



DrScore.com

A better way to get patient satisfaction feedback

DrScore.com Quarterly Report for

Steven Feldman

01/10/2007

Dear DrScore Customer,

We are pleased to provide you with this current report of patient satisfaction results for your practice reported by patients who accessed DrScore.com and completed a rating for a recent visit to your office. The current report is based upon a total of 219 ratings.

The DrScore patient satisfaction survey was designed and tested by experts in assessments of healthcare quality to cover core experiences that patients value in their healthcare. There are several different types of measures included in this report. First are the overall ratings in five core areas: doctor, exam, timeliness, treatment, and staff. Next are the composite scores that sum up the patients experience with their healthcare across a broader set of content: a Doctor Healthcare composite score that reflects 7 distinct dimensions of patient-perceived quality regarding the individual doctor; the Practice composite score based on 5 dimensions that pertain to the practice more generally.

A unique aspect of the DrScore survey is that it also provides you with patient reported information on what aspects of the doctor's care or practice could be improved. The latter are referred to as potential 'problem areas' as perceived by the patient; we consider these 'opportunities' as they offer specific suggestions for improvement to increase your scores. Finally, we have included free-text comments that patients have left as feedback on their satisfaction with their care (positive or negative) from your practice. While anecdotal, this type of information can be insightful to help recognize what may be exceptional or noteworthy from the patient's perspective. Positive comments can be particularly useful for reinforcing behaviors you want to encourage from your staff.

To guide your through your data, we have provided a description below each Table or Figure. Please let us know the extent that you found this information valuable and practical as a measure of your patients' satisfaction with their healthcare.

Please contact us if you have any questions at info@DrScore.com or call us at 336-558-5780.

Sincerely,

Roger Anderson, Ph.D.
Vice President for Research and Development

Steve Feldman, M.D., Ph.D.
President

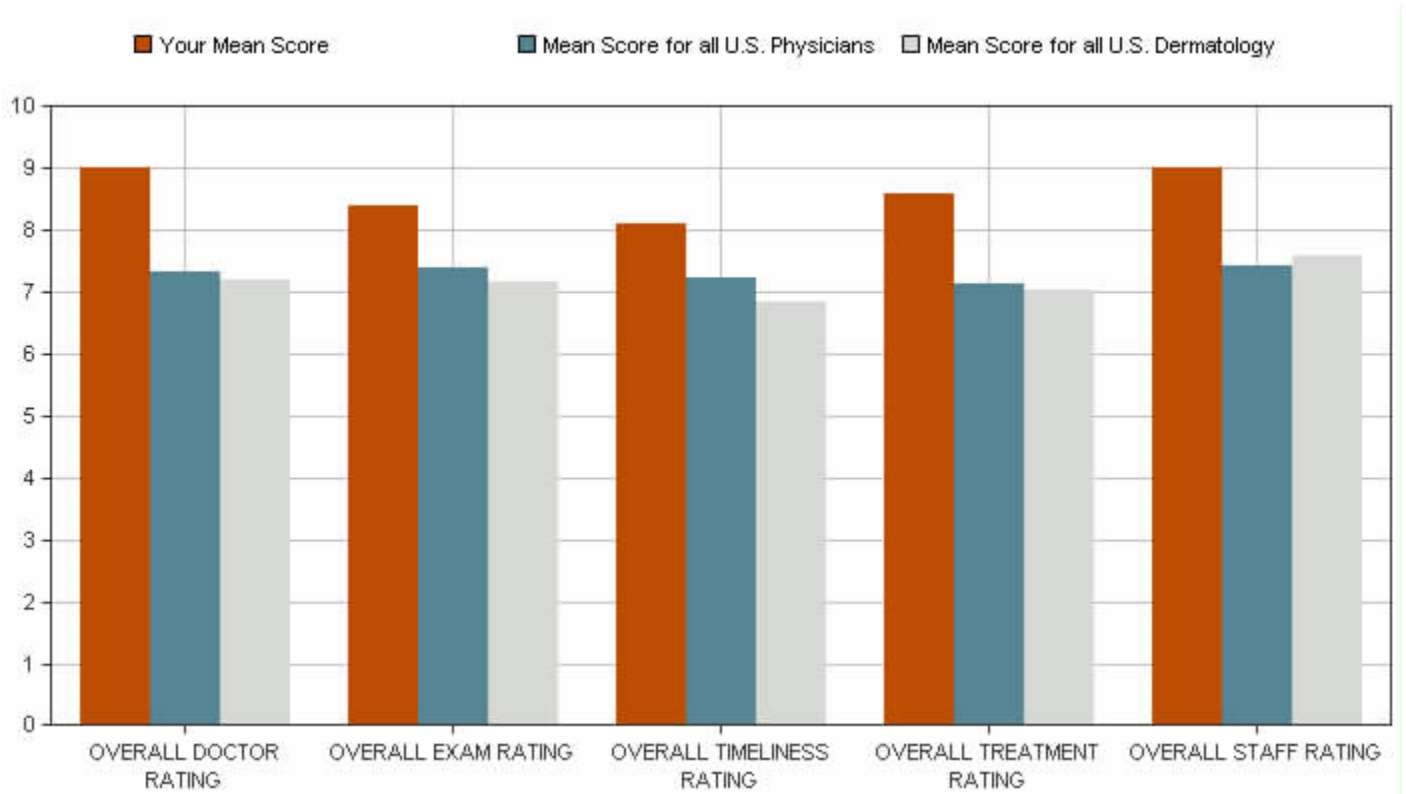
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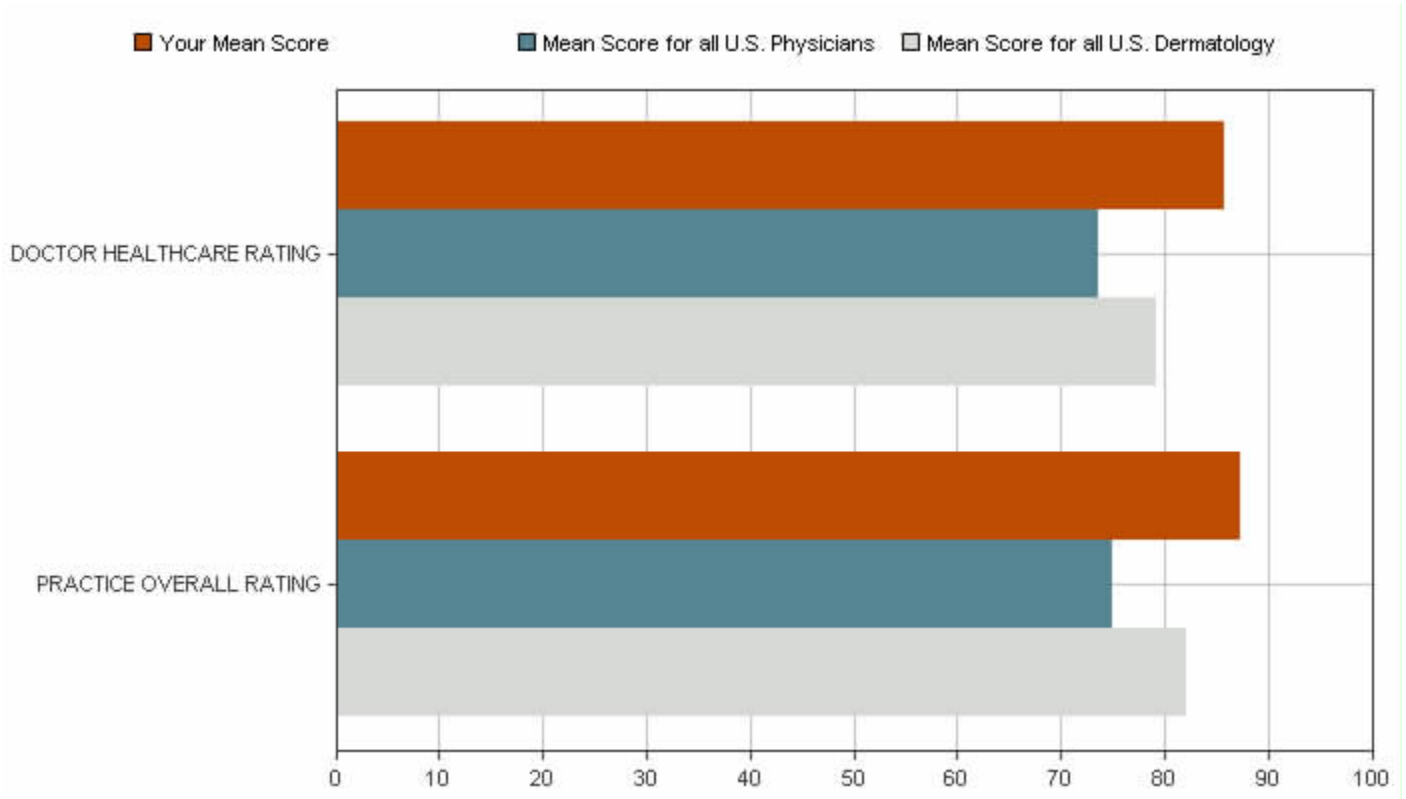
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FIGURE 1. OVERALL RATINGS (as reported online)



Description: This graph presents your single-item scores, on a scale of 1 to 10, in five key areas of patient satisfaction. Also, your score is compared to scores for all rated US physicians and all US physicians specializing in Dermatology.

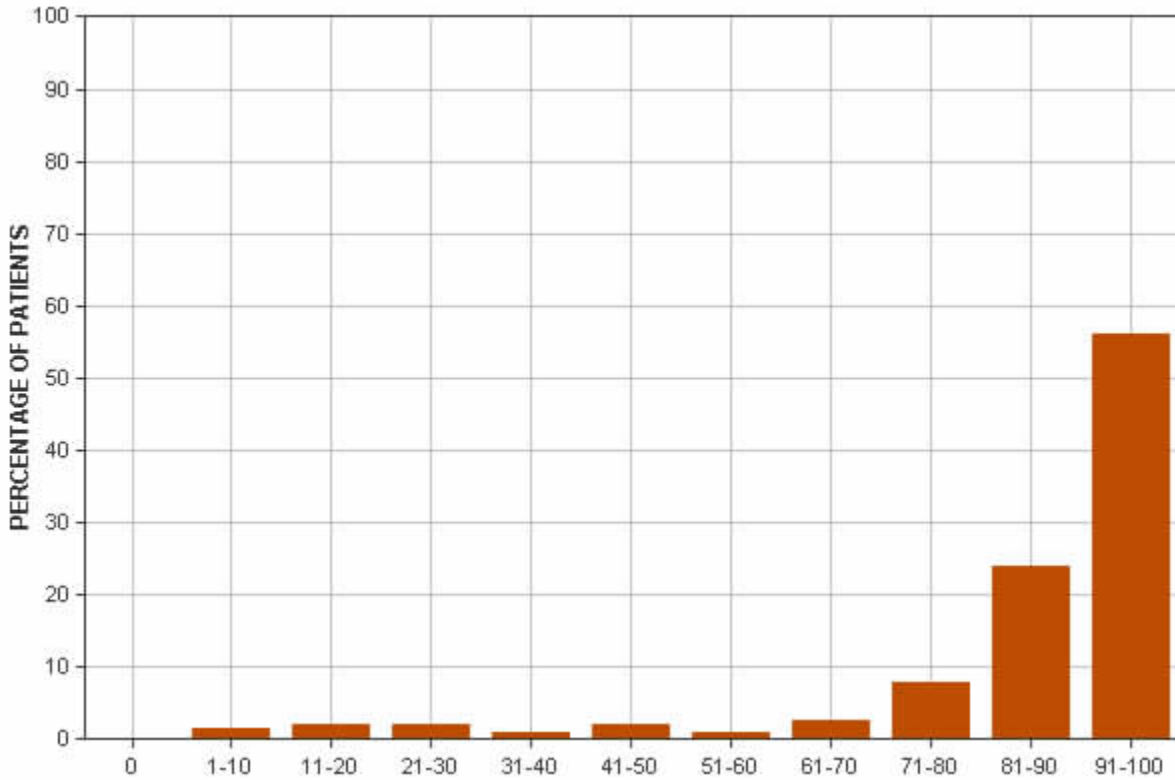
FIGURE 2. COMPOSITE SCORES



Total Ratings Received	219
First Rating Received	09/01/2004
Most Recent Rating Received	01/09/2007
Doctor Scale Rating Mean Score	85.8
Practice Scale Rating Mean Score	87.4
Staff Scale Rating Mean Score	89.6

Description: This graph presents the multi-item scores for this Doctor and Practice. These scores are comprehensive because they each reflect several different aspects of healthcare or practice at once, and therefore form a 'composite' rating. Each composite mean is scaled from 0 to 100, where 100 indicates highest satisfaction in all areas considered.

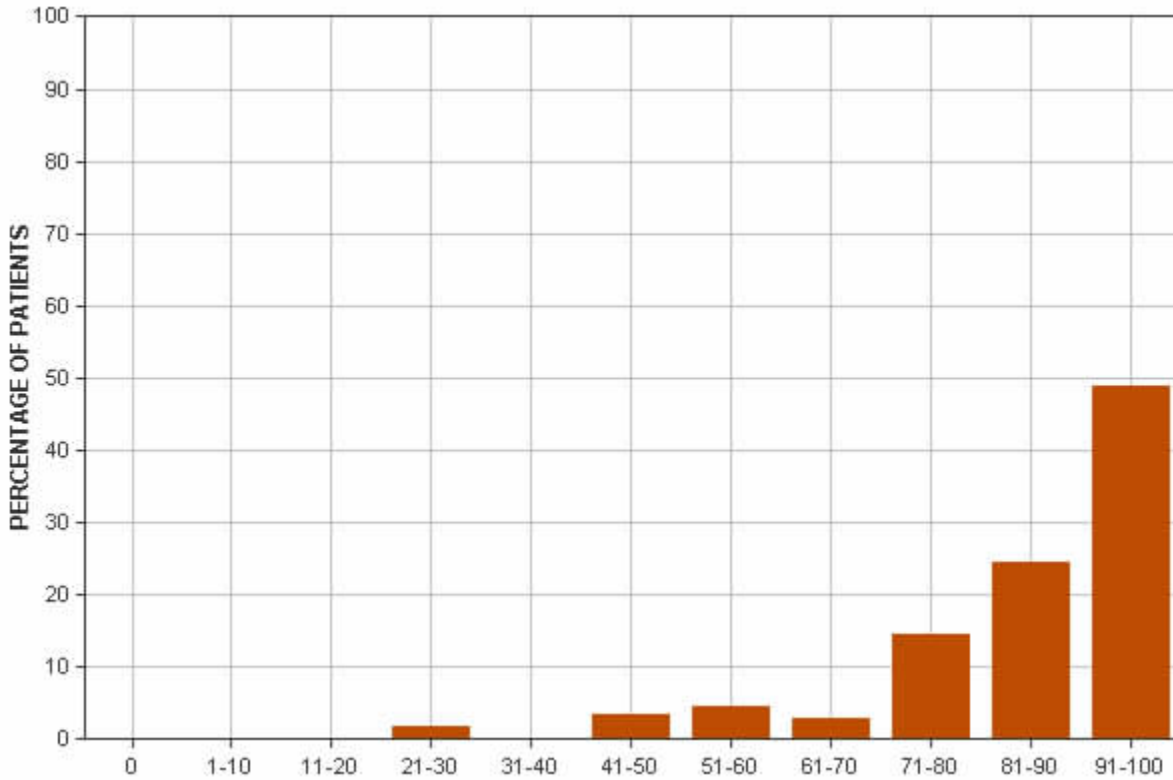
FIGURE 3. DOCTOR COMPOSITE SCORE DISTRIBUTION



	N	< 5	6-7	8	9	10
ANSWERS ALL PATIENT QUESTIONS	191	0.094	0.073	0.105	0.188	0.539
THOROUGHNESS OF PATIENT EXAM	191	0.105	0.073	0.136	0.241	0.445
INCLUDES PATIENT IN DECISIONS	180	0.078	0.061	0.122	0.233	0.506
CLARITY OF INSTRUCTIONS	192	0.089	0.073	0.125	0.208	0.505
TIMELY TEST RESULTS	95	0.105	0.053	0.126	0.200	0.516
AMOUNT OF TIME SPENT WITH PATIENT	193	0.130	0.145	0.104	0.202	0.420
TREATMENT SUCCESS	139	0.072	0.094	0.137	0.223	0.475

Description: This graph displays the distribution of your Doctor composite score from 0 to 100. This result shows you the extent and distance that you could shift the mass of the distribution to the right-hand side of the graph to improve your Doctor composite score.

