



DrScore.com

A better way to get patient satisfaction feedback

DrScore.com Quarterly Report for

Steven Feldman

03/19/2006

Dear Dr. Steven Feldman,

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 145 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,

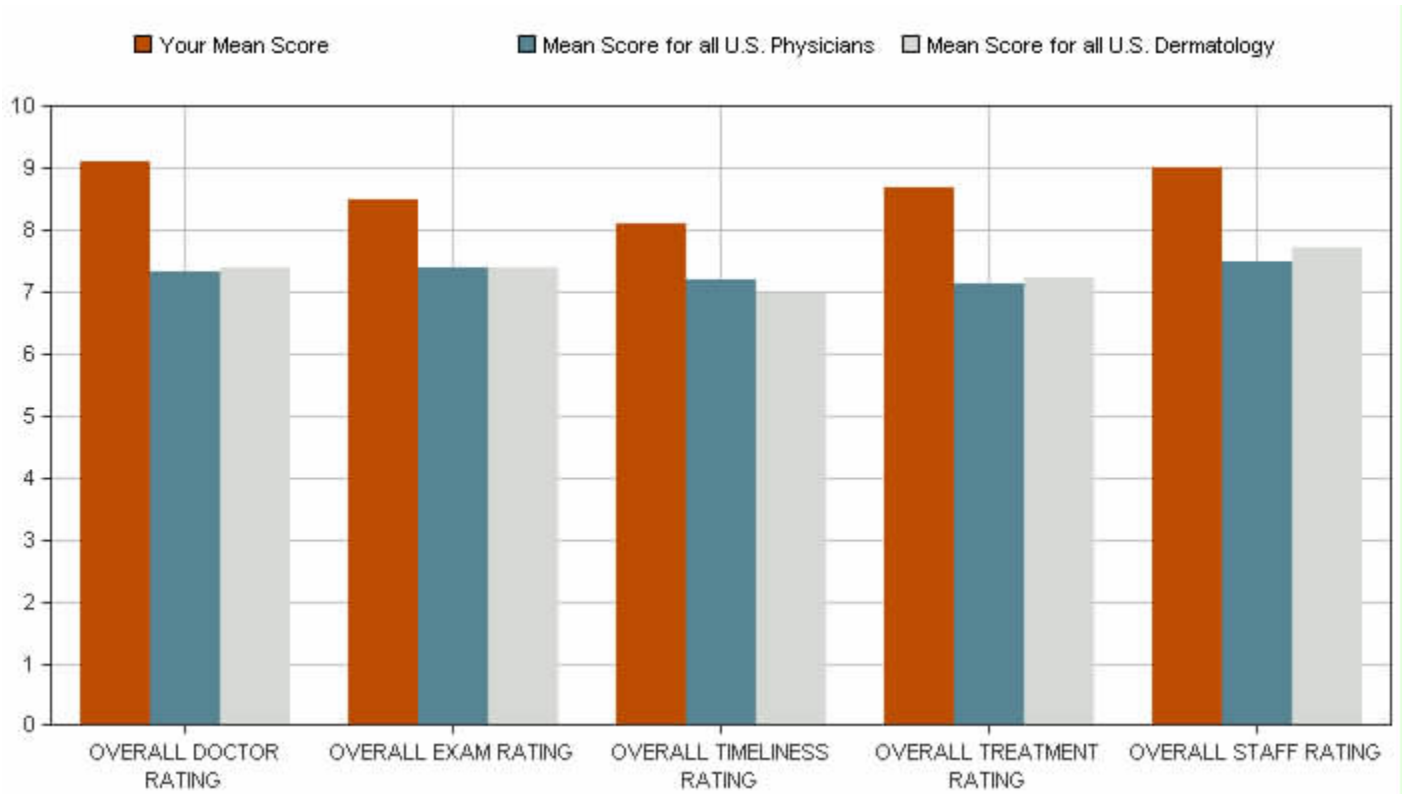
Roger Anderson, Ph.D.
Vice President for Research and Development

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

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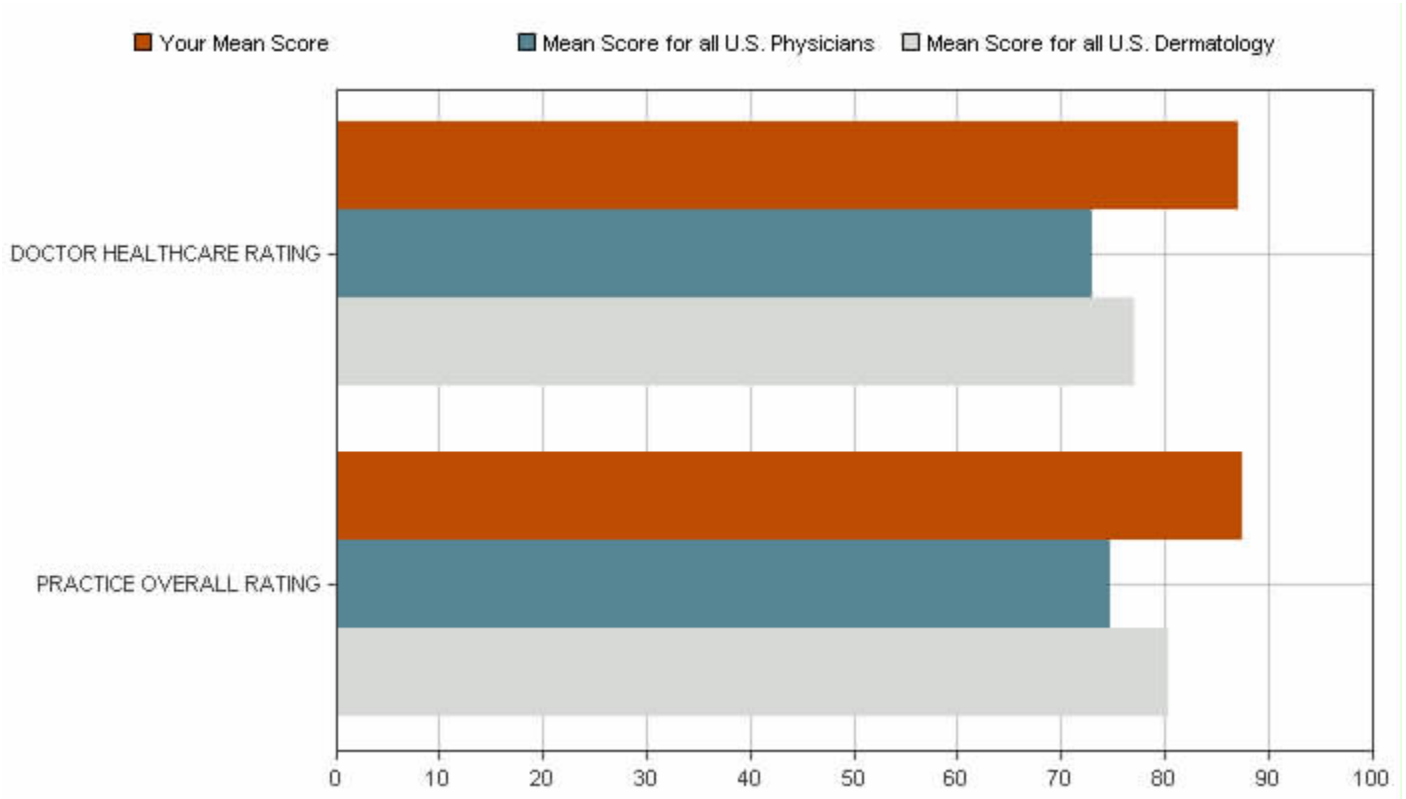
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FIGURE 1. OVERALL RATINGS (as reported online)



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.

