their Press Gamey Survey Results

- ✓ **Pros**  
Nice co workers, Nps, Mds, Rns, LPNS so nice!!!
- ✗ **Cons**  
No breaks, patients dictate EVERYTHING, Management has little to no formal education



## TX Tyler Indeed

### 3.0 Manager



Health Center Manager (Former Employee) - Tyler, TX - April 26, 2018

It was a very difficult job when a provider always has the last decision, when the provider is wrong. The provider always makes the last decision because if you don't have a provider, you don't have a job. There is a high turn around in management.

✓ **Pros**

Off early on friday, great benefits and pay

✗ **Cons**

high turnaround, short breaks



## IL Chicago Indeed

### 2.0 Terrible place too work high turnover rate



Medical Assistant (Former Employee) - Chicago, IL Near North - January 1, 2020

near north location is a terrible place to work I worked in the abortion clinic were I have seen doctors do rush jobs on patients leaving fetal parts were they have to put patients back to sleep it's just horrible.

✓ **Pros**

Benefits

✗ **Cons**

Treating patients poorly



## TX Dallas Indeed

### 3.0 RN License not protected.



PACU/OR/Recovery RN (Current Employee) - Dallas, TX - August 5, 2019

Everything is based on MD preference. Example: MD wants to proceed with abortion with a Patient's Hgb of 7. RN has no say so, even when her license is at risk. Example: Patient tells 3 staff members she does not want to proceed with abortion. MD talks to Patient and convinces her to proceed with the abortion. MD administers sedation, Patient taken to OR and procedure began. Pt stopped during the procedure. PPGT says "If a Pt is unsure, procedure should not be performed. This Pt never should have been taken to OR.

✓ **Pros**

401K contribution.

✗ **Cons**

Low Pay.



## AZ Phoenix Indeed

1.0

### Fun place to work TERRIBLE management

☆☆☆☆☆

Medical Assistant (Current Employee) - [Phoenix, AZ](#) - July 5, 2020

All my coworkers and patients make it worth the stay but the management sucks, multiple reports were made against my manager because of his unprofessional attitude. He has made many mistakes like giving the wrong medications to patients, over charging for services to use as "donations", wrong names of urine cups & taking time of time cards. All this was reported to HR by MULTIPLE people nothing has been done because he makes "numbers" also the have been very careless about COVID19. 3 people have tested positive and they haven't done anything about it. Also the most you can make as a medical assistant without doing abortion services is 16.50

✓ **Pros**

Coworkers, benefits

✗ **Cons**

Management, Hr, Pay



## SC Columbia Indeed

1.0

### Certified nurse midwives beware!!!!!!

☆☆☆☆☆

Certified Nurse Midwife (Former Employee) - [Columbia Willamette](#) - March 28, 2012

Certified Nurse Midwife job seekers BEWARE! If you are even thinking about this place as an employer, DON'T DO IT! The Clinic Manager in Bend, Oregon lies consistently to his employees, while looking into your eyes. He also has no clue about how to schedule patient appointments correctly. Therefore, ALL appointments are hurried, and patient needs are not addressed. This Clinic Manager's idea for promoting the clinic is to hand out condoms in local bars. You have to be a mean alcoholic to work here. The staff all have a very mean spirited attitude. ALL this organization cares about is there" all mighty dollar", and making patients come repeatedly back to the clinic to make money off there health conditions. The Director of Clinical Services in Portland, Oregon is not even Professional enough to give the common courtesy of a return phone call to a clinician. The Medical Director refers to fetuses that are about to be aborted as" the TARGET" on Ultrasounds done prior to the procedure. Also, your clinical judgement and abilities will be evaluated by clinicians/CNM's that have one year of experience, when you already have 20 years of experience as a Certified Nurse Midwife. This organization DEGRADES ALL WOMAN!!!!!! This job has NOTHING to do with being a Certified Nurse Midwife!!! It is a chop shop!!! Also, the Health Department should come and close them down, the hygiene in the clinic is disgusting!!!! If you care about WOMEN'S HEALTH, and your Career, DO NOT WORK FOR THIS ORGINIZATION!!!!!!

✗ **Cons**

everything!!!, this organizations culture is wrong!!!!!!

# Non-Qualified Staff / Medical Instructed by Non-Medical



## TX Houston Indeed

3.0

### The management team sucks



Advanced Nurse Practitioner/ women's Health NP (Former Employee) - [Houston, TX](#) - July 12, 2019

My experience here was not the best even though I liked their vision and passion for women. however, they're not very supportive of staff and they have medical assistants acting as direct bosses for clinicians and I had a real problem with that. The clinic managers screen your notes and tell you what you should document or do. Hellooo! Whose the licensed person here?



## MD Baltimore Indeed

1.0

### Work under a microscope



Medical Assistant (Former Employee) - [Baltimore, MD](#) - November 30, 2019

From the time I started this job until the time I left my every move was being watched by management as well as other coworkers aka spies in the office. I really enjoyed what I did, but at the location I worked at, it was simply uncomfortable. Management was very shifty and would tell other co workers (that were their favorites) if you had any complaints against them.



## TX Plano Indeed

3.0

### Planned parenthood



Women's Health Nurse Practitioner (Current Employee) - [Plano, TX](#) - March 27, 2020

Non-medical personal make medical  
Decisions for the clinic without input from NP's  
Need medical people on a panel instead of corporate heads  
Hours are good 9-5 no weekends one late day work 12-8  
Raises are extremely small 2-3% per year



## TX Austin Indeed

1.0

### Wonderful cause, not so wonderful management!

☆☆☆☆☆

Clinician (Former Employee) - Austin, TX - June 11, 2020

I worked for this company for many years because I believe in the ultimate cause of protecting reproductive rights and providing reproductive health and education to all! Unfortunately they did not appreciate my dedication. I was always undervalued and unappreciated in my role. I was repeatedly told how do perform my clinical functions by non-clinical or certified staff. Their motto of Care No Matter What, only applied to the patients we served and never to the staff serving those patients. Strong headed people need not apply!

✓ **Pros**

Good benefits

✗ **Cons**

Bad work environment, undervalued employees



## TX Austin Indeed

2.0

### Strong advocate for patients, not so much for employees.

☆☆☆☆☆

Clinical Staff (Former Employee) - Austin, TX - May 26, 2020

The health center managers and ancillary staff believe that the clinicians (nurse practitioners, physician assistant, doctors) are there to support them and not the other way around. Without Clinicians, the clinics would not be open. Nurse practitioners are treated as "nurses" which is not a proper title based on a master's degree education and also gives a false expectation to the patient. It is a company wide culture issue (reiterated by the top management and regional management down to the clinic staff). The staff who are not medical professionals constantly tell the medical professionals how to do their job. Some staff get away with doing the bare minimum while others who are the most productive are not compensated. The CEO/admin used the excuse of "reproductive rights" to keep all centers open during the COVID-19 pandemic (no proper PPE) and let go of 25+ staff for retaliation.

✓ **Pros**

Flexible PTO

✗ **Cons**

No compensation for working late hours or weekends.