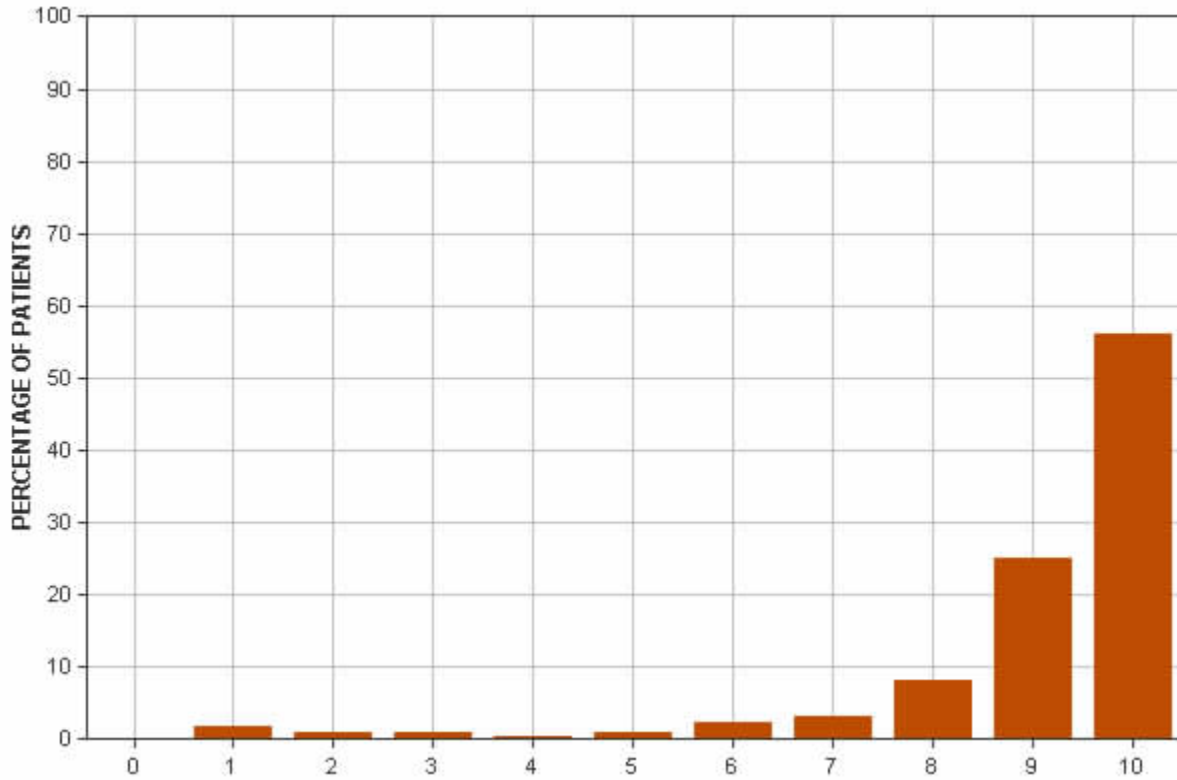
FIGURE 4. PRACTICE COMPOSITE SCORE DISTRIBUTION



	N	< 5	6-7	8	9	10
Ability to Get All Your Healthcare at This Clinic	154	0.071	0.052	0.110	0.234	0.532
Getting Referrals	4	0.000	0.250	0.000	0.000	0.750
Getting Help After Hours	69	0.116	0.087	0.116	0.159	0.522
Patient Convenience	172	0.081	0.180	0.134	0.169	0.436
Ability to See Same Doctor	166	0.042	0.072	0.060	0.199	0.627

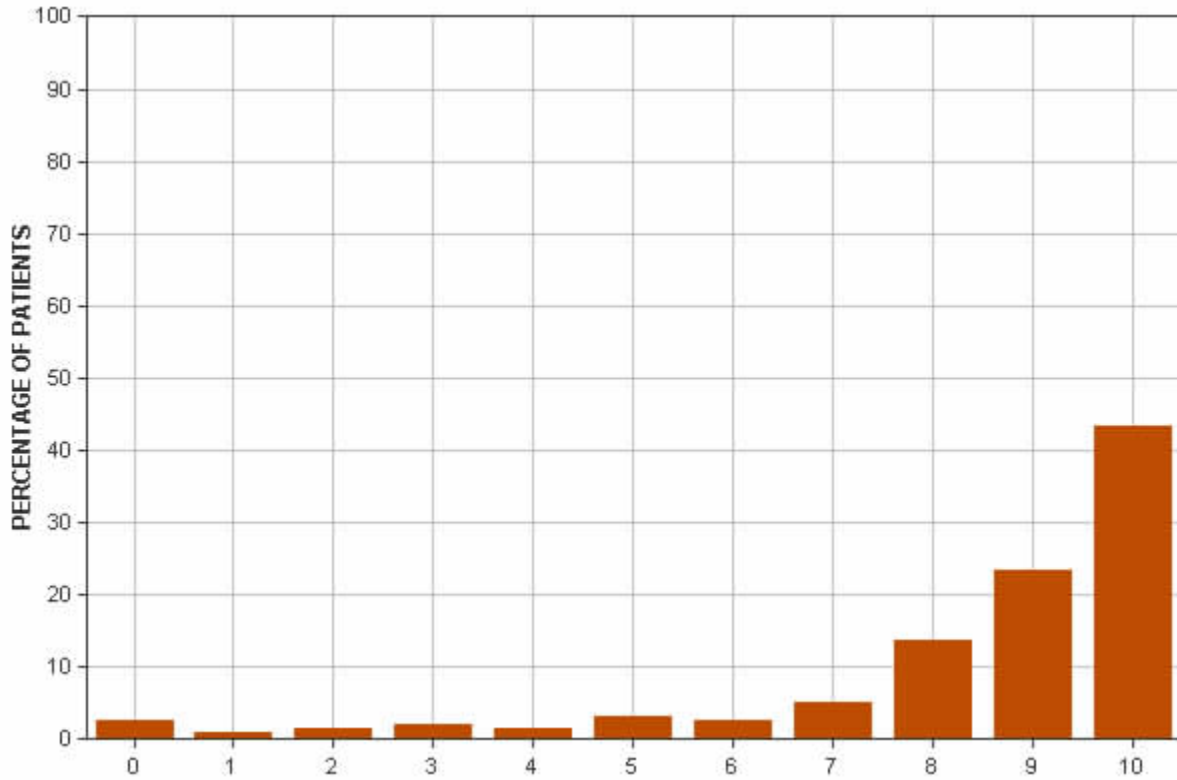
Description: This graph displays the distribution of your Practice composite score from 0 to 100. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your Practice composite score.

FIGURE 5a. DOCTOR RATING DISTRIBUTION



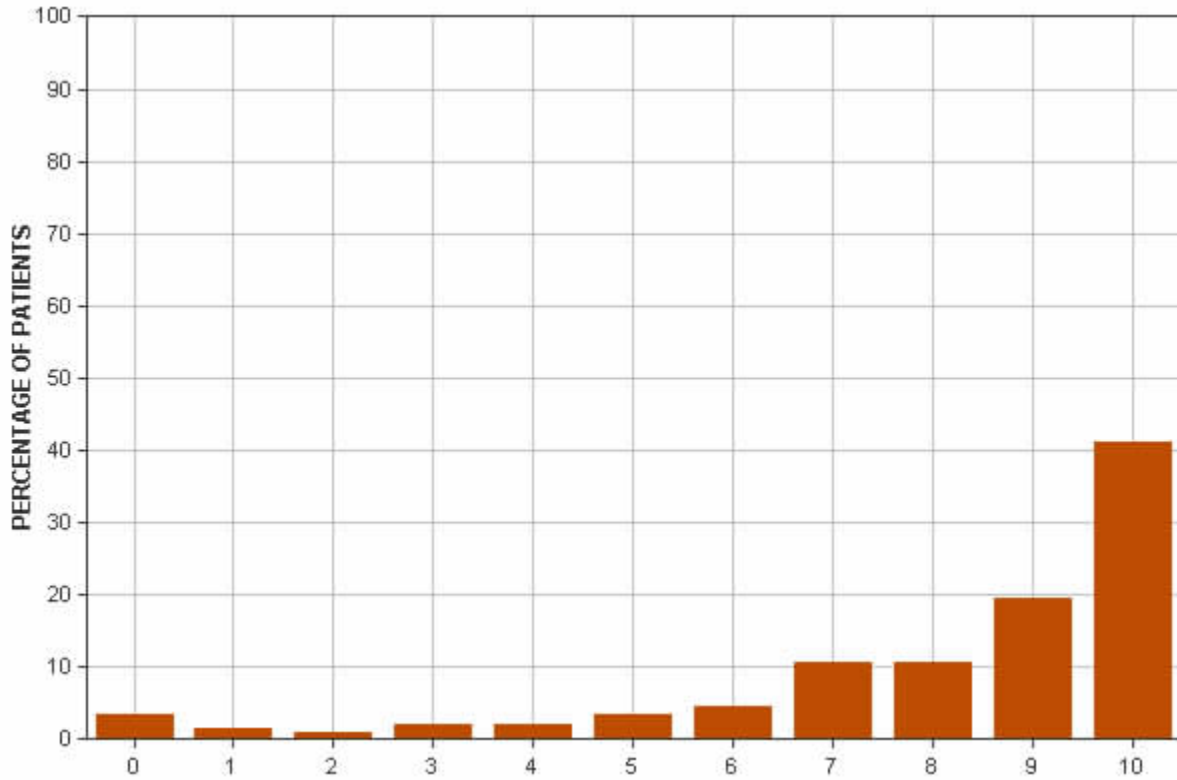
Description: This graph displays the distribution of your **Doctor** rating score from 0 to 10. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your **Doctor** score. These scores are the overall doctor scores based on the single question on the first page of the survey.

FIGURE 5b. EXAM RATING DISTRIBUTION



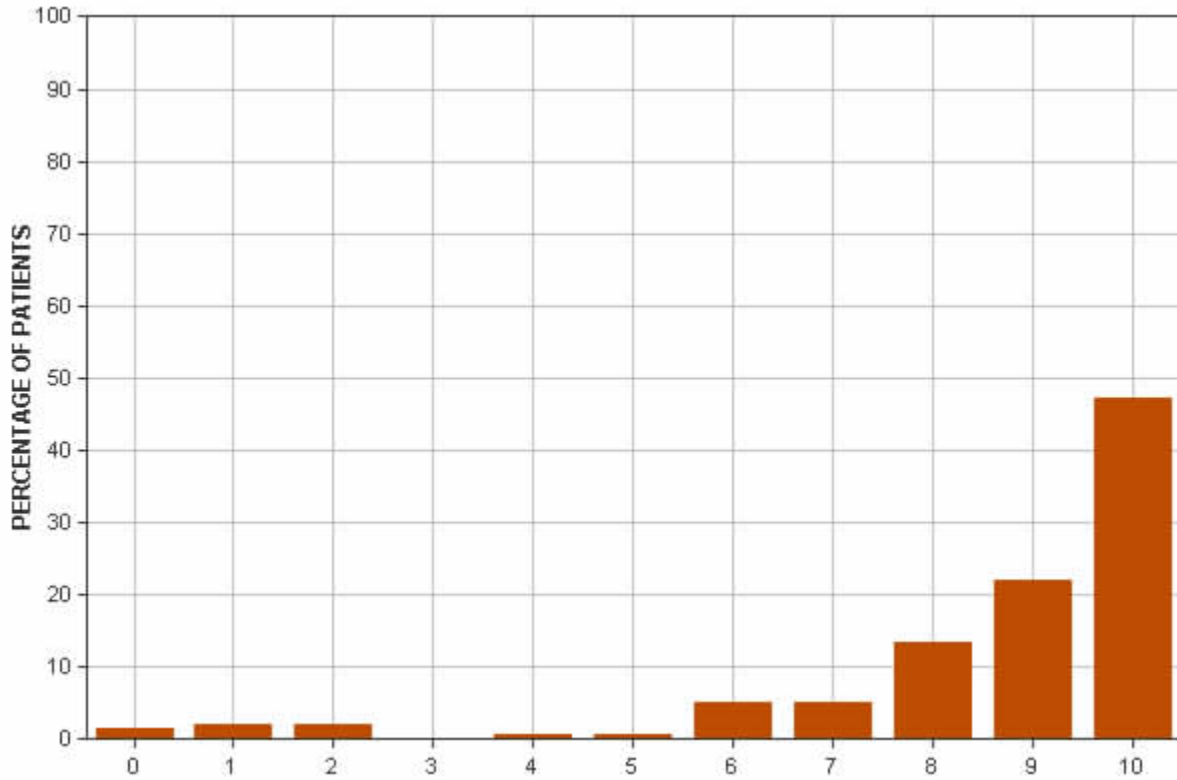
Description: This graph displays the distribution of your **Exam** rating score from 0 to 10. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your **Exam** score.

FIGURE 5c. TIMELINESS RATING DISTRIBUTION



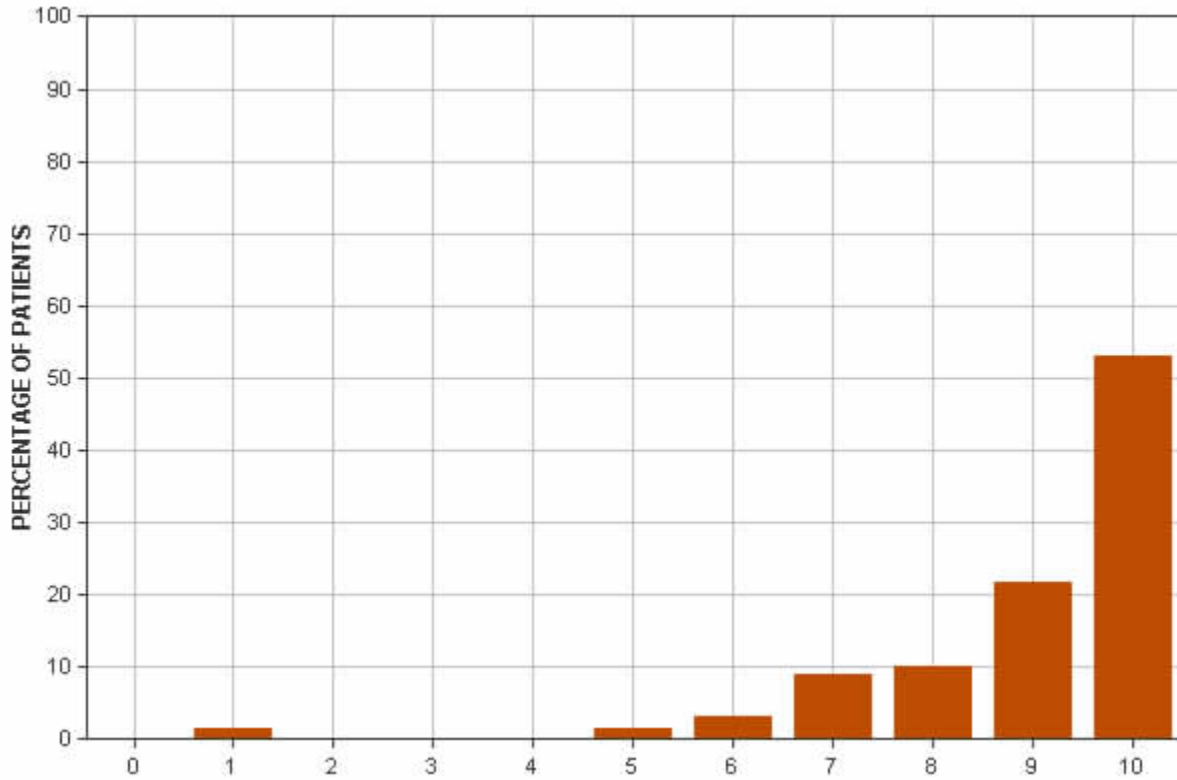
Description: This graph displays the distribution of your **Timeliness** rating score from 0 to 10. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your **Timeliness** score.

FIGURE 5d. TREATMENT SUCCESS RATING DISTRIBUTION



Description: This graph displays the distribution of your **Treatment Success** rating score from 0 to 10. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your **Treatment Success** score.

FIGURE 5e. OFFICE STAFF RATING DISTRIBUTION



Description: This graph displays the distribution of your **Office Staff** rating score from 0 to 10. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your **Office Staff** score.

Table 1. TARGETED AREAS FOR IMPROVEMENT: DOCTOR COMPOSITE SCORE ITEMS

	Your Mean Score	Mean Score of All Doctors Scoring 8+	Difference
EXAM	8.482	9.426	-0.944
ANSWERS	8.628	9.462	-0.833
FOLLOWS UP	8.500	9.321	-0.821
INSTRUCTIONS	8.609	9.418	-0.809
INCLUDES	8.722	9.427	-0.705
TEST RESULTS	8.589	9.212	-0.623
TIME SPENT	8.155	9.236	-1.081
TREATMENT SUCCESS	8.583	9.313	-0.730
SCALE SCORE	85.773	93.667	-7.894

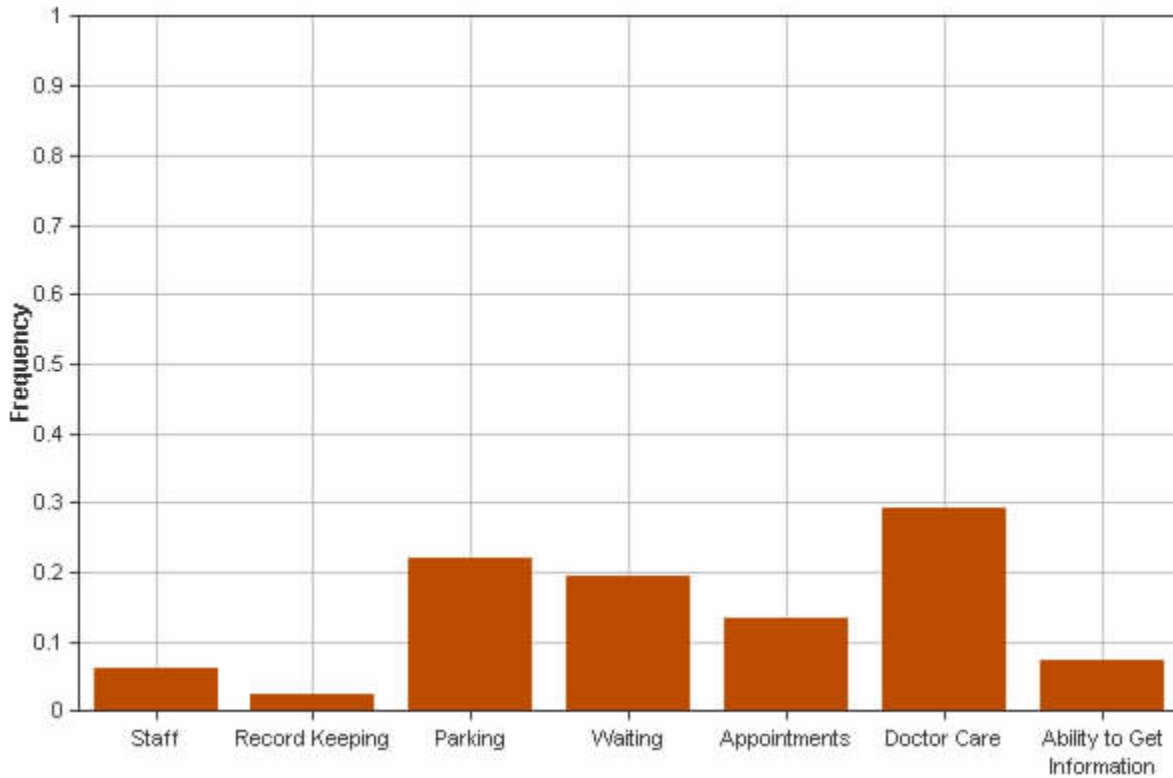
Description: This table shows you how your individual composite score items compare to a selected sample of highest-scoring ("best") doctors in DrScore. The greater the distance between your score and our DrScore "best" doctors, the greater the opportunity for improvement in your composite score.