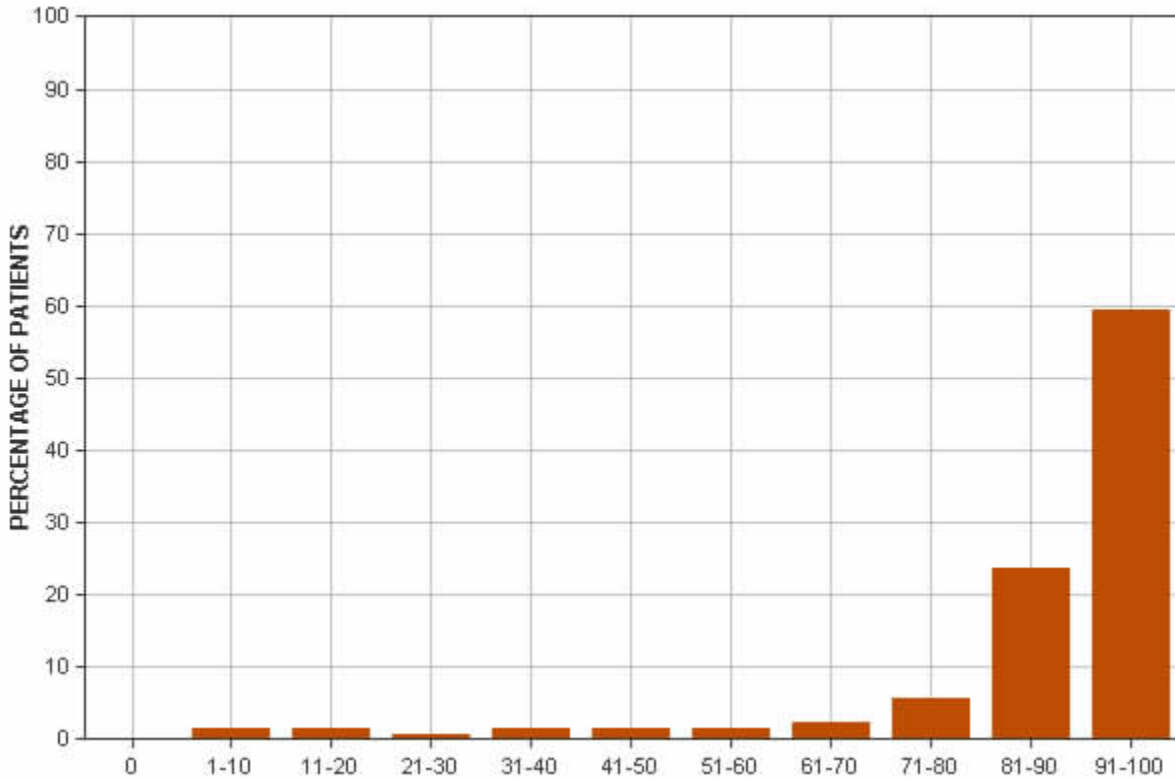
FIGURE 2. COMPOSITE SCORES



Total Ratings Received	145
First Rating Received	09/01/2004
Most Recent Rating Received	03/17/2006
Doctor Scale Rating Mean Score	87.1
Practice Scale Rating Mean Score	87.5
Staff Scale Rating Mean Score	90.3

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.

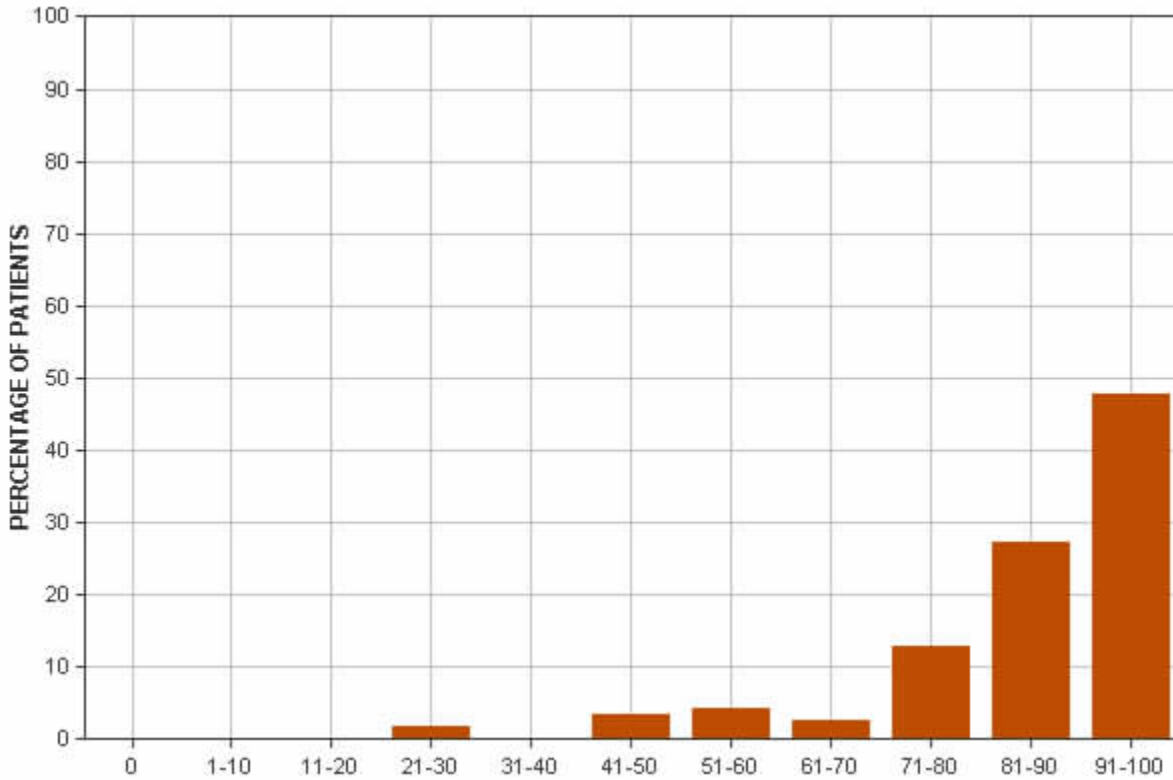
FIGURE 3. DOCTOR COMPOSITE SCORE DISTRIBUTION



	N	< 5	6-7	8	9	10
ANSWERS ALL PATIENT QUESTIONS	124	0.081	0.056	0.097	0.177	0.589
THOROUGHNESS OF PATIENT EXAM	124	0.097	0.089	0.097	0.226	0.492
INCLUDES PATIENT IN DECISIONS	120	0.067	0.058	0.117	0.208	0.550
CLARITY OF INSTRUCTIONS	125	0.088	0.040	0.120	0.208	0.544
TIMELY TEST RESULTS	66	0.091	0.045	0.121	0.197	0.545
AMOUNT OF TIME SPENT WITH PATIENT	126	0.143	0.135	0.103	0.183	0.437
TREATMENT SUCCESS	96	0.073	0.083	0.125	0.208	0.510

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.

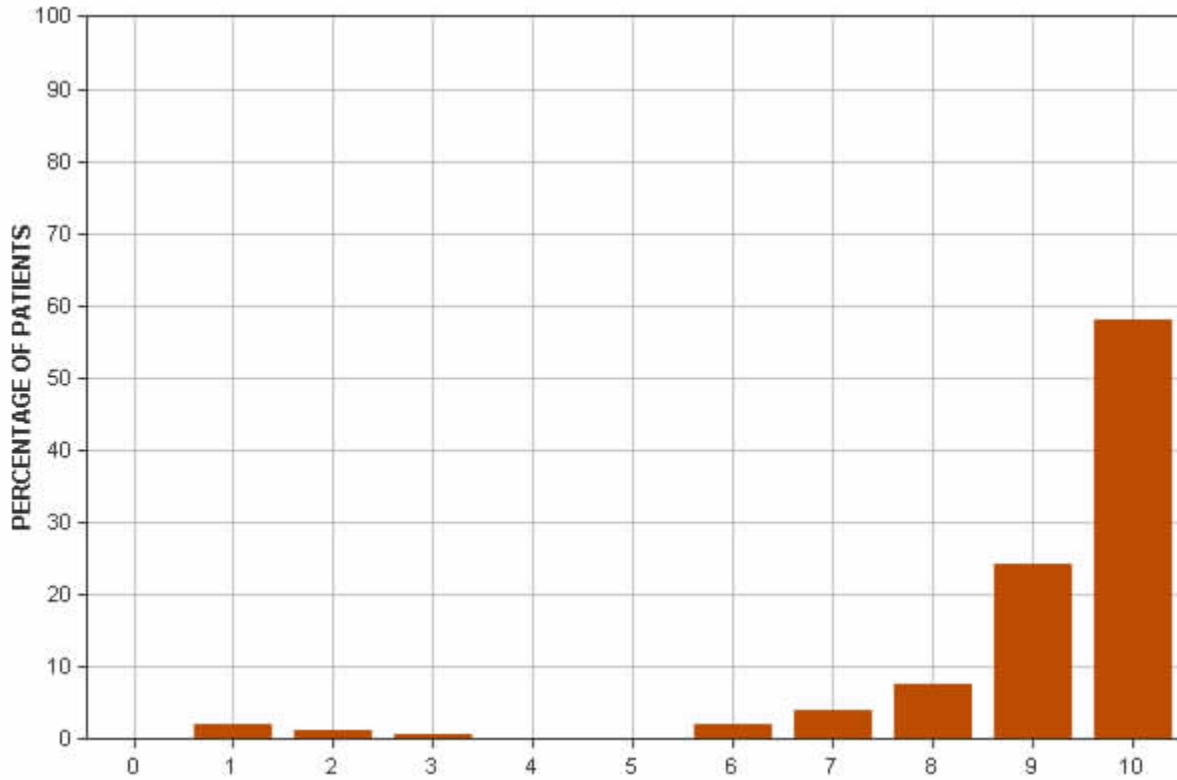
FIGURE 4. PRACTICE COMPOSITE SCORE DISTRIBUTION



	N	< 5	6-7	8	9	10
Ability to Get All Your Healthcare at This Clinic	102	0.069	0.059	0.098	0.235	0.539
Getting Referrals	4	0.000	0.250	0.000	0.000	0.750
Getting Help After Hours	48	0.125	0.104	0.104	0.188	0.479
Patient Convenience	115	0.096	0.157	0.148	0.113	0.487
Ability to See Same Doctor	106	0.047	0.057	0.047	0.217	0.632

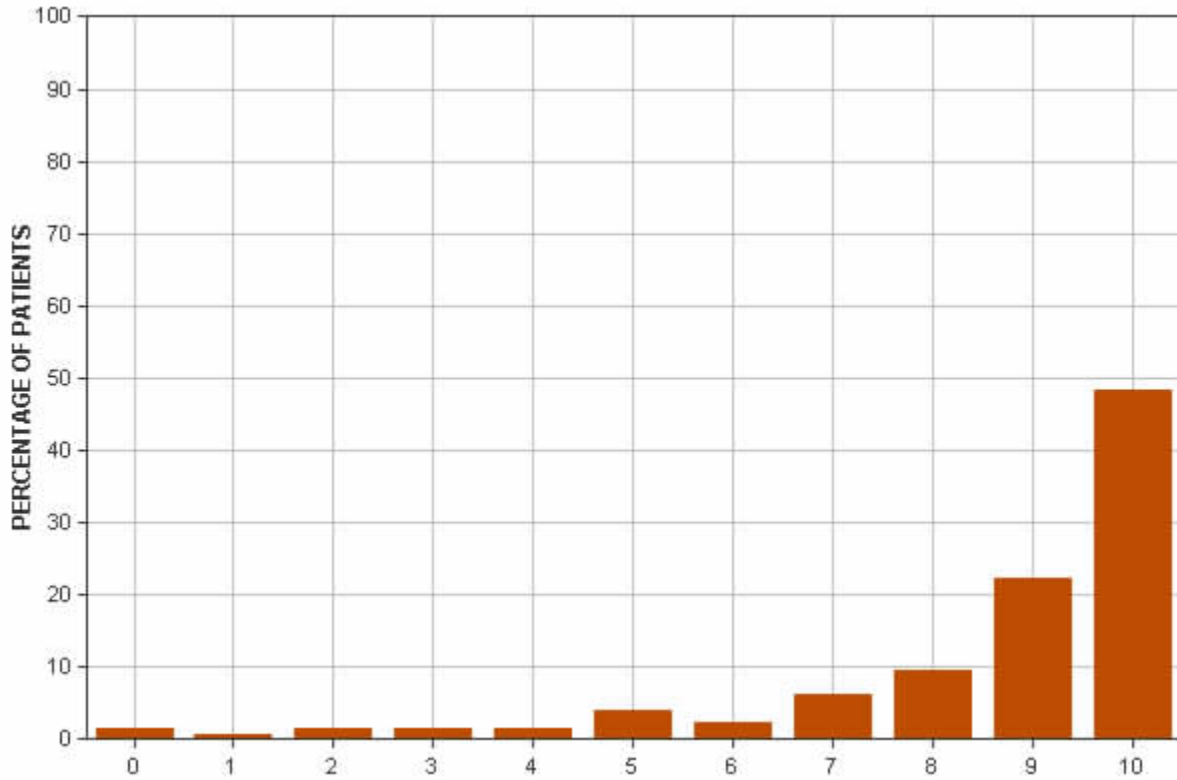
Description: This graph displays the distribution of your Practice composite score from 0 to 100. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your Practice composite score.

FIGURE 5a. DOCTOR RATING DISTRIBUTION



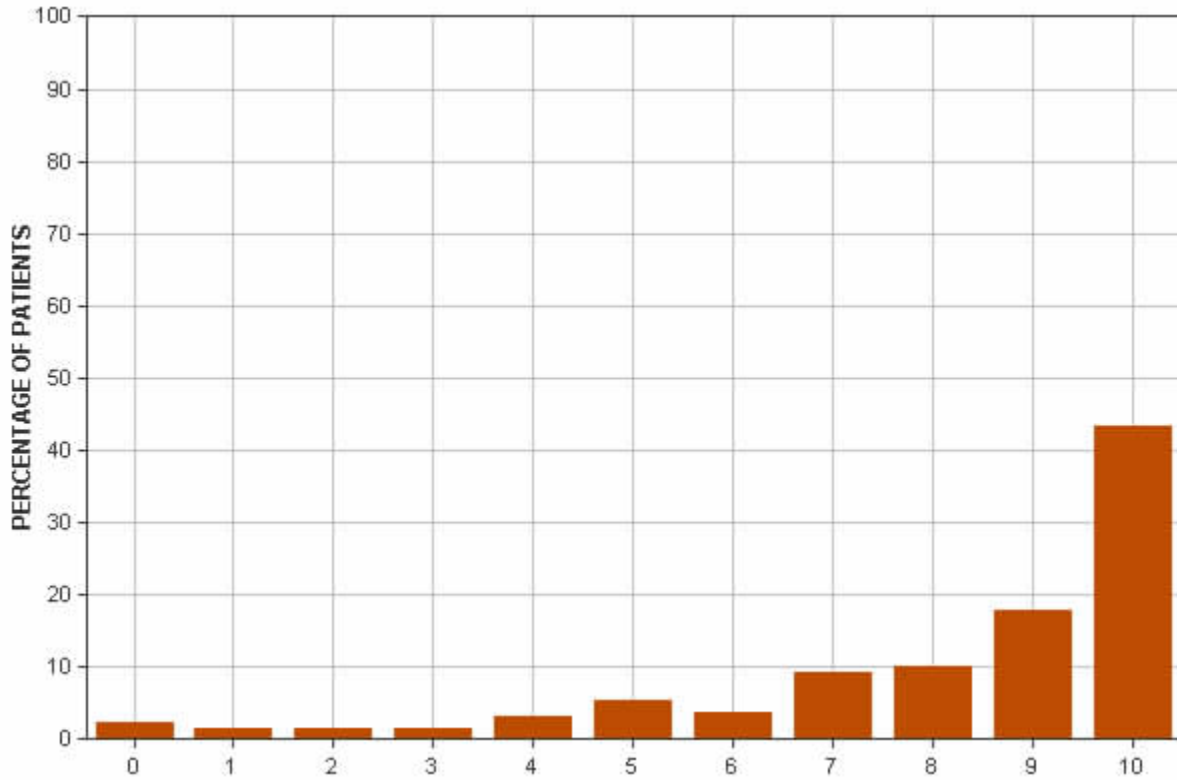
Description: This graph displays the distribution of your **Doctor** rating score from 0 to 10. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your **Doctor** score. These scores are the overall doctor scores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