Table 2. TARGETED AREAS FOR IMPROVEMENT: PRACTICE COMPOSITE SCORE ITEMS

	Your Mean Score	Mean Score of All Doctors Scoring 8+	Difference
TOTAL CARE	8.864	9.177	-0.314
TOTAL CARE/FAMILY	9.000	8.712	0.288
SAME MD	9.175	9.433	-0.258
REFERRALS	9.250	9.279	-0.029
AFTER HOURS	8.391	8.677	-0.286
CONVENIENCE	8.390	8.920	-0.530
STAFF	8.989	8.843	0.146
SCALE SCORE	87.394	90.045	-2.651

Description: This table shows you how your Practice composite score items compare to a selected sample of highest-scoring ("best") doctors in DrScore. The greater the distance between your score and our DrScore "best" doctors, the greater the opportunity for improvement in your Practice composite score.

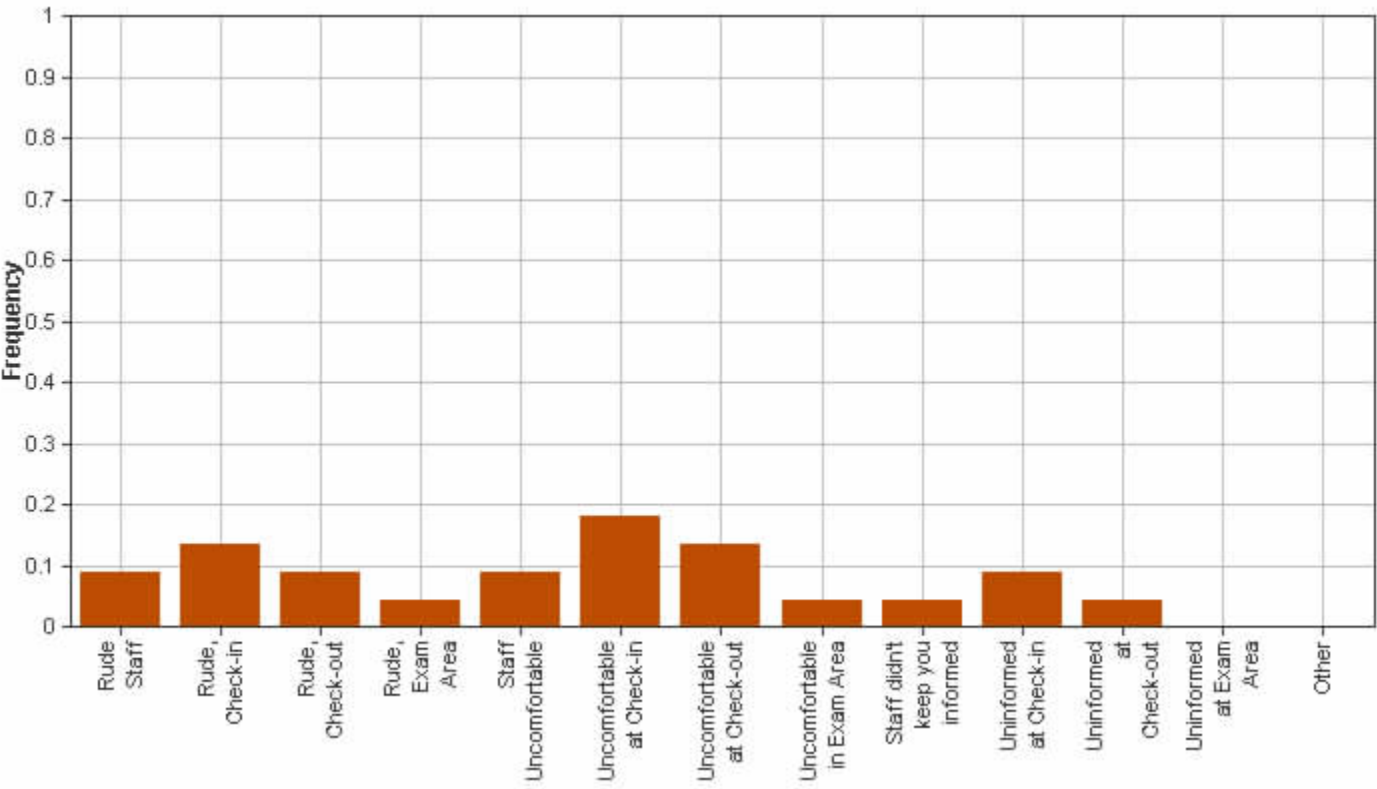
FIGURE 6. PROBLEM AREA RATINGS: OVERALL



	COUNT	Relative Frequency
Staff	5	0.061
Record Keeping	2	0.024
Parking	18	0.220
Waiting	16	0.195
Appointments	11	0.134
Doctor Care	24	0.293
Ability to Get Info	6	0.073

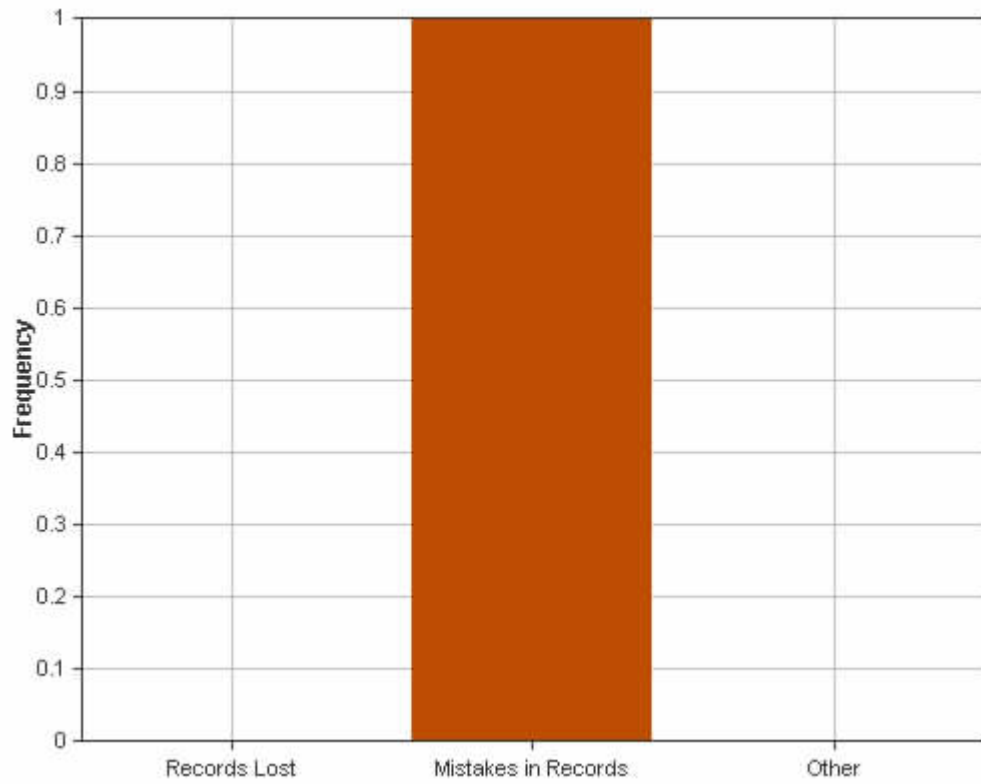
Description: This graph shows the frequencies for patient-reported problems in 7 key aspects of patient care. A separate, more detailed graph of each problem area is shown on the next few pages. Goal: look for overall areas that are most frequently reported, and then examine the specific graph to see the details.

FIGURE 6a. PROBLEM AREA RATINGS: OFFICE STAFF



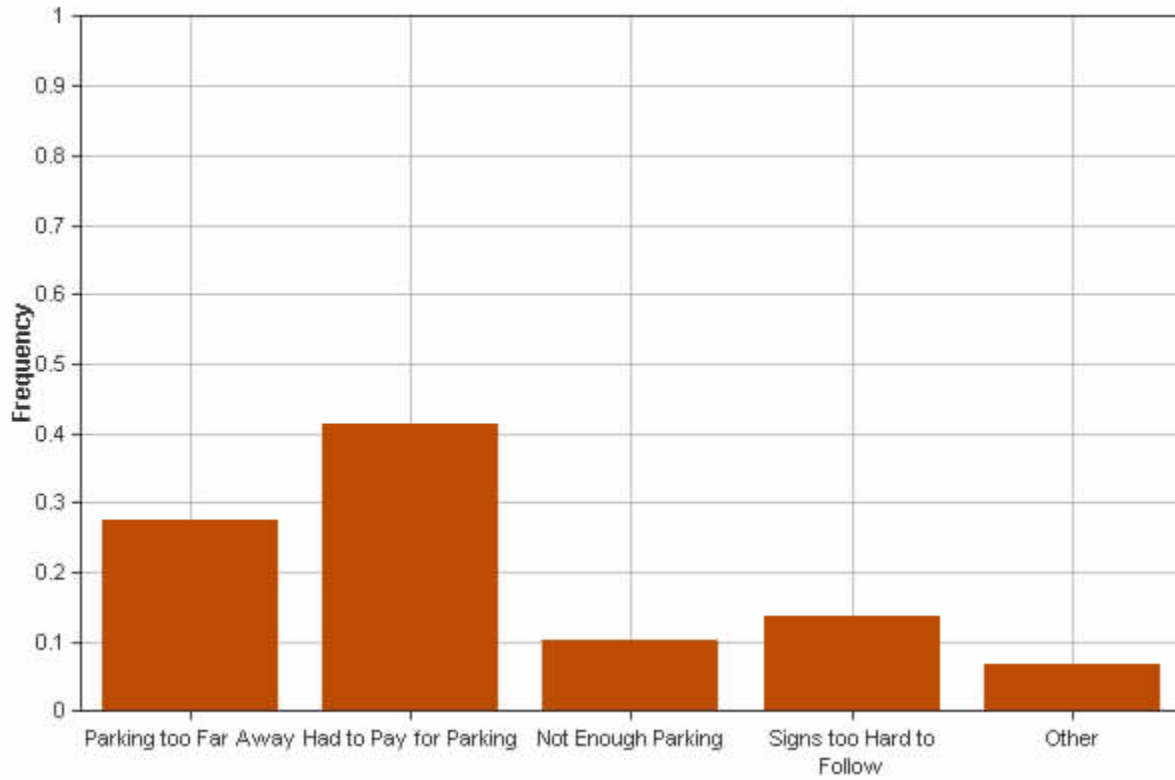
	COUNT	Relative Frequency
Rude Staff	2	0.091
Rude Staff, Check-in	3	0.136
Rude Staff, Check-out	2	0.091
Rude Staff, Exam Area	1	0.045
Staff Made You Uncomfortable	2	0.091
Uncomfortable at Check-in	4	0.182
Uncomfortable at Check-out	3	0.136
Uncomfortable in Exam Area	1	0.045
Staff didn't keep you informed	1	0.045
Uninformed at Check-in	2	0.091
Uninformed at Check-out	1	0.045
Uninformed at Exam Area	0	0.000
Other	0	0.000

FIGURE 6b. PROBLEM AREA RATINGS: RECORD KEEPING



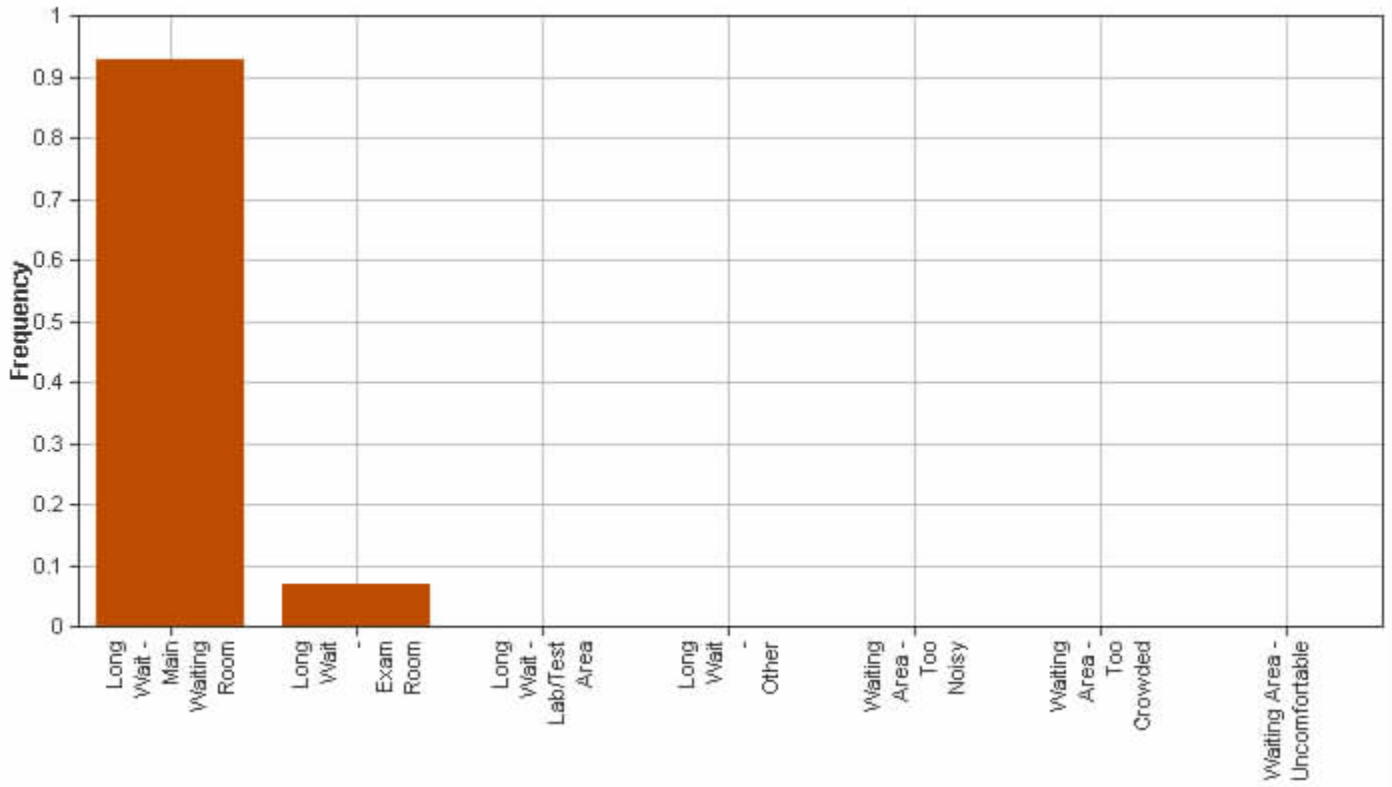
	COUNT	Relative Frequency
Records Lost	0	0.000
Mistakes in Records	1	1.000
Other	0	0.000