FIGURE 5b. EXAM RATING DISTRIBUTION



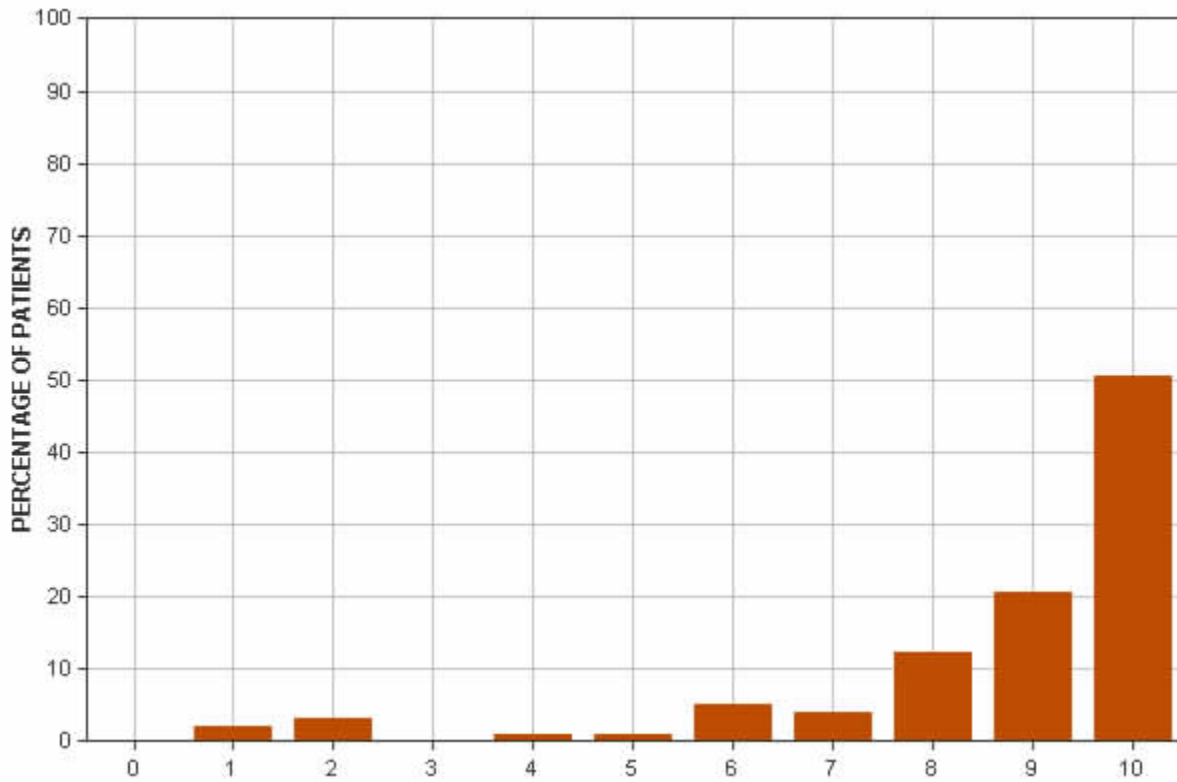
Description: This graph displays the distribution of your **Exam** rating score from 0 to 10. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your **Exam** score.

FIGURE 5c. TIMELINESS RATING DISTRIBUTION



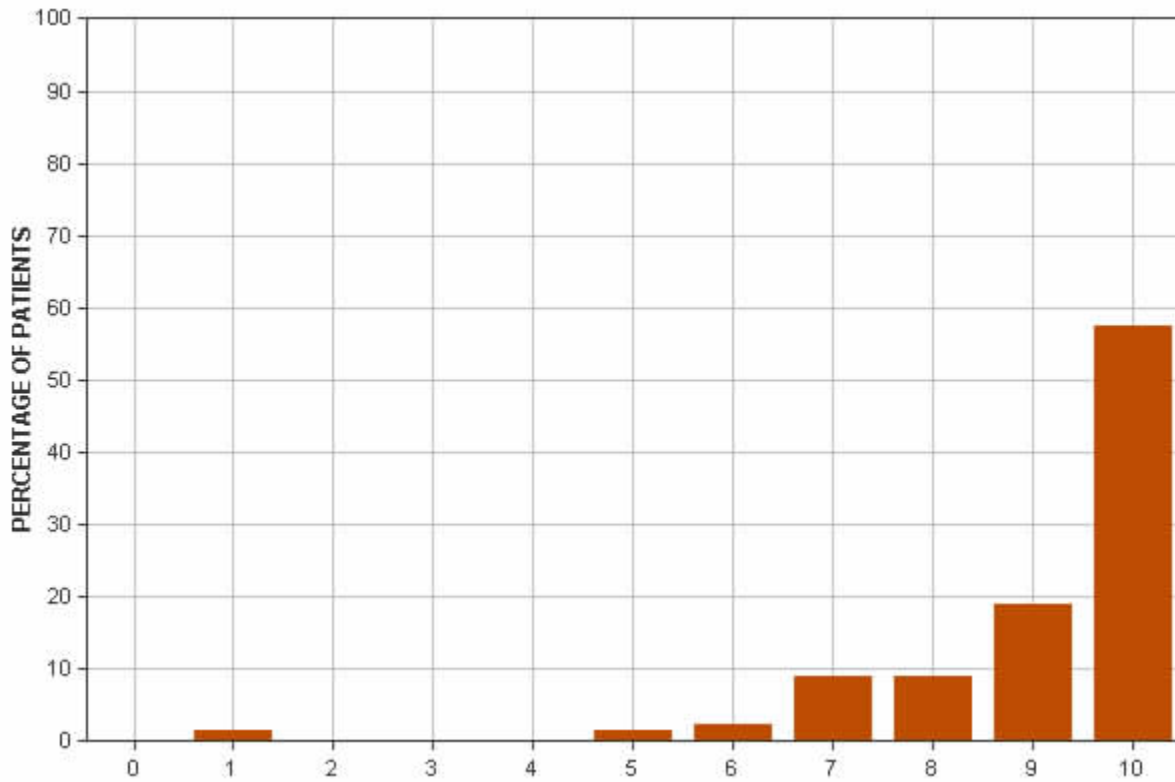
Description: This graph displays the distribution of your **Timeliness** rating score from 0 to 10. This result shows you the extent and distance that you could shift the mass of the distribution to the Right-hand side of the graph to improve your **Timeliness** score.