FIGURE 6c. PROBLEM AREA RATINGS: PARKING/SIGNAGE



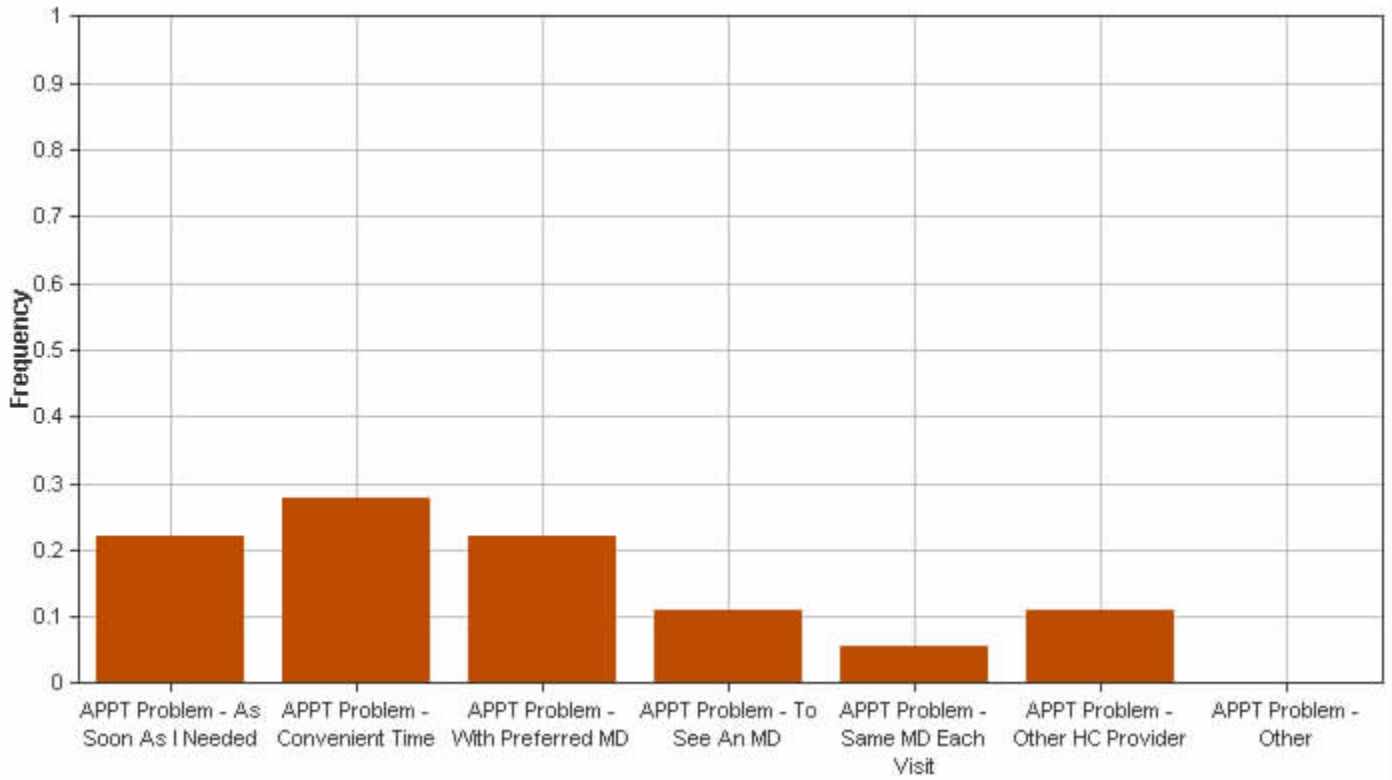
	COUNT	Relative Frequency
Parking too Far Away	8	0.276
Had to Pay for Parking	12	0.414
Not Enough Parking	3	0.103
Signs too Hard to Follow	4	0.138
Other	2	0.069

FIGURE 6d. PROBLEM AREA RATINGS: WAIT TIMES



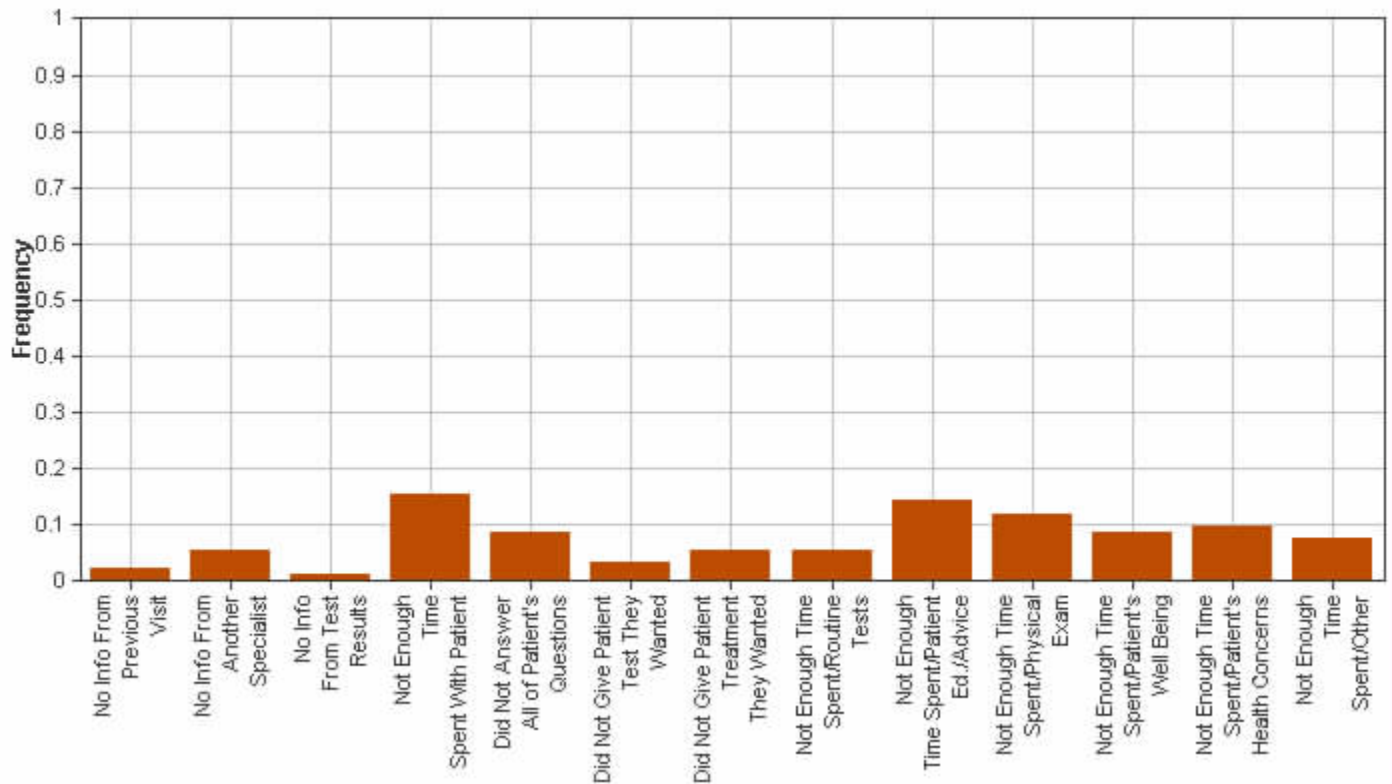
	COUNT	Relative Frequency
Long Wait - Main Waiting Room	13	0.929
Long Wait - Exam Room	1	0.071
Long Wait - Lab/Test Area	0	0.000
Long Wait - Other	0	0.000
Waiting Area - Too Noisy	0	0.000
Waiting Area - Too Crowded	0	0.000
Waiting Area - Uncomfortable	0	0.000

FIGURE 6e. PROBLEM AREA RATINGS: APPOINTMENTS



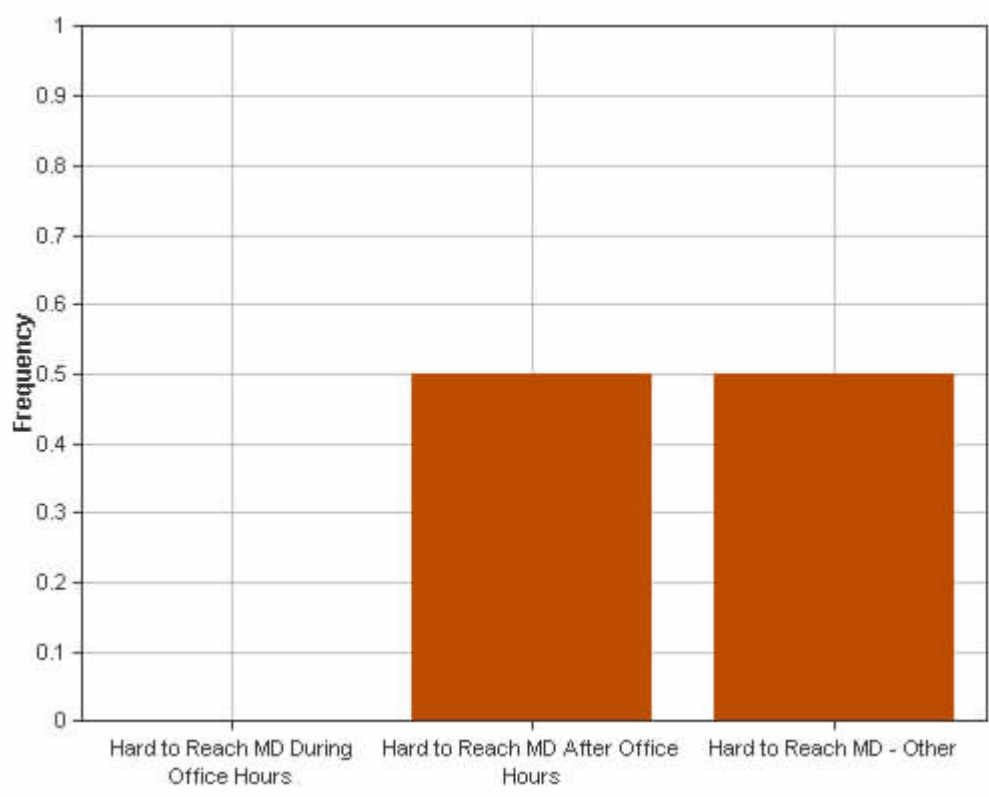
	COUNT	Relative Frequency
APPT Problem - As Soon As I Needed	4	0.222
APPT Problem - Convenient Time	5	0.278
APPT Problem - With Preferred MD	4	0.222
APPT Problem - To See An MD	2	0.111
APPT Problem - Same MD Each Visit	1	0.056
APPT Problem - Other Health Care Provider	2	0.111
APPT Problem - Other	0	0.000

FIGURE 6f. PROBLEM AREA RATINGS: CARE AND COMMUNICATION



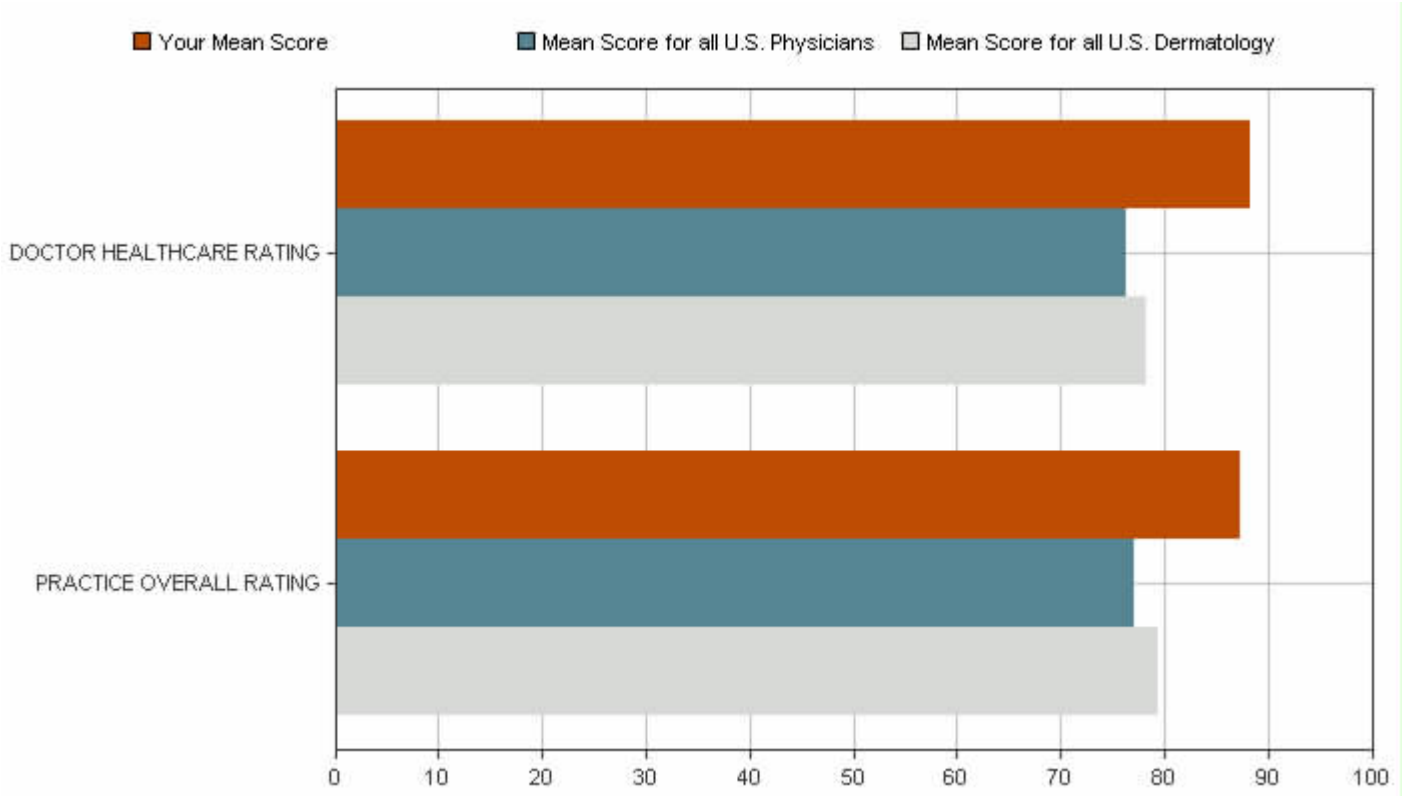
	COUNT	Relative Frequency
No Info From Previous Visit	2	0.022
No Info From Another Specialist	5	0.055
No Info From Test Results	1	0.011
Not Enough Time Spent With Patient	14	0.154
Did Not Answer All of Patient's Questions	8	0.088
Did Not Give Patient Test They Wanted	3	0.033
Did Not Give Patient Treatment They Wanted	5	0.055
Not Enough Time Spent/Routine Tests	5	0.055
Not Enough Time Spent/Patient Ed./Advice	13	0.143
Not Enough Time Spent/Physical Exam	11	0.121
Not Enough Time Spent/Patient's Well Being	8	0.088
Not Enough Time Spent/Patient's Health Concerns	9	0.099
Not Enough Time Spent/Other	7	0.077

FIGURE 6g. PROBLEM AREA RATINGS: PHONE COMMUNICATION



	COUNT	Relative Frequency
Hard to Reach MD During Office Hours	0	0.000
Hard to Reach MD After Office Hours	2	0.500
Hard to Reach MD - Other	2	0.500

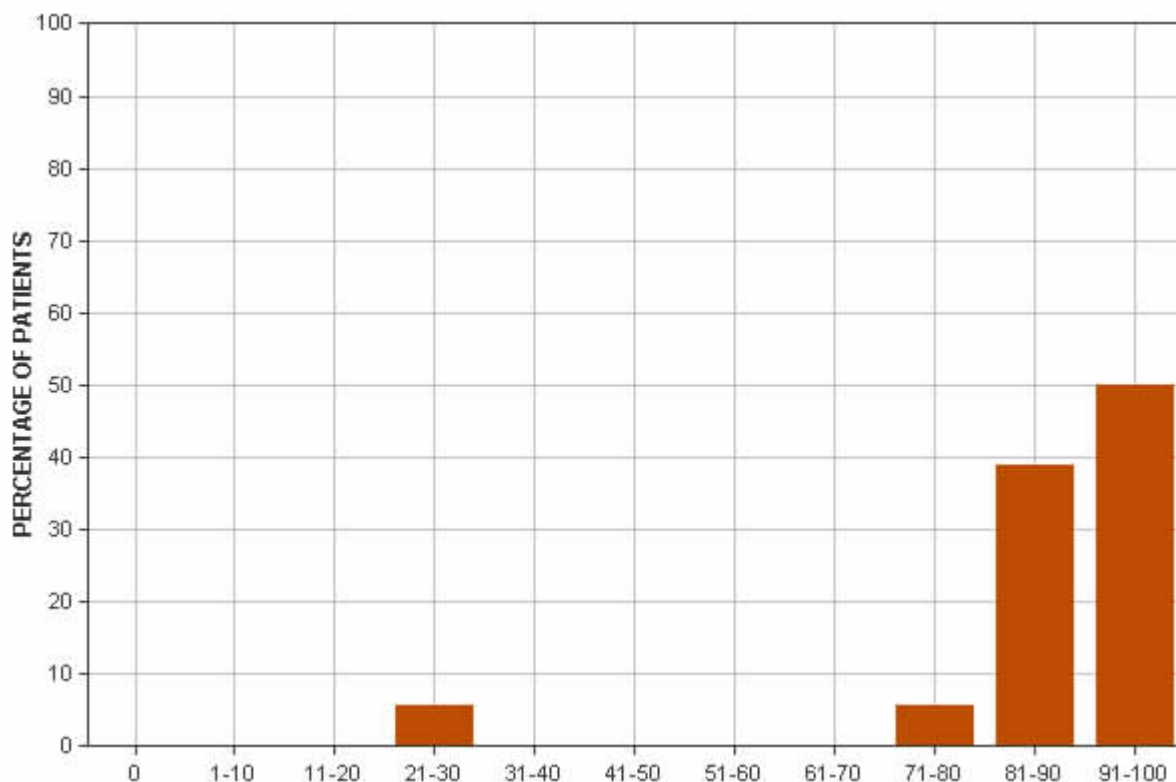
FIGURE 7. COMPOSITE SCORES (QUARTERLY)



Total Ratings Received	22
First Rating Received	10/19/2006
Most Recent Rating Received	01/09/2007
Doctor Scale Rating Mean Score	88.4
Practice Scale Rating Mean Score	87.3
Staff Scale Rating Mean Score	90.0

Description: This graph presents the multi-item scores for this Doctor and Practice. These scores are comprehensive because they each reflect several different aspects of healthcare or practice at once, and therefore form a 'composite' rating. Each composite mean is scaled from 0 to 100, where 100 indicates highest satisfaction in all areas considered.