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	8.629	9.420	-0.791
ANSWERS	8.831	9.459	-0.629
FOLLOWS UP	8.568	9.304	-0.737
INSTRUCTIONS	8.712	9.421	-0.709
INCLUDES	8.858	9.418	-0.560
TEST RESULTS	8.803	9.189	-0.386
TIME SPENT	8.198	9.213	-1.015
TREATMENT SUCCESS	8.688	9.300	-0.612
SCALE SCORE	87.096	93.581	-6.486

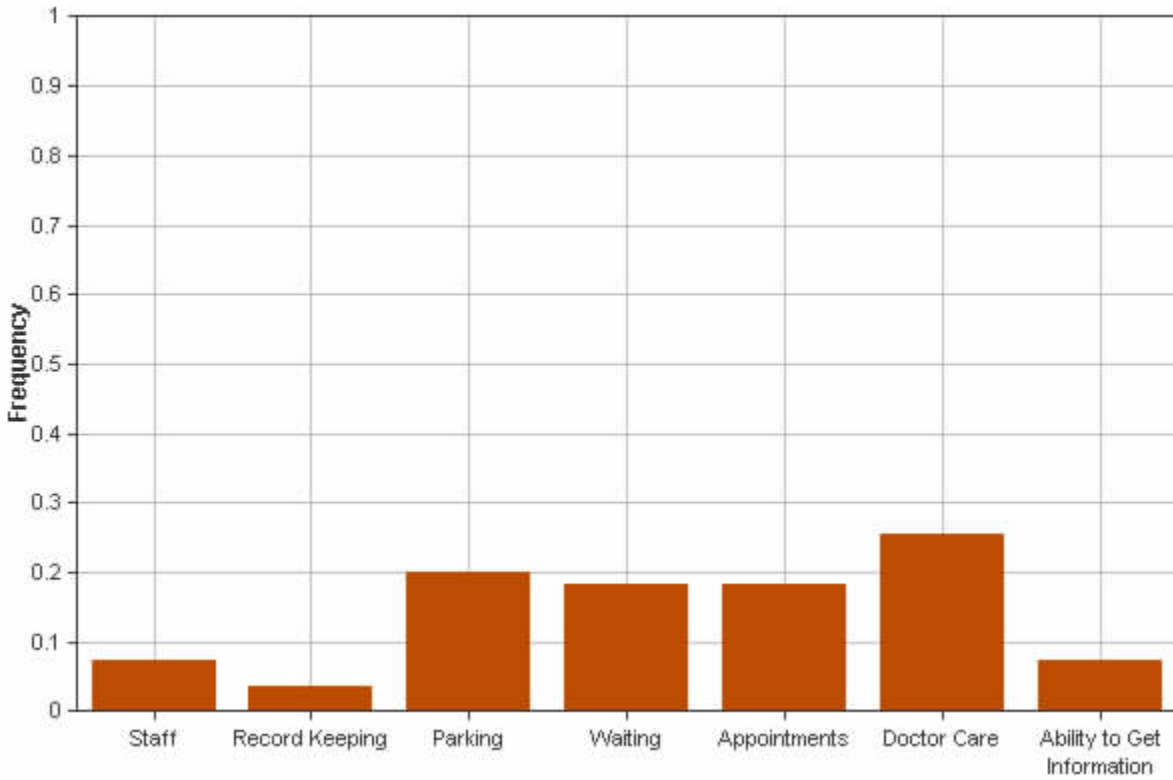
Description: This table shows you how your individual composite score items compare to a selected sample of highest-scoring ("best") doctors in DrScore. The greater the distance between your score and our DrScore "best" doctors, the greater the opportunity for improvement in your composite score.

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

	Your Mean Score	Mean Score of All Doctors Scoring 8+	Difference
TOTAL CARE	8.863	9.157	-0.295
TOTAL CARE/FAMILY	9.000	8.660	0.340
SAME MD	9.179	9.439	-0.260
REFERRALS	9.250	9.259	-0.009
AFTER HOURS	8.250	8.654	-0.404
CONVENIENCE	8.417	8.900	-0.483
STAFF	9.034	8.821	0.213
SCALE SCORE	87.550	89.827	-2.277

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.

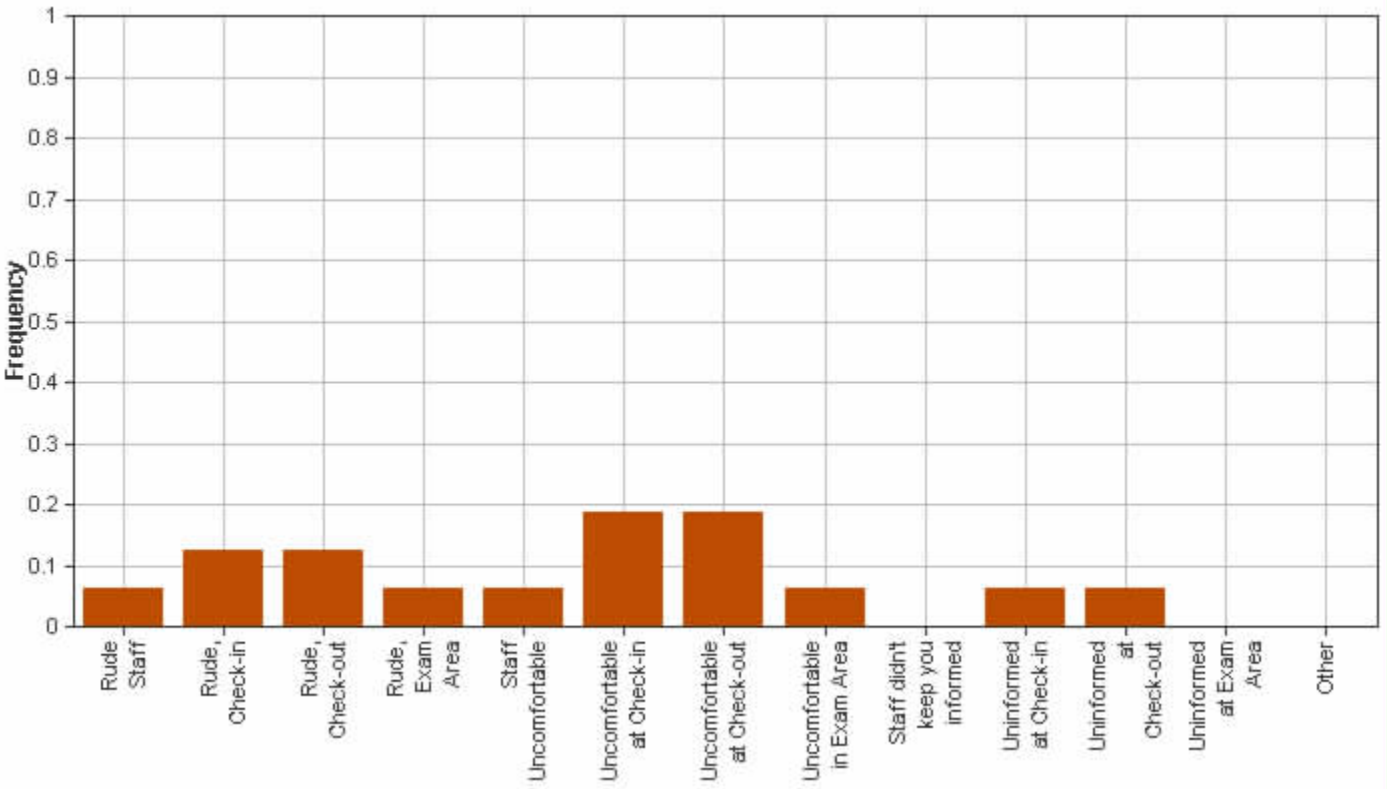
FIGURE 6. PROBLEM AREA RATINGS: OVERALL



	COUNT	Relative Frequency
Staff	4	0.073
Record Keeping	2	0.036
Parking	11	0.200
Waiting	10	0.182
Appointments	10	0.182
Doctor Care	14	0.255
Ability to Get Info	4	0.073