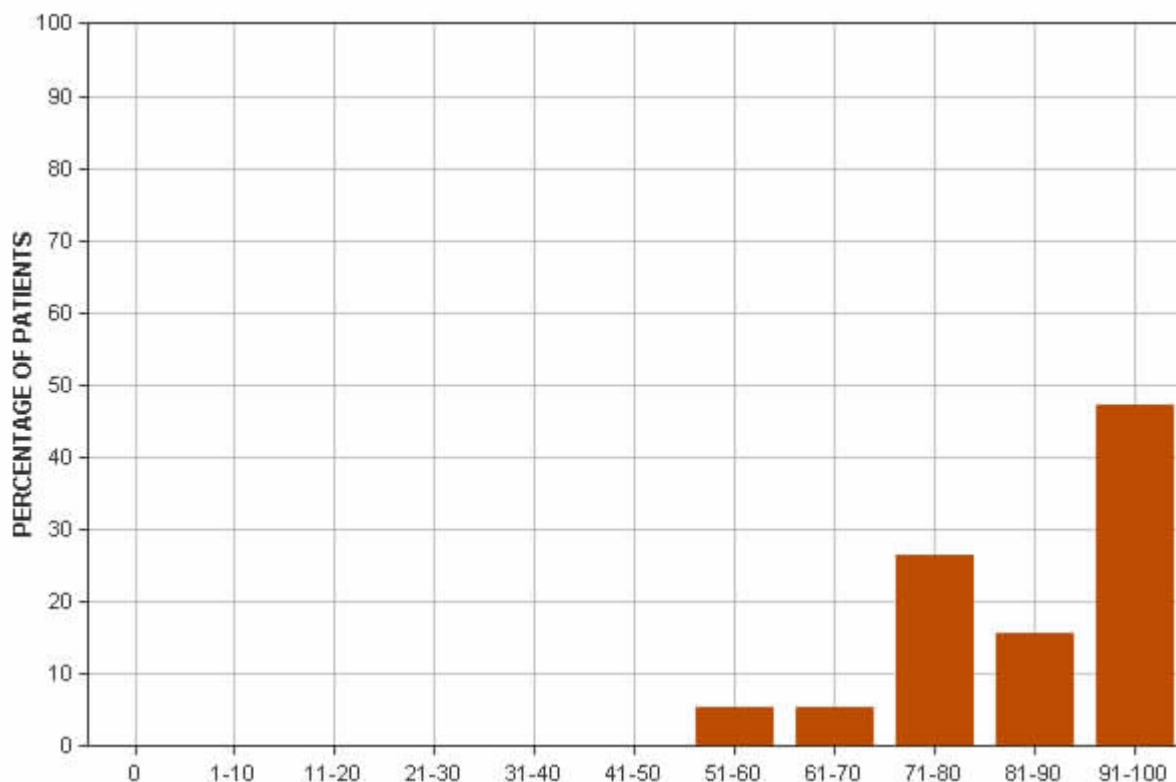
FIGURE 8. DOCTOR COMPOSITE SCORE DISTRIBUTION (QUARTERLY)



	N	< 5	6-7	8	9	10
ANSWERS ALL PATIENT QUESTIONS	18	0.056	0.056	0.056	0.333	0.500
THOROUGHNESS OF PATIENT EXAM	18	0.056	0.000	0.278	0.278	0.389
INCLUDES PATIENT IN DECISIONS	17	0.059	0.059	0.235	0.235	0.412
CLARITY OF INSTRUCTIONS	18	0.056	0.111	0.056	0.278	0.500
TIMELY TEST RESULTS	6	0.167	0.000	0.167	0.000	0.667
AMOUNT OF TIME SPENT WITH PATIENT	18	0.056	0.111	0.111	0.444	0.278
TREATMENT SUCCESS	11	0.091	0.000	0.273	0.364	0.273

Description: This graph displays the distribution of your Doctor composite score from 0 to 100. This result shows you the extent and distance that you could shift the mass of the distribution to the right-hand side of the graph to improve your Doctor composite score.

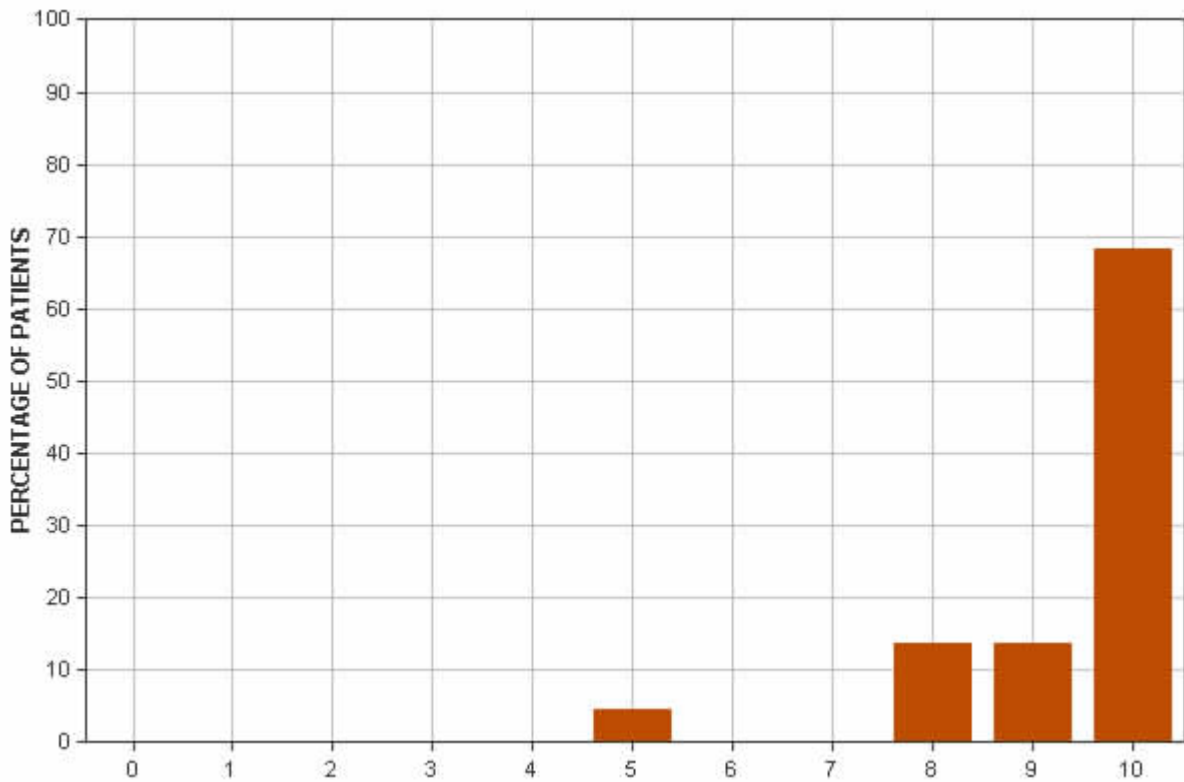
FIGURE 9. PRACTICE COMPOSITE SCORE DISTRIBUTION (QUARTERLY)



	N	< 5	6-7	8	9	10
Ability to Get All Your Healthcare at This Clinic	17	0.059	0.000	0.176	0.412	0.353
Getting Referrals	1	0.000	0.000	0.000	0.000	0.000
Getting Help After Hours	7	0.143	0.000	0.000	0.143	0.714
Patient Convenience	19	0.053	0.263	0.000	0.421	0.263
Ability to See Same Doctor	17	0.000	0.176	0.059	0.176	0.588

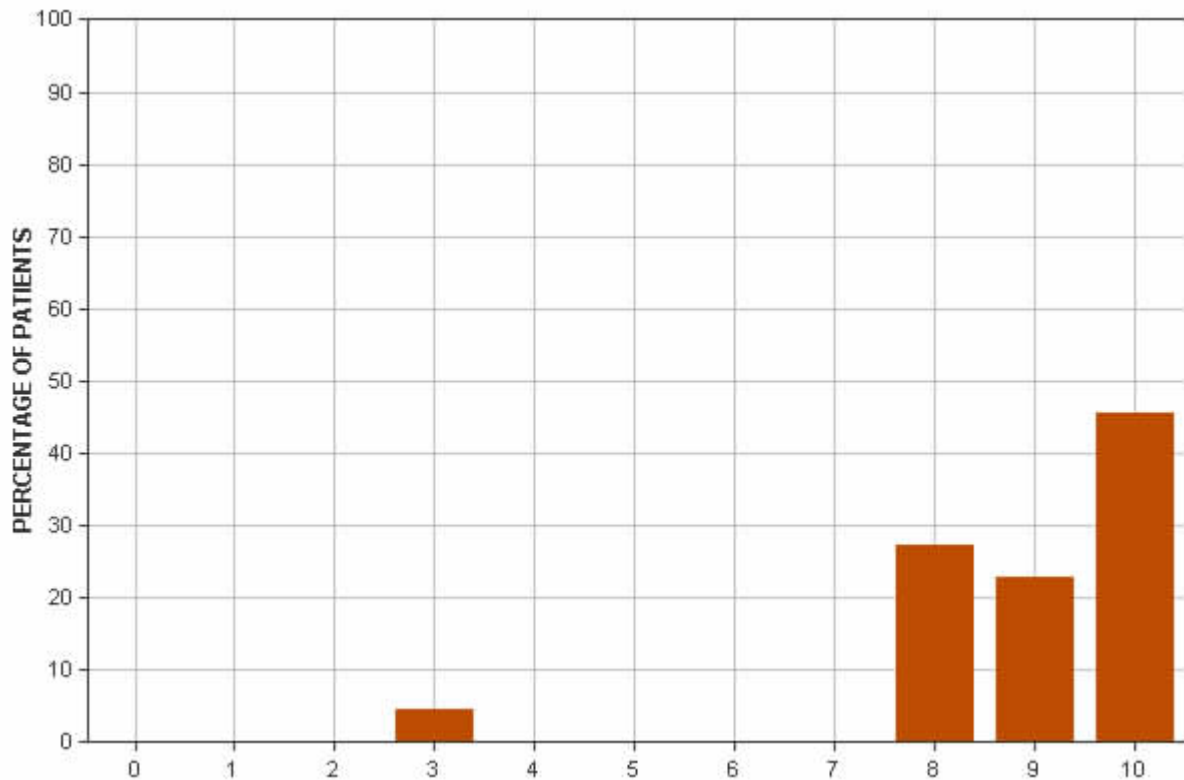
Description: This graph displays the distribution of your Practice composite score from 0 to 100. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your Practice composite score.

FIGURE 10a. DOCTOR RATING DISTRIBUTION (QUARTERLY)



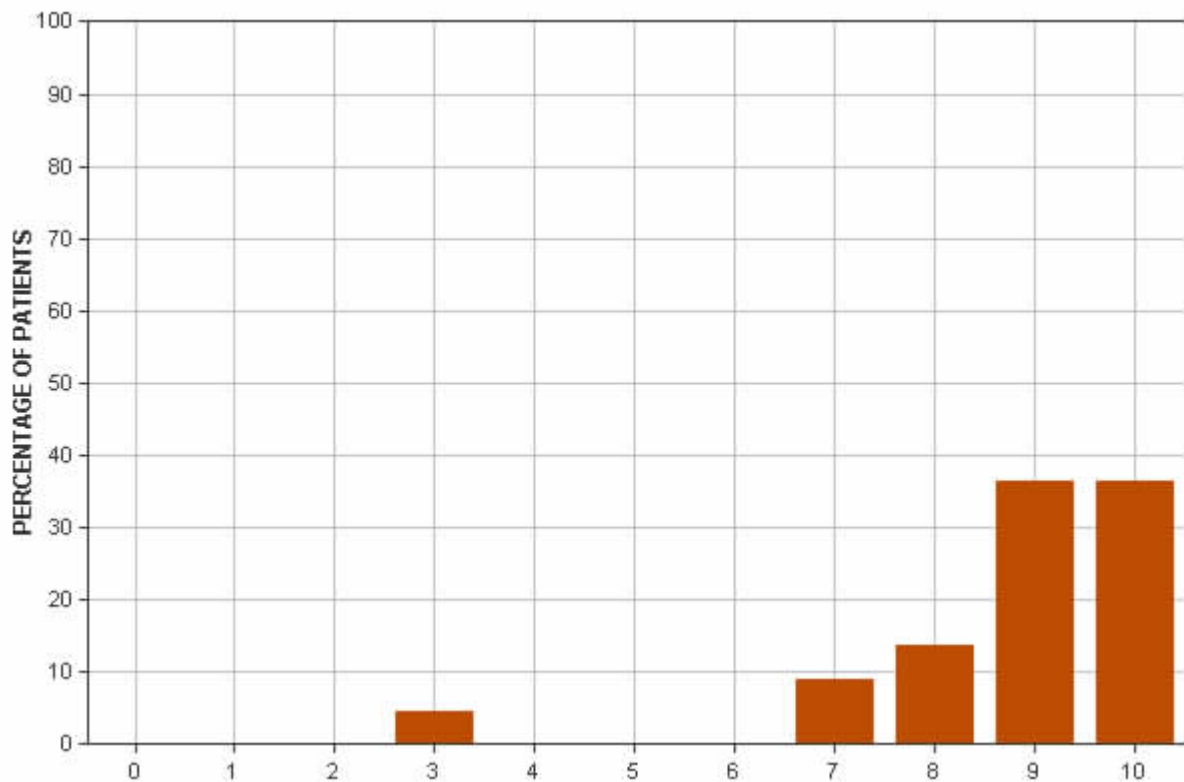
Description: This graph displays the distribution of your **Doctor** rating score from 0 to 10. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your **Doctor** score. These scores are the overall doctor scores based on the single question on the first page of the survey.

FIGURE 10b. EXAM RATING DISTRIBUTION (QUARTERLY)



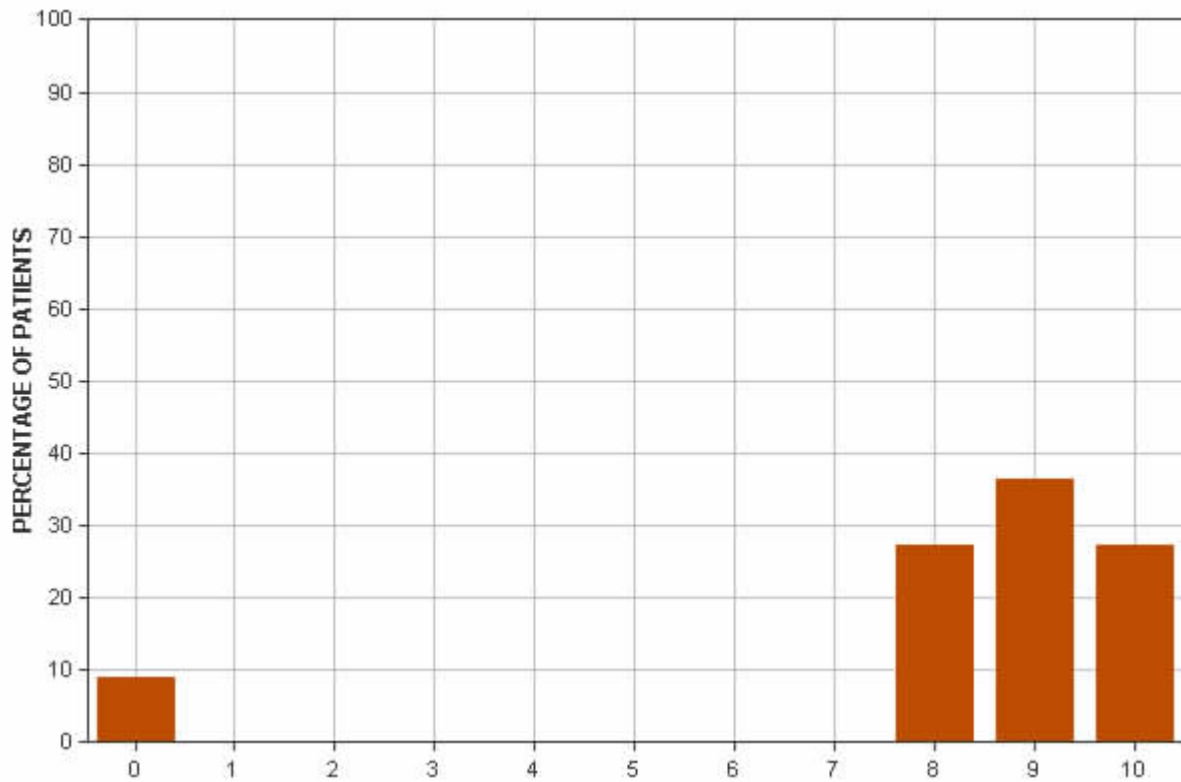
Description: This graph displays the distribution of your **Exam** rating score from 0 to 10. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your **Exam** score.

FIGURE 10c. TIMELINESS RATING DISTRIBUTION (QUARTERLY)



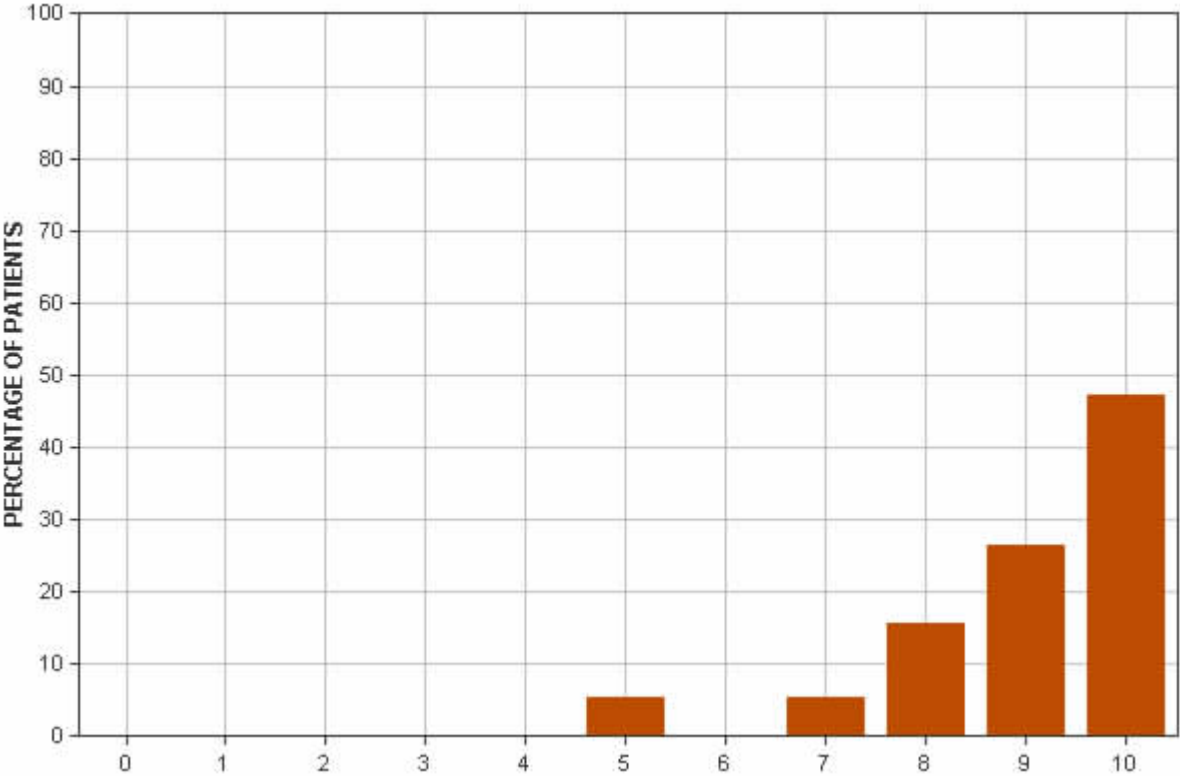
Description: This graph displays the distribution of your **Timeliness** rating score from 0 to 10. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your **Timeliness** score.

FIGURE 10d. TREATMENT SUCCESS RATING DISTRIBUTION (QUARTERLY)



Description: This graph displays the distribution of your **Treatment Success** rating score from 0 to 10. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your **Treatment Success** score.

FIGURE 10e. OFFICE STAFF RATING DISTRIBUTION (QUARTERLY)



Description: This graph displays the distribution of your **Office Staff** rating score from 0 to 10. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your **Office Staff** score.

Table 3. TARGETED AREAS FOR IMPROVEMENT: DOCTOR COMPOSITE SCORE ITEMS (QUARTERLY)

	Your Mean Score	Mean Score of All Doctors Scoring 8+	Difference
EXAM	8.778	9.480	-0.703
ANSWERS	9.056	9.499	-0.443
FOLLOWS UP	8.556	9.400	-0.844
INSTRUCTIONS	8.944	9.467	-0.523
INCLUDES	8.765	9.469	-0.704
TEST RESULTS	8.000	9.342	-1.342
TIME SPENT	8.611	9.313	-0.702
TREATMENT SUCCESS	8.182	9.382	-1.200
SCALE SCORE	88.406	94.274	-5.868

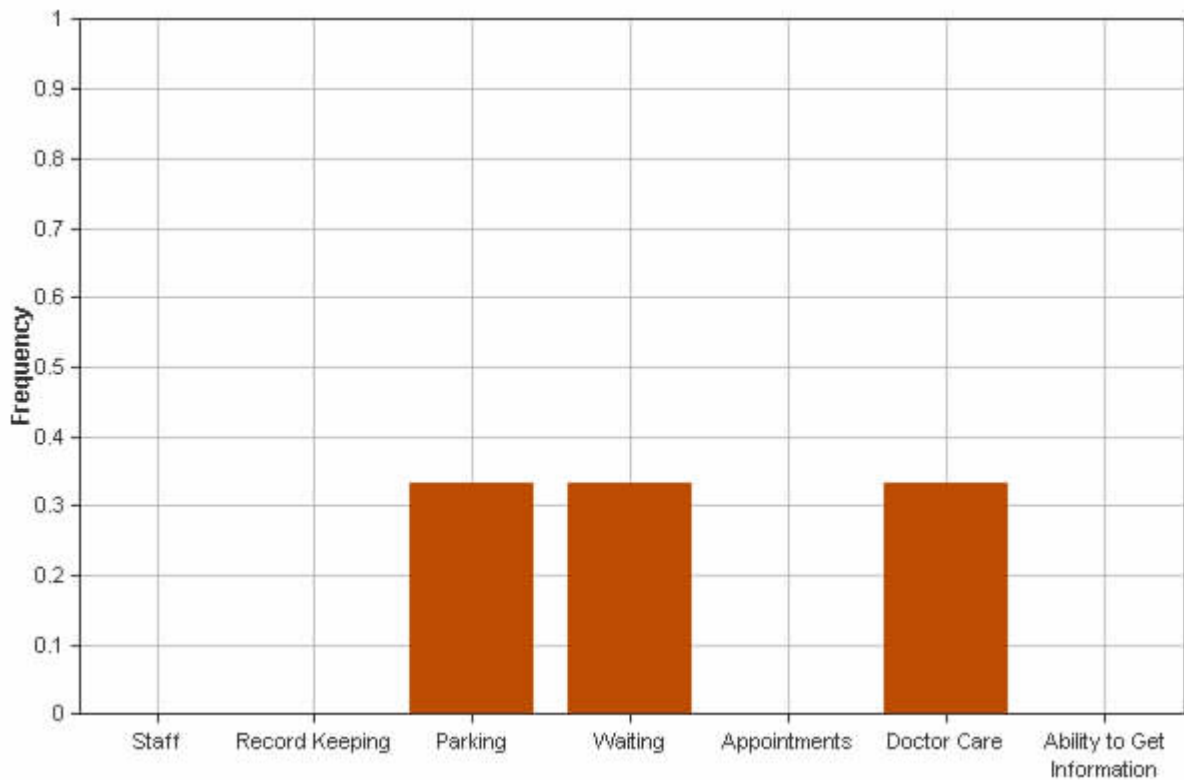
Description: This table shows you how your individual composite score items compare to a selected sample of highest-scoring ("best") doctors in DrScore. The greater the distance between your score and our DrScore "best" doctors, the greater the opportunity for improvement in your composite score.

Table 4. TARGETED AREAS FOR IMPROVEMENT: PRACTICE COMPOSITE SCORE ITEMS (QUARTERLY)

	Your Mean Score	Mean Score of All Doctors Scoring 8+	Difference
TOTAL CARE	8.824	9.237	-0.413
TOTAL CARE/FAMILY	Insufficient Data	8.881	Insufficient Data
SAME MD	9.118	9.473	-0.356
REFERRALS	Insufficient Data	9.375	Insufficient Data
AFTER HOURS	9.143	8.805	0.338
CONVENIENCE	8.316	8.966	-0.651
STAFF	9.000	8.919	0.081
SCALE SCORE	87.325	90.841	-3.516

Description: This table shows you how your Practice composite score items compare to a selected sample of highest-scoring ("best") doctors in DrScore. The greater the distance between your score and our DrScore "best" doctors, the greater the opportunity for improvement in your Practice composite score.

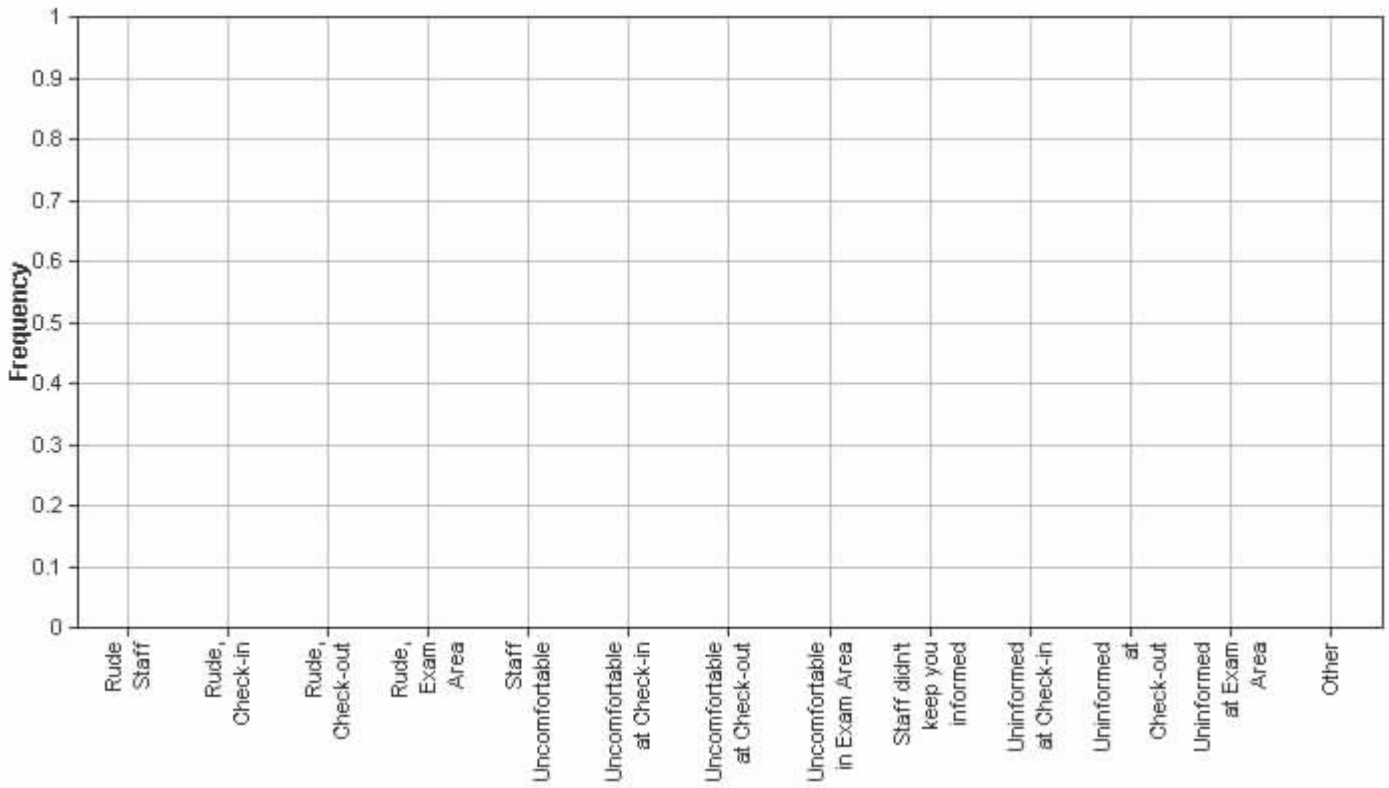
FIGURE 11. PROBLEM AREA RATINGS: OVERALL (QUARTERLY)



	COUNT	Relative Frequency
Staff	0	0.000
Record Keeping	0	0.000
Parking	1	0.333
Waiting	1	0.333
Appointments	0	0.000
Doctor Care	1	0.333
Ability to Get Info	0	0.000

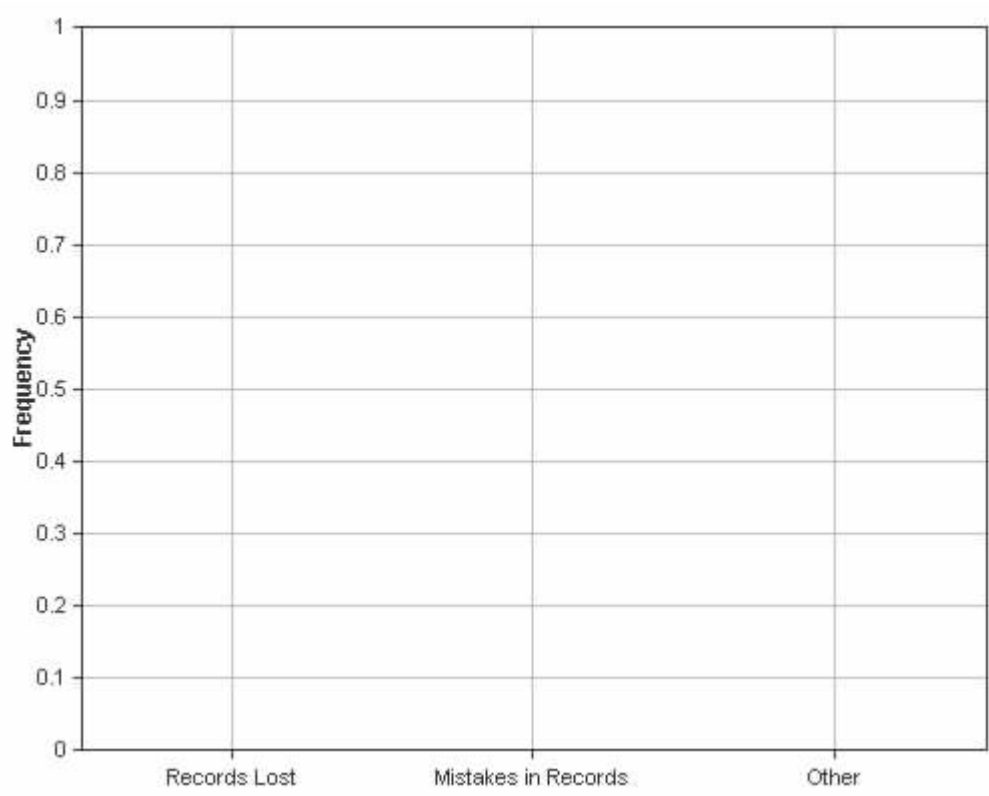
Description: This graph shows the frequencies for patient-reported problems in 7 key aspects of patient care. A separate, more detailed graph of each problem area is shown on the next few pages. Goal: look for overall areas that are most frequently reported, and then examine the specific graph to see the details.

FIGURE 11a. PROBLEM AREA RATINGS: OFFICE STAFF (QUARTERLY)



	COUNT	Relative Frequency
Rude Staff	0	0.000
Rude Staff, Check-in	0	0.000
Rude Staff, Check-out	0	0.000
Rude Staff, Exam Area	0	0.000
Staff Made You Uncomfortable	0	0.000
Uncomfortable at Check-in	0	0.000
Uncomfortable at Check-out	0	0.000
Uncomfortable in Exam Area	0	0.000
Staff didn't keep you informed	0	0.000
Uninformed at Check-in	0	0.000
Uninformed at Check-out	0	0.000
Uninformed at Exam Area	0	0.000
Other	0	0.000

FIGURE 11b. PROBLEM AREA RATINGS: RECORD KEEPING (QUARTERLY)



(Insufficient Data display graph. See chart below for more information.)