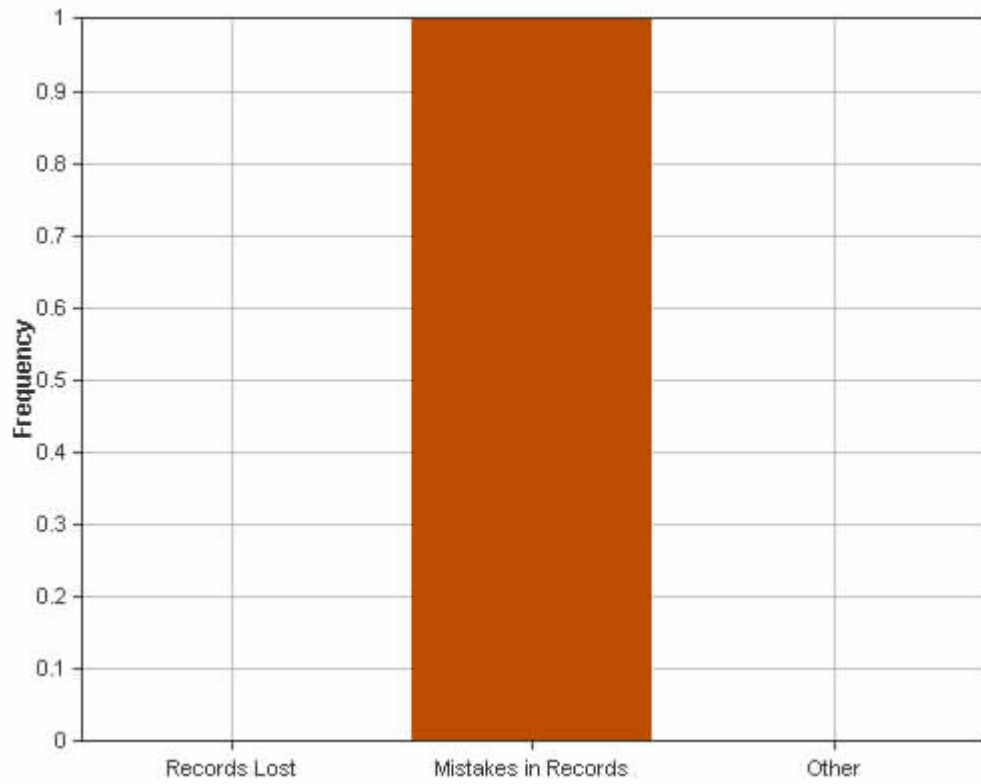
Description: This graph shows the frequencies for patient-reported problems in 7 key aspects of patient care. A separate, more detailed graph of each problem area is shown on the next few pages. Goal: look for overall areas that are most frequently reported, and then examine the specific graph to see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

FIGURE 6a. PROBLEM AREA RATINGS: OFFICE STAFF



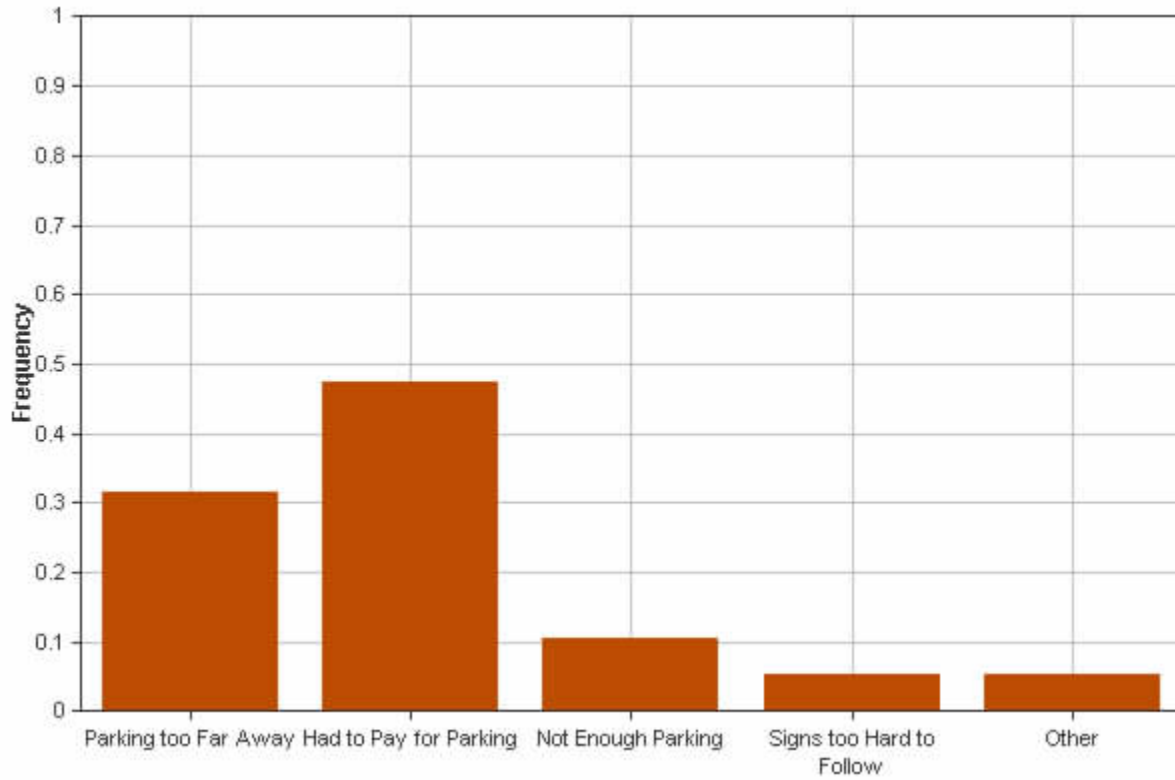
	COUNT	Relative Frequency
Rude Staff	1	0.063
Rude Staff, Check-in	2	0.125
Rude Staff, Check-out	2	0.125
Rude Staff, Exam Area	1	0.063
Staff Made You Uncomfortable	1	0.063
Uncomfortable at Check-in	3	0.188
Uncomfortable at Check-out	3	0.188
Uncomfortable in Exam Area	1	0.063
Staff didn't keep you informed	0	0.000
Uninformed at Check-in	1	0.063
Uninformed at Check-out	1	0.063
Uninformed at Exam Area	0	0.000
Other	0	0.000

FIGURE 6b. PROBLEM AREA RATINGS: RECORD KEEPING



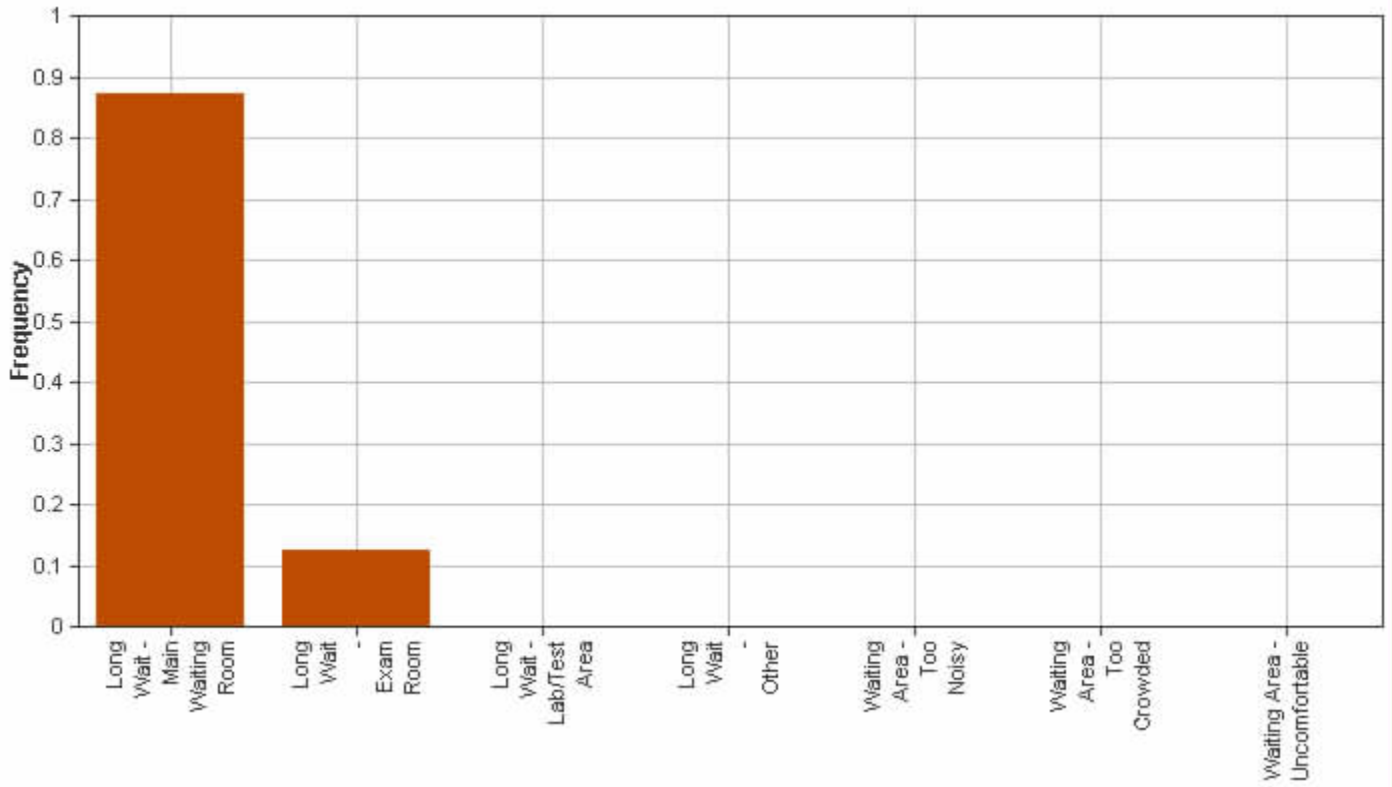
	COUNT	Relative Frequency
Records Lost	0	0.000
Mistakes in Records	1	1.000
Other	0	0.000

FIGURE 6c. PROBLEM AREA RATINGS: PARKING/SIGNAGE



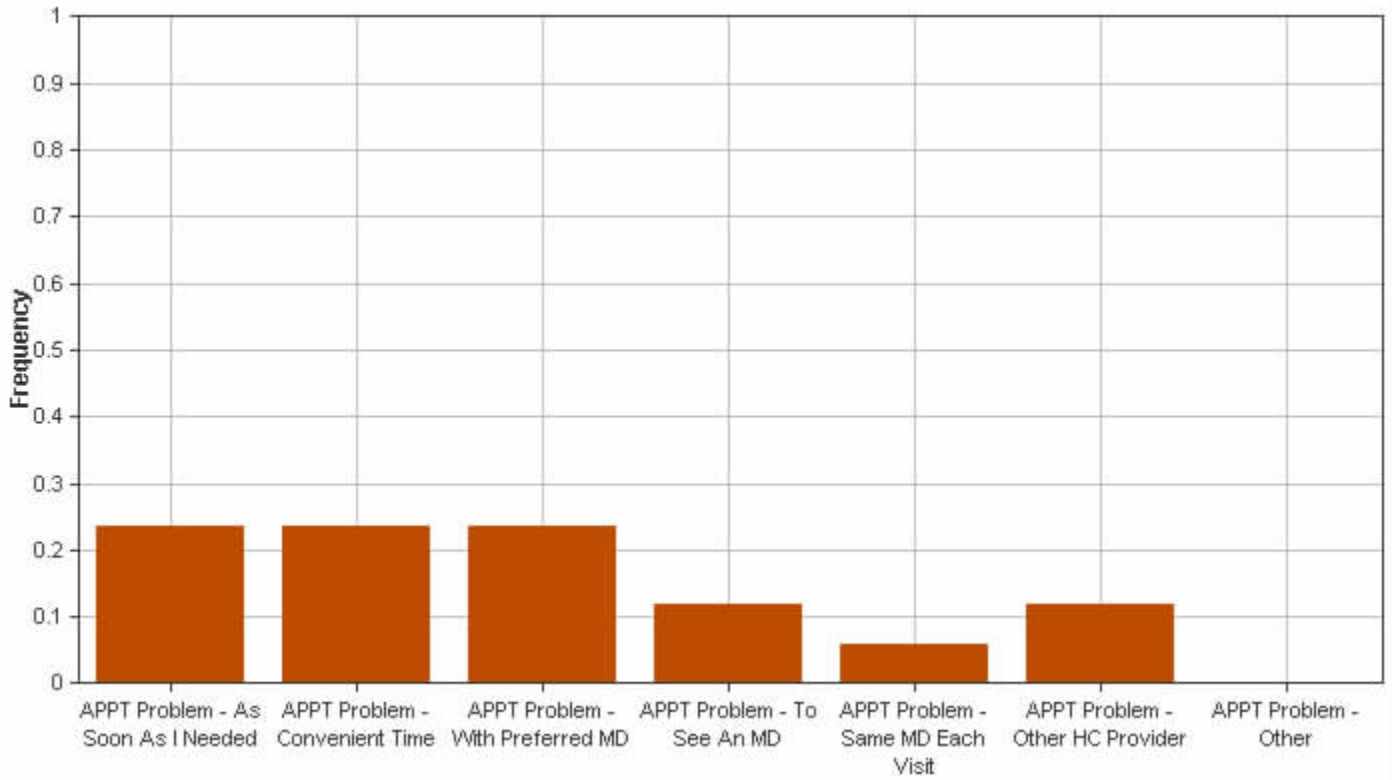
	COUNT	Relative Frequency
Parking too Far Away	6	0.316
Had to Pay for Parking	9	0.474
Not Enough Parking	2	0.105
Signs too Hard to Follow	1	0.053
Other	1	0.053

FIGURE 6d. PROBLEM AREA RATINGS: WAIT TIMES



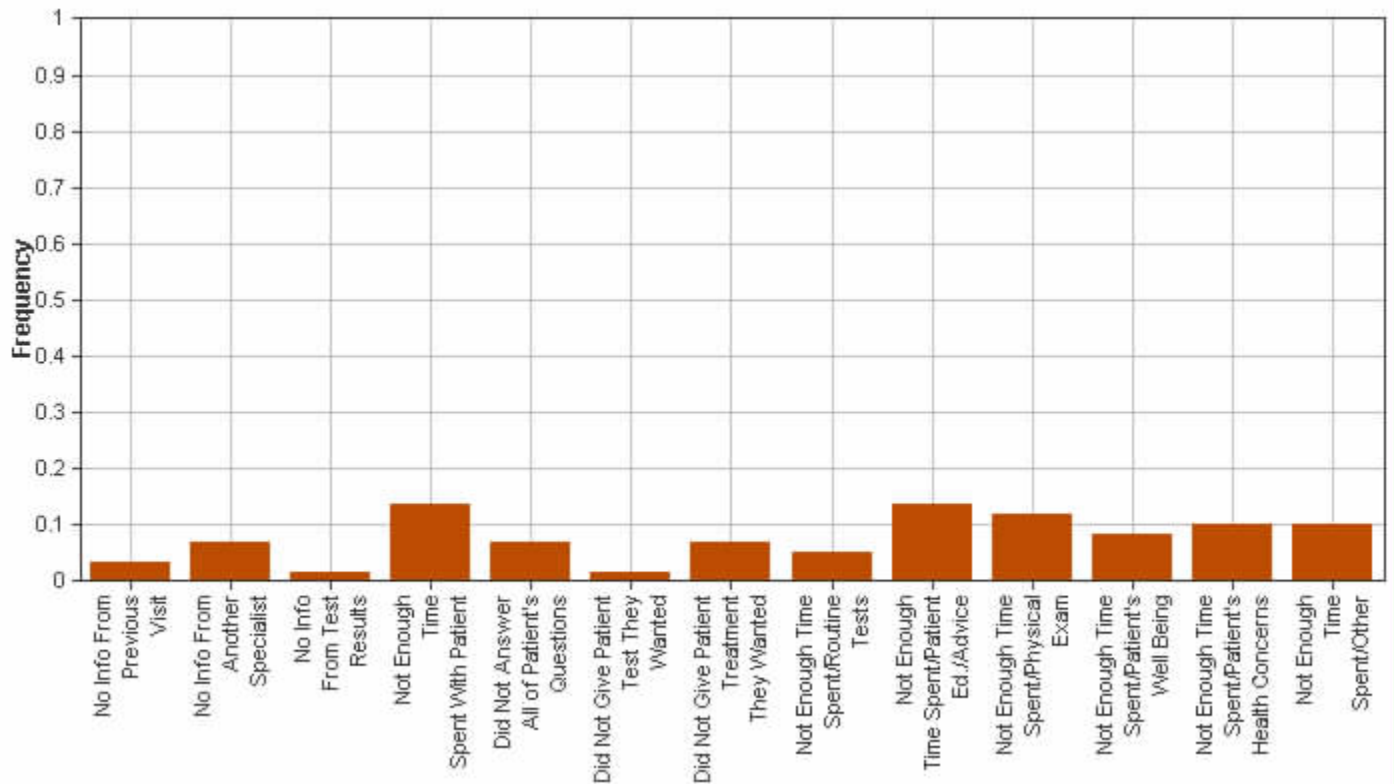
	COUNT	Relative Frequency
Long Wait - Main Waiting Room	7	0.875
Long Wait - Exam Room	1	0.125
Long Wait - Lab/Test Area	0	0.000
Long Wait - Other	0	0.000
Waiting Area - Too Noisy	0	0.000
Waiting Area - Too Crowded	0	0.000
Waiting Area - Uncomfortable	0	0.000