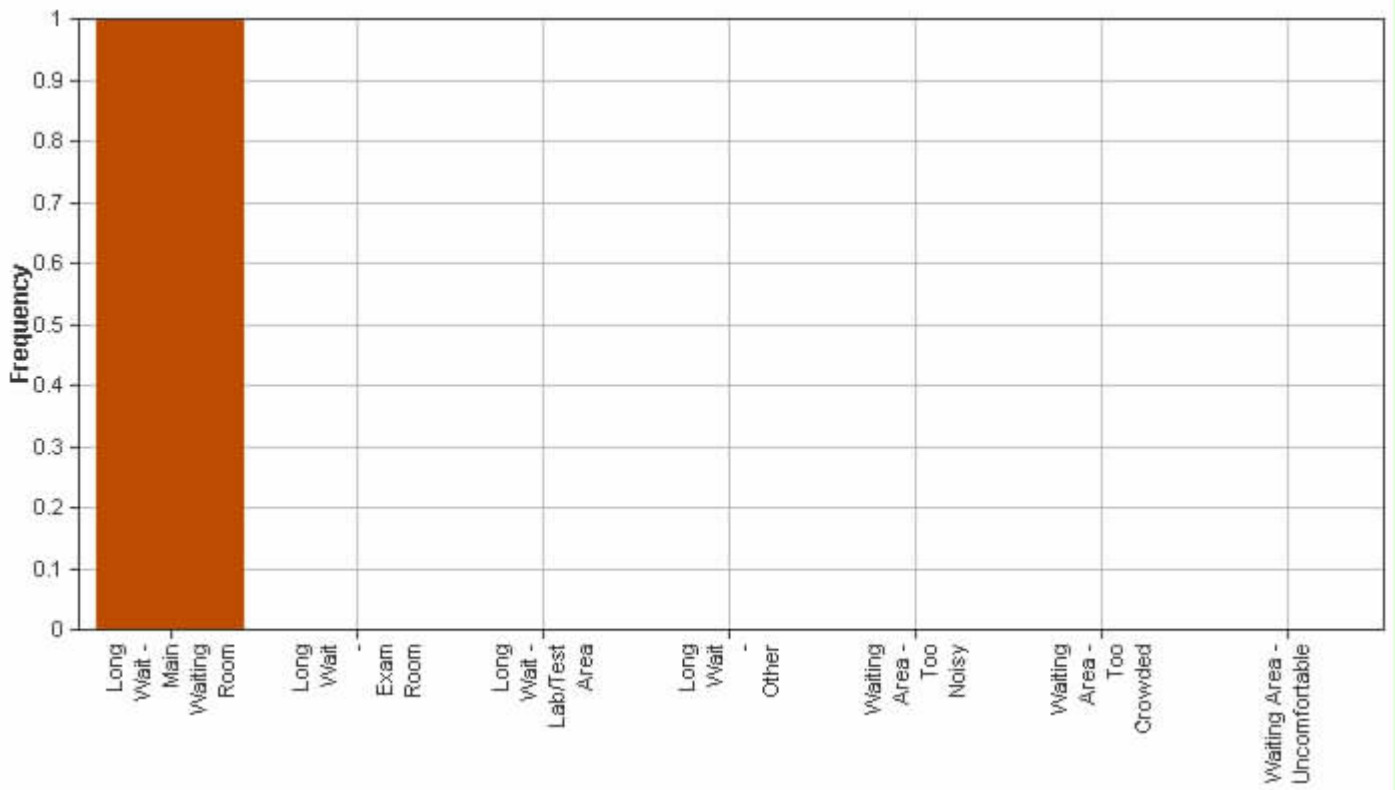
	COUNT	Relative Frequency
Records Lost	0	0.000
Mistakes in Records	0	0.000
Other	0	0.000

FIGURE 11c. PROBLEM AREA RATINGS: PARKING/SIGNAGE (QUARTERLY)



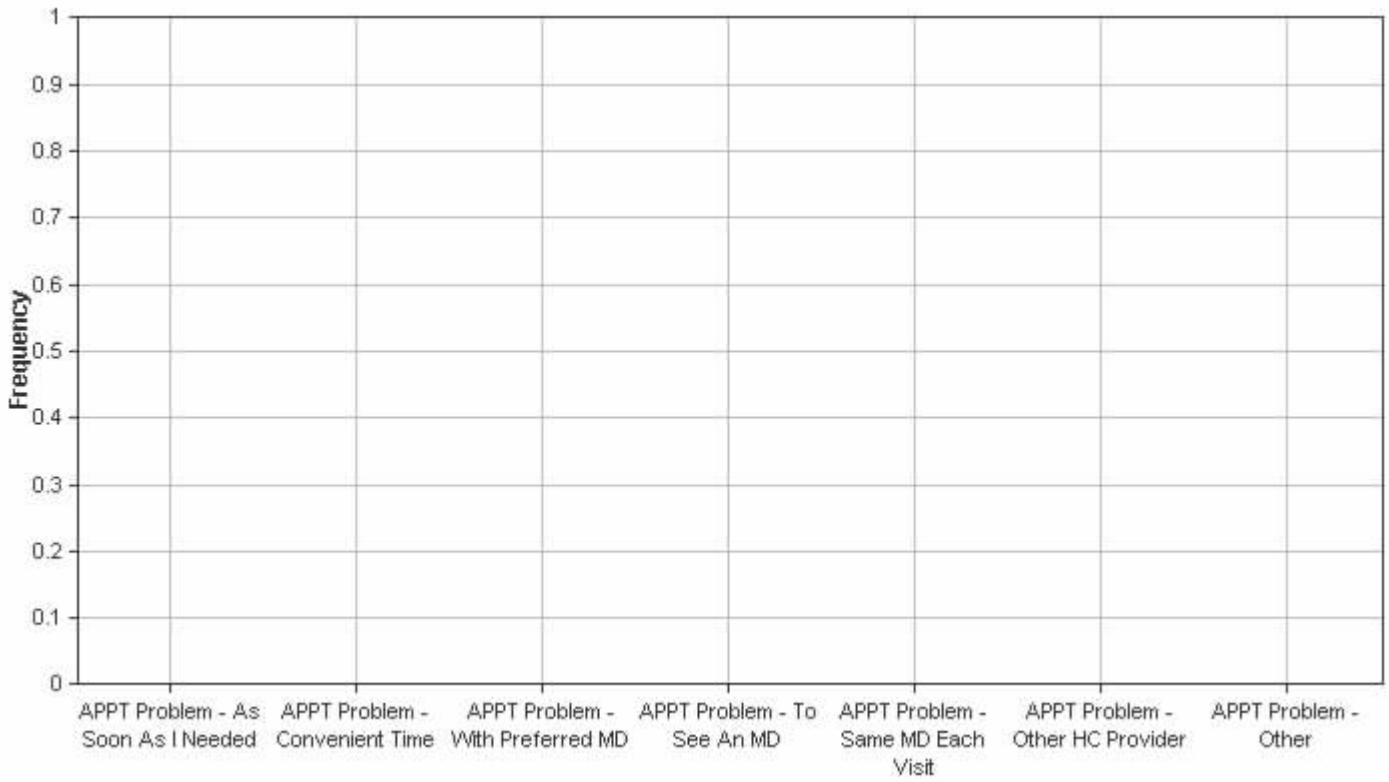
	COUNT	Relative Frequency
Parking too Far Away	0	0.000
Had to Pay for Parking	0	0.000
Not Enough Parking	0	0.000
Signs too Hard to Follow	0	0.000
Other	1	1.000

FIGURE 11d. PROBLEM AREA RATINGS: WAIT TIMES (QUARTERLY)



	COUNT	Relative Frequency
Long Wait - Main Waiting Room	1	1.000
Long Wait - Exam Room	0	0.000
Long Wait - Lab/Test Area	0	0.000
Long Wait - Other	0	0.000
Waiting Area - Too Noisy	0	0.000
Waiting Area - Too Crowded	0	0.000
Waiting Area - Uncomfortable	0	0.000

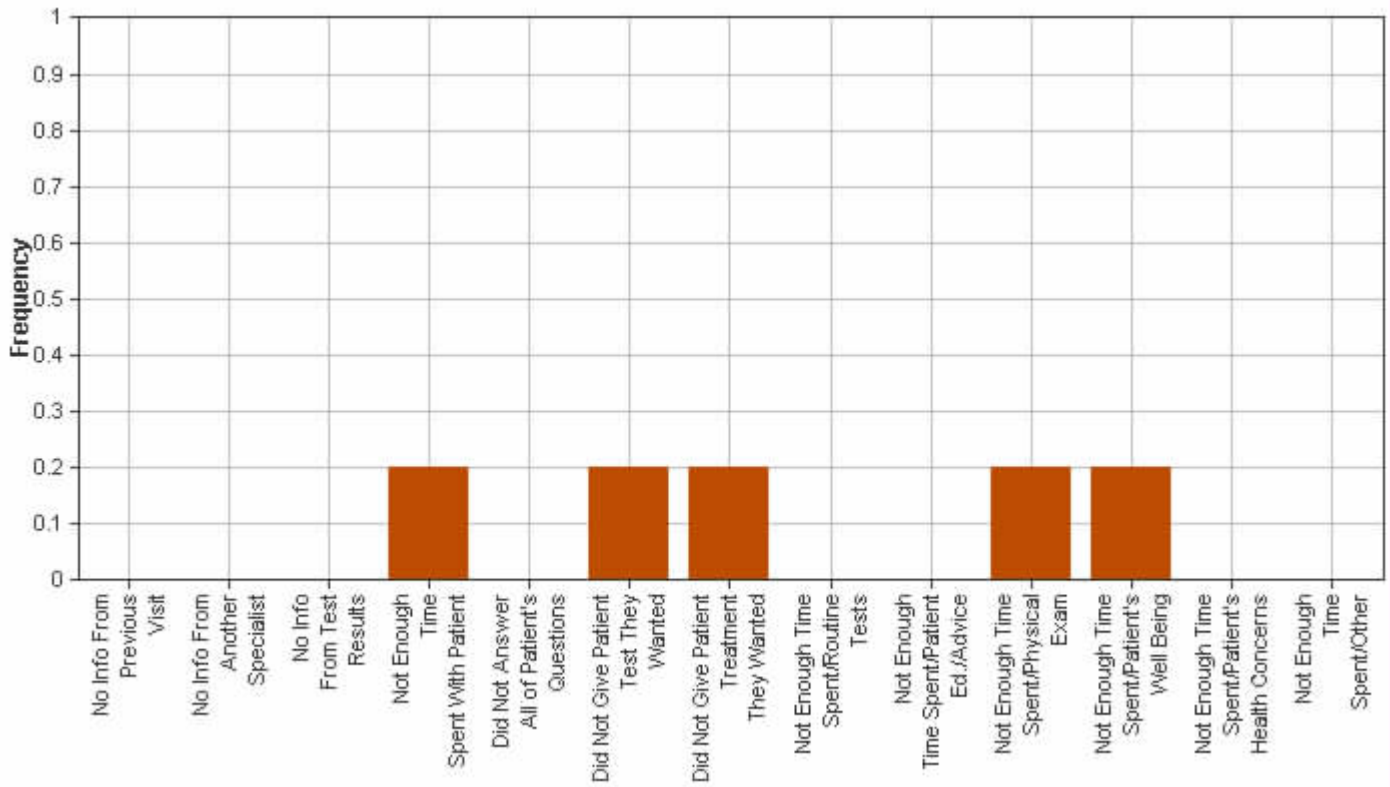
FIGURE 11e. PROBLEM AREA RATINGS: APPOINTMENTS (QUARTERLY)



(Insufficient Data display graph. See chart below for more information.)

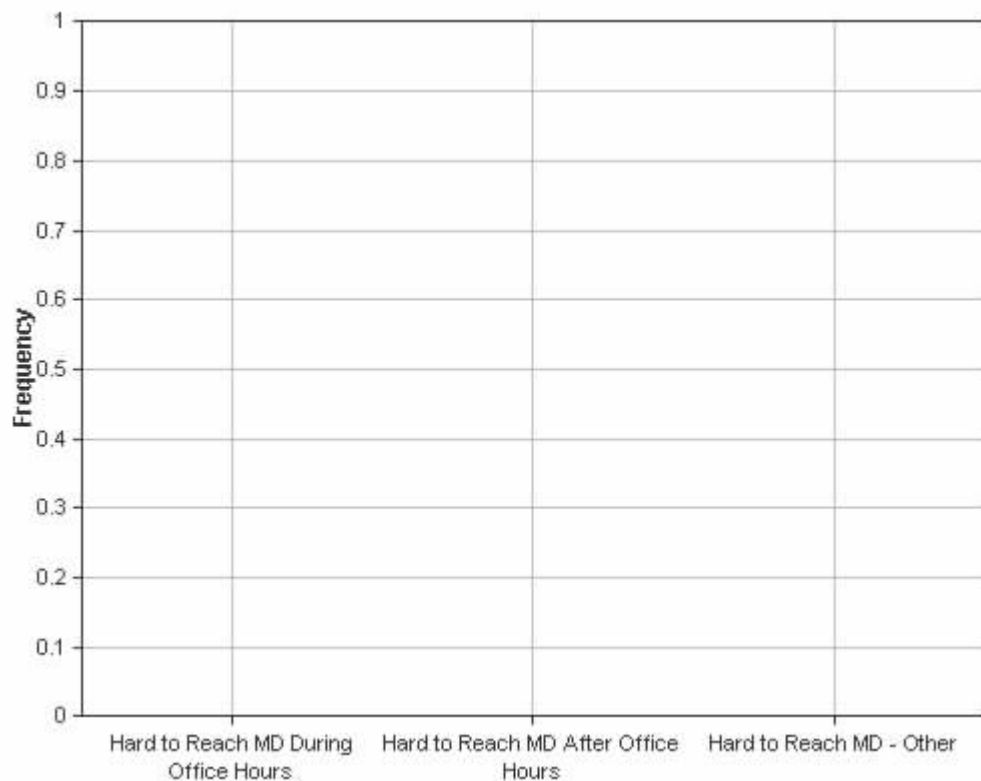
	COUNT	Relative Frequency
APPT Problem - As Soon As I Needed	0	0.000
APPT Problem - Convenient Time	0	0.000
APPT Problem - With Preferred MD	0	0.000
APPT Problem - To See An MD	0	0.000
APPT Problem - Same MD Each Visit	0	0.000
APPT Problem - Other Health Care Provider	0	0.000
APPT Problem - Other	0	0.000

FIGURE 11f. PROBLEM AREA RATINGS: CARE AND COMMUNICATION (QUARTERLY)



	COUNT	Relative Frequency
No Info From Previous Visit	0	0.000
No Info From Another Specialist	0	0.000
No Info From Test Results	0	0.000
Not Enough Time Spent With Patient	1	0.200
Did Not Answer All of Patient's Questions	0	0.000
Did Not Give Patient Test They Wanted	1	0.200
Did Not Give Patient Treatment They Wanted	1	0.200
Not Enough Time Spent/Routine Tests	0	0.000
Not Enough Time Spent/Patient Ed./Advice	0	0.000
Not Enough Time Spent/Physical Exam	1	0.200
Not Enough Time Spent/Patient's Well Being	1	0.200
Not Enough Time Spent/Patient's Health Concerns	0	0.000
Not Enough Time Spent/Other	0	0.000

FIGURE 11g. PROBLEM AREA RATINGS: PHONE COMMUNICATION (QUARTERLY)



(Insufficient Data display graph. See chart below for more information.)

	COUNT	Relative Frequency
Hard to Reach MD During Office Hours	0	0.000
Hard to Reach MD After Office Hours	0	0.000
Hard to Reach MD - Other	0	0.000

GENERAL COMMENTS PROVIDED DURING SURVEY SUBMISSION

- 1: He is great and even makes house calls!!
- 2: Dr.Feldman was very polite and very understandable. He spoke to my two daughters like they mattered, and made them feel very comfortable. He did a little trick with tongue depressors, that made them laugh. Durning the exam he was honest about what he thought. I would recommend him to anyone who needs a dermatologist, expecially if they have children.
- 3: was very informative... enjoyed if i may say.. my visit.. histafreeze hurts a little but dr. feldman very professional.....i also work in another physicians office, so i easily compare care from other offices to the ones i have been to..staff from front office to back good..
- 4: I needed a prescription for a facial cream. Dr Feldman volunteered to call my pharmacy in Houston and ordered a generic version of it for me. I was very please with Dr Feldman's generosity and trust.
- 5: In addition to providing care for his patients, Dr. Feldman has wonderful people skills. He helped my 8 month old daughter and me have a very pleasant visit .
- 6: I have gone to Dr. Feldman for many years and I like his approach to my treatment over the years. We have my psoriasis under control and I'm very grateful. I guess I should also mention, he s a great guy!!
- 7: Knowledgeable, conconcerned, good personality. All qualities of a good doctor.
- 8: Dr. Feldman has always taken time to answer any questions that I have. He never rushes me and seems concerned about me. I would recommend him to anyone.
- 9: I have known Dr. Feldman well over 10 years and after each visit I have always felt that all my concerns regarding my treatement were addressed fully and the care given was in my best interest. I am very happy to have Dr. Feldman treating me.
- 10: There is nothing good about having Psoriasis and Psoriatic Arthritis, but there is a whole lot good to say about having Steve Feldman as your doctor if you do happen to have Psoriasis. When I was diagnosed, I searched for a specialist is psoriasis in my area, and Steve Feldman's name came up immediately. Not only is he a leading researcher in the area, he is extremely caring and personable. It is sometimes hard and frustrating to live with a chronic illness, Steve seems to realize this and manages to communicate it to you that he's in it with you for the long haul. He is very respectful, and listens very well. He is also a dedicated teacher, and frequently has a resident or two tailing him. I highly recommend him.
- 11: I am a new patient of Dr. Feldman's. He made me feel very comfortable and I enjoyed my visit.
- 12: Dr. Feldman is always there when you need him. He has a great bedside manner and is very personable.
- 13: After seeing one of his students, who was offened when I commented that I looked scarred from what she did, he promptly came in glanced at me (less than 2 seconds...yes I timed it) then spoke to the student doc (only, never spoke to me, only about me, as if I was not there) telling her to explain to me what "happend" to me. The, of course, they told me not to come back and charged me! Not even have a nice day...indeed.
- 14: Extremely poor quality
- 15: always helped me when ever he could
- 16: Dr. Feldman was very friendly and instantly put me at ease while performing the biopsy.
- 17: Offered assistance with treatment of teenagers acne without being asked (this was not the reason for the visit).

- 18: Dr. Feldman was open, honest and very pleasant.
- 19: Dr. Felman has always been direct and kind to myself. He has a lot of confidence in his residents and allows them to practice one on one with the patients. He's a engaging teacher, a respectable doctor and should be sought out by those that can benefit from his service.
- 20: Very nice staff! Moles healed without any trouble at all! Thanks!
- 21: the wait time in the office was very short and all office staff was very nice and friendly.
- 22: prompt, thorough, thoughtful, caring...that about says it all!
- 23: Dr. Feldman is not my clinician but rather consults for our medical education company. He is efficient and a great communicator. He is well respected by his peers and carries the "all american great guy" presence. extremely bright and dedicated to the advancing the field of dermatology!
- 24: I enjoy his gentle humor and twinkling eyes. In other words, he is professional without losing his inner spirit. Dr. Feldman's eyes smile when he smiles. I feel confident in his medical care.
- 25: EXtremely attentive and knowledgable Very concerned about my son and our entire family. He is a wonderful doctor. He is very encouraging for us to call anytime we need him.
- 26: Very friendly & personable
- 27: He is very thorough about providing information about alternative medical resources available.
- 28: Seems knowledgeable but brusque. I could have used more time with him to ask about cause and prevention of my condition. I allowed the rush to throw me off.
- 29: Took time to answer questions, explanations were good with lay terms not medical jargon.
- 30: HE was very nice. the medicine he gave me to use was very helpful.
- 31: Very attentive. Very friendly - has an ability to put the patient at ease. Accessible for follow up questions. One of the best bedside manners I've seen.
- 32: innovative, caring
- 33: Excellent rapport with teens. Friendly, approachable attitude with a reassuring manner.
- 34: Relates very well to children.
- 35: I was pleasantly surprised that Dr. Feldman sat down , looked me in the eye and really listened to me. A nice change from past experiences. Often we get the feeling that a timer is about to go off and the doctor will run from the room. Thank You.

- 36: Very friendly, sincere
- 37: he takes a lot of time to explain things to you and even gave me his cell phone number in case that that I had further questions or concerns. I feel that he really cares about his patients.
- 38: He was very concerned. And stared the ball rolling so now we can finally find out what is really wrong with Debbie. Thank you
- 39: Very friendly & helpful staff. Dr Feldman was very good about exam, as were the students, that were present at the time of the examination. My wife and I were both very satisfied with our first visit to this office.
- 40: very good bedside manner very easy to talk to and explained everything to where I could understand it. Great personality.
- 41: Have been to Dr. Feldman several times and recommend him to every person I come in contact with. Helped me more than any other.
- 42: Very personable. Even said "thanks for letting me see you today".
- 43: I think the doctor should have spend a second or two more with me-the patient. He was in the room less than two minutes. I didn't really feel that I received a good going over. Then he left and told me to buy a sun hat.
- 44: EXTREMELY NICE, SEEMED VERY KNOWLEDGABLE; BUT DIDN'T EXPLAIN CONDITION TO MY UNDERSTANDING. TALKED MORE TO INTERN WITH HIM THAN ME
- 45: perfection from beginning to end. Thank You Susan Malsh
- 46: Dr. Feldman lets his interns do all of the work. I have not been happy with him in some time now. I feel he does not take the time to talk to me about my psoriasis, nor has he been empathetic to me when I have been in extreme pain. I am considering finding another dermatologist
- 47: Went in with a rash on my arms, legs and back. Rash was there when I called for an appointment; unfortunately at visiting rash stopped so it could not be examined. I had marks all over my body and needed some kind of skin care medication to take care of that; instead, I payed \$30 for a visit and got nothing. I feel like I wasted time and money. I was told to call back when rash comes again. Why would I want to do that! So they can have another \$30! The least that they could have done was setting up a follow-up visit. And there were students/interns in the room. I didn't feel comfortable being naked there also.
- 48: HE SEEMS TO REALLY CARE ABOUT YOUR CONDITION
- 49: Great residents
- 50: I'm still unclear on the Vit D issue. 25-OH-Vit D3 is apparently the product of the light-dependent reaction, yet it is present far in excess of the 1,25-diOH-D3 active form. So why does light elevate the latter ?
- 51: Personable, clear, always affable. Works well with interns. Listens to patient.
- 52: Friendly and well trained
- 53: I am writing on behalf of my mother who says Dr. Feldman a couple of weeks ago. She has been to our local doctors here in Princeton, WV and they all treated her for the wrong thing. Dr. Feldman knew when he looked at her what it was, prescribed her meds and in only a few days she was seeing a great improvement....Thanks Dr. Feldman

- 54: He will listen closely to what you say & ask good questions based on your answers.
- 55: Seemed he needed to dispense with me pretty quickly during my only appointment. But personable, friendly, quick procedure and painless; information helped me understand BCC. Was really pleased to reach him personally on his cell-phone to talk about follow up.
- 56: Dr. Feldman was efficient and knowledgeable. In addition, he was upbeat, gentle and positive. He worked quickly; he kept me informed about what he was doing. He directed me to research resources. While I did not like what my diagnosis might be (tests pending) I left with the feeling that he is an excellent physician and will trust him with my care.
- 57: He was in too much of a hurry and did not take enough time with me.
- 58: excellent people skills
- 59: Worked really well with my toddler. Very friendly.
- 60: Dr. Feldman did an excellent job of putting my child at ease by performing magic. However, he did very little in terms of providing care, only performing a very cursory examination. I was also a bit insulted by his comment of "so what are you doing here" after this examination. I would hope that he would be glad that a parent is concerned about the potential for cancer. The resident, on the other hand, was OUTSTANDING!
- 61: personable
- 62: Takes time to talk with patient.
- 63: Very knowledgeable, good diagnostic skills
- 64: I just wanted to give my compliments to my dermatologist he is a great dr and I would not change drs for anything. He can make you laugh no matter how down you're feeling he is all around great. If had all the money in the world he would get half of it because he is so great. Thank you Dr. Feldman.
- 65: Dr. Feldman is friendly and seems laid back. The staff were very helpful and caring. Dr. Feldman could have spent more time with me.
- 66: Very personable.
- 67: Visit @ Mt. Airy location. Very kind & courteous. Yet, he did NOT do a "complete" skin exam on me on my visit. A biopsy from that day determined I had melanoma in 2 areas. There could have been areas of concern that were missed. I had a MD @ the Winston Salem, NC office do a complete skin exam during the visit in which the cancer was excised.
- 68: He was very prompt in expediting my treatment. I had been sick for 5 months when I came to him I have got farther in the last 1 month than in the 5 before. Thank you!
- 69: I simply can't submit a perfect score of 10 as he did not directly meet with and analyze my child's skin. His comfort with my 3 year old and rapport was awesome. I would recommend him to any patient of any age - old and young.
- 70: Love getting into see the doctor at my appointment time. Easy doctor to meet and talk to. Intend to be back if needed.
- 71: I have dealt with psoriasis for 30 years and have seen countless doctors. Dr Feldman is one of the most genuine, caring, doctors I have seen. He is always attentive to patient concerns.

- 72: Dr. Feldman gave me vague directions and descriptives regarding my condition. I had to ask many questions to find out the problem. He also invited five medical students into the exam room without asking my permission.
- 73: Was very friendly. Clearly knowledgeable, but did not spend more than 2 minutes with me (I was primarily seen by the resident, which was fine, except that no one actually bothered to ask about my history).
- 74: Dr. Feldman is very friendly, personable, and knowledgeable. He makes you feel comfortable and relaxed. I enjoyed my visit.
- 75: I got the best explanation of what he was doing, what he was looking for and what the plan of care was to be if certain diagnoses were made.
- 76: Dr. Feldman made me feel as though he was truly interested in my condition. Dr. DeVore likewise was informative and interested. Both listened to my comments, and did not jump ahead to a solution or common response as doctors often do.
- 77: He is an outstanding Dr. He really cares about his patients and goes to all limits to help.
- 78: Dr. Feldman was very friendly and caring, and I would recommend him very highly.
- 79: Dr. Feldman puts you at ease the minute he enters the room, letting you know he is just as interested in your emotional state as well as your physical. He lays out your options and lets you basically decide your path of treatment.(less stress,Yeah!!) He has a very warm personality and is great at what he does. Thank-you Dr. Feldman.
- 80: The experience was very pleasant. This included the entire staff. Without BOTH working together the experience could have been a worst case scenario. Even the appointment was close to on time go figure ...smile. Bill Kauffman, 140 Kauffman Lane, Mount Airy, NC 25030-5451
- 81: I trust Dr. Feldman and am convinced that he is an extremely fine diagnostician and medical practitioner. He is also a caring and concerned physician.
- 82: Very Personable and quick! Such a nice man!!
- 83: Very professional, but personable.
- 84: Dr. Feldman is a great doctor and he conducts himself really well and he is just so nice and kind.makes you feel like you've known him all your life
- 85: My husband and I are both patients of Dr. Feldman. Both of us feel very comfortable with him. He never rushes through his visits, is very friendly and pleasant and puts you at ease.
- 86: Have been treated by more dermatologists than I care to count and Dr. Feldman cured me when all the rest just put me on prednesone and informed me that my condition was "just something you got to live with" I recommend him to all who ask me.
- 87: I met Dr. Feldman for the first time a couple of days ago. My first impression of him was that he was very caring, and wanted to do as much as possible to help me with my health problem.
- 88: Super nice and done a really good job removing mole.
- 89: I felt very rushed

- 90: Dr Feldman and Dr. Goldenberg were friendly and helpful. It is very important in the patient world that the patient feels this comfort. They were well informed and offered tips for healthy skin care. They are excellent.
- 91: He diagnoses as he enters the exam room, gives prescription to patient and leaves. This would be nice if his diagnosis was correct, but it was not even close. WFU physicians did diagnose correctly by looking up close at the skin problem.
- 92: I could not be more pleased with Dr. Feldman and his staff. He is treating me for psoriasis, and I am very much improved. I had seen several other physicians in the past and my situation only got worse. He is professional, and uncomplicated to talk to. He is easily accessible when I call with questions. His office is the best run I have ever visited. I have never waited for a long time, yet he never makes me feel as if he is too rushed to answer all of my questions. He, his staff, and his office are as unstressful as a physician's can be. Needless to say, I give him the highest rating possible, and would go higher if I had the opportunity.
- 93: The perfect office visit: he was very pleasant and clearly enjoyed his work; he was professional, on time, and efficient. He listened to me, gave me all the time I needed, and treated his staff extraordinarily well. I'll be back.
- 94: Very pleased with bedside manner.
- 95: We had taken my mother to see two other doctors that just said to put antibiotic ointment on this foot sore and out the door we were. The first time Dr. Feldman looked at this sore on mom's foot he knew right away that it was a tumor of some sort, and did a biopsy that very moment.
- 96: had just a perfunctory visit from the dr. no examination. introduced young med students/interns, asked how i was doing, and left. spent more time trying to find dr. score business card than doing a skin exam.
- 97: He looked me in the eyes - seems like there's less and less of that everywhere.
- 98: Dr. Feldman was extremely personable. This was the first time any doctor, after going to numerous Dermatologists, any treatment has helped. He obviously, is the top Dermatologist in the United States.
- 99: Friendly!
- 100: Dr. Feldman had a warm greeting, thanked me for seeing him, which was exemplary, but I feel that he spent too much time and stood too close to me during his greeting. It felt inappropriate. I was uncomfortable that a female nurse wasn't present during the exam. I was not satisfied with the exam, as my abdomen, the backs of my legs, the underside of my arms, and my scalp were not examined.
- 101: He listened to me and responded to my concerns. Was friendly yet professional.
- 102: First visit. Felt somewhat rushed.
- 103: Friendly, good rapport and discussion with patient. Enjoyed the visit.
- 104: "Thanks for coming to see me today." No doctor has ever said that to me before. It's positive, a nice version of "glad to be of service." Also, Dr. Feldman's resident, Dr. Pearce, was my primary provider for this visit and he was excellent. Excellent "examination bedside" manner and knowledge.
- 105: Dr. Feldman is very friendly and caring (good "bedside" manner). However, his joking could lead you to believe he doesn't take your concerns seriously.
- 106: Dr Feldman was very personal as this was my first visit. He asked if there was any other problem I would like looked at. I was well pleased.
- 107: The actual results of the care (prescriptions and treatment) was excellent and accurate, but it would be appreciated if Dr. Feldman would spend more than three minutes with a patient at a time, and make an effort to ask about history and what medications and treatments the patient has tried before seeking dermatological care. A more thorough examination would also be appreciated.

- 108: He is very good at putting his patients at ease with whatever the situation is.
- 109: came in for one thing and then started to upsell, especially when he knows that his new patient doesn't have insurance & what he suggested & what he was told wasn't in his patient's best interest except for a huge bill that followed
- 110: Dr Feldman and his staff have done everything possible to clear my Psoriasis and I am extremely happy with the results, care, and personal attention. He is to be commended to the fullest.
- 111: He was very pleasant and seemed to be interested in why I was there.
- 112: Dr. Feldman was friendly, prompt, and informative.
- 113: Very friendly, knowledgeable. Could have taken a little more time with me, but far superior to any other dermatologist I have seen.
- 114: Personable, prompt, and knowledgeable.
- 115: Dr. Feldman was wonderful with my 10 year old daughter. He entertained her with magic tricks while the nurse went to get the biopsy kit. Before she had time to worry, the mole had been removed while she was distracted with the right amount of conversation and speed.
- 116: Shaved off nevi within a few seconds, very painless, as a RN, treated me as a patient and a professional.
- 117: spent total of 1 minute in the exam room with us
- 118: Extremely pleasant, on-time, personable and professional Very nice guy, great magician too!
- 119: *Great responsiveness to patient. A great doctor. Very pleased. **
- 120: *Best overall visit to a doctor I've had in years. **
- 121: *Dr. Feldman is very knowledgeable and explains things in a way that it is very easy for a patient to understand. He is very positive and energetic. It is obvious that Dr. Feldman is patient-focused.**
- 122: *I found him very friendly and warm. He was obviously eager to help and reassuring. I'd recommend him to anyone.**
- 123: *Dr. Feldman made my Victoria age 2 feel very comfortable by showing her a magic trick. We all enjoyed the magic. He seemed to be very caring. He gave me his business card and his cell number in case I had any questions. I highly recommend his services.**
- 124: *he was thorough and concerned**
- 125: *Dr. Feldman showed concerns for my child's health and well-being. He demonstrated professional relationship with his patient and explained the medical process in a user friendly way. **

- 126: *good raport with children and their parents. Informative.**
- 127: *Well, if you made this site, you are a good doctor. **
- 128: *This is the first meeting with Dr. Feldman. He seems to be a very pleasant person and certainly knowledgeable in his field. He also seems to stay on schedule. I did not have to wait in the waiting area or in the room for a long period of time before being seen. I like that!**
- 129: *Dr. Feldman truly cares about his patients. He scheduled me for another appointment next week (when he won't even be on duty at WF Hospital but he's coming in anyway) to see how a new treatment he gave me for my psoriasis is working. I have nothing but the best to say about him!**
- 130: *Great! We Enjoyed a lecture he gave at a psorasis support group. **
- 131: *He Fully Explains things to you,and a Very Pleasant Dr. to have !! For 4 Years I had aplace left from surgery and Graft that never healed,this Dr.has healed it in 1 week,he also found Staff Infection,I was never told before !! I'd recommend him to anyone,Thank You !!**
- 132: *I enjoy his light/amusing attitude. Dr. Feldman smiles easily and certainly is professional in attitude. Explaining issues with me in a direct, simple way without ever being condecending.**
- 133: *A very polite and considerate doctor. He was helpful in explaining my problem and the different things I could do to help in my healing.**

Comments denoted with a (*) represent comments that were made during the latest quarter.

PROBLEM AREAS | OFFICE STAFF - COMMENTS

No Comments to Display

PROBLEM AREAS | RECORD KEEPING - COMMENTS

No Comments to Display

PROBLEM AREAS | PARKING/SIGNAGE - COMMENTS

- 1: WFBMC is huge and somewhat intimidating. Parking is hard to find, and it's a long way to anywhere from the parking garage.
- 2: No navigation (hospital/towers/parking deck levels) advice in pre-appt. brochure.
- 3: *parking deck at NCBH is always packed, the walk is always long and I'm never a fan of paying to park.**

PROBLEM AREAS | WAIT TIMES - COMMENTS

1: need to do something about check out...i waited for a long time just to check out

PROBLEM AREAS | APPOINTMENTS - COMMENTS

No Comments to Display

PROBLEM AREAS | CARE & COMMUNICATION - COMMENTS

- 1: He didn't care.
- 2: One comment he made on my last visit was after I told him I was on 9 pills of methotrexate last summer and it cleared my psoriasis. He said that if I was "clear then I was taking too much, and that I needed to be on a maintenance dose." So, he decreased my dose. Isn't the goal of treatment to clear the ailment?
- 3: Should constantly reinforce new treatment opportunities
- 4: complete skin exam from head to toe not completed. Only examined areas of concern of patient.
- 5: Treatment for my condition was not thoroughly explained; I had to stop Dr. Feldman on his way out of the exam room to get a clear concept of therapy.
- 6: I felt that my skin problem was minimized simply because I was having a 'good skin day'. Just because your skin looks alright from an objective standpoint does not mean that it is not irritated. I felt as though I wasn't taken seriously despite the fact that my skin is a constant bother to me. Because the resident who saw me did not ask me about my history (e.g., how long since diagnosis), I assumed that Dr. Feldman would do so, but he did not. Given that my skin problem is chronic and progressive, I was surprised that this information was not recorded. I was also surprised that I was not offered any tips on how to minimize flare-ups or deal with my problems. Finally (and perhaps this was over-sensitivity on my part), I felt as though the doctor was discouraging me from coming back because my problem did not seem serious enough to him.
- 7: Was supposed to be a check up for a complete body scan. there was no body scan. saw the dr. for less than 5 minutes. received a bill for over \$150. feel like i was scammed.

PROBLEM AREAS | PHONE COMMUNICATION - COMMENTS

- 1: Hard to get office staff to respond during last 30 minutes of work day -
- 2: I did not get to talk to Dr. Feldman or an intern or resident. All communication was with a nurse who did not know us.
- 3: I believe that when your test results come back the Doctor himself or his nurse should be the one who calls you with the results not anyone else

OTHER GENERAL PROBLEM AREA COMMENTS

- 1: spending more time with patient