FIGURE 6e. PROBLEM AREA RATINGS: APPOINTMENTS



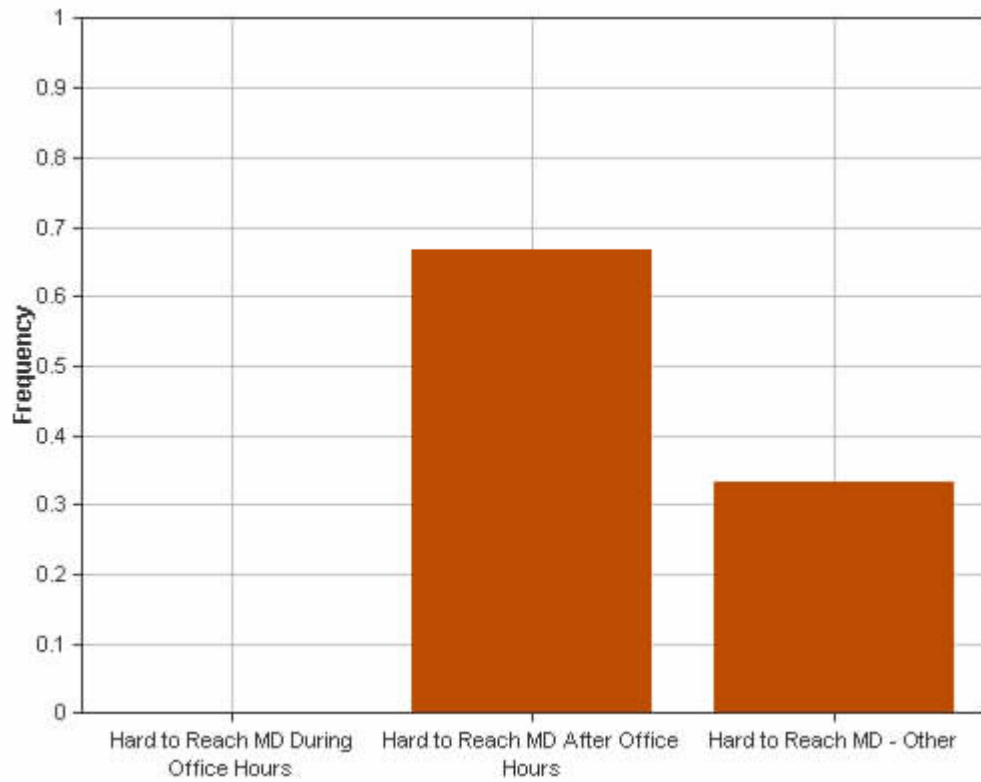
	COUNT	Relative Frequency
APPT Problem - As Soon As I Needed	4	0.235
APPT Problem - Convenient Time	4	0.235
APPT Problem - With Preferred MD	4	0.235
APPT Problem - To See An MD	2	0.118
APPT Problem - Same MD Each Visit	1	0.059
APPT Problem - Other Health Care Provider	2	0.118
APPT Problem - Other	0	0.000

FIGURE 6f. PROBLEM AREA RATINGS: CARE AND COMMUNICATION



	COUNT	Relative Frequency
No Info From Previous Visit	2	0.034
No Info From Another Specialist	4	0.068
No Info From Test Results	1	0.017
Not Enough Time Spent With Patient	8	0.136
Did Not Answer All of Patient's Questions	4	0.068
Did Not Give Patient Test They Wanted	1	0.017
Did Not Give Patient Treatment They Wanted	4	0.068
Not Enough Time Spent/Routine Tests	3	0.051
Not Enough Time Spent/Patient Ed./Advice	8	0.136
Not Enough Time Spent/Physical Exam	7	0.119
Not Enough Time Spent/Patient's Well Being	5	0.085
Not Enough Time Spent/Patient's Health Concerns	6	0.102
Not Enough Time Spent/Other	6	0.102

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	0.667
Hard to Reach MD - Other	1	0.333

GENERAL COMMENTS PROVIDED DURING SURVEY SUBMISSION

- 1: 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.
- 2: 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 .
- 3: 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.
- 4: Very Personnable and quick! Such a nice man!!
- 5: The experience was very pleasant. This included the entire staff. Without BOTH working together the experience could have been a worst case senario. Even the appointment was close to on time go figure ...smile. Bill Kauffman, 140 Kauffman Lane, Mount Airy, NC 25030-5451
- 6: 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.
- 7: 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.
- 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: Extremely poor quality
- 10: 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!!
- 11: I am a new patient of Dr. Feldman's. He made me feel very comfortable and I enjoyed my visit.
- 12: 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..
- 13: Knowledgeable, conconcerned, good personality. All qualities of a good doctor.
- 14: Dr. Feldman was very friendly and instantly put me at ease while performing the biopsy.
- 15: Dr. Feldman is always there when you need him. He has a great bedside manner and is very personable.
- 16: 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.
- 17: always helped me when ever he could
- 18: Very professional, but personable.
- 19: 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 mv permission.

- 20: 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.
- 21: I have known Dr. Feldman well over 10 years and after each visit I have always felt that all my concerns regarding my treatment were addressed fully and the care given was in my best interest. I am very happy to have Dr. Feldman treating me.
- 22: 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.
- 23: He is great and even makes house calls!!
- 24: Dr. Feldman is very friendly, personable, and knowledgeable. He makes you feel comfortable and relaxed. I enjoyed my visit.
- 25: 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.
- 26: Dr. Feldman made me feel as though he was truly interested 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.
- 27: He is an outstanding Dr. He really cares about his patiences and goes to all limits to help.
- 28: He was very concerned. And stared the ball rolling so now we can finaly find out what is realy wrong with Debbie.Thank you
- 29: Very friendly, sincere
- 30: 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.
- 31: Relates very well to children.
- 32: I was pleasently 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.
- 33: Excellent rapport with teens. Friendly, approachable attitude with a reassuring manner.
- 34: innovative, caring
- 35: Very friendly & personable
- 36: 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.
- 37: 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.
- 38: EXtemely 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.
- 39: prompt, thorough, thoughtful, caring...that about says it all!
- 40: Took time to answer questions, explanations were good with lay terms not medical jargon.
- 41: 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.
- 42: HE was very nice. the medicine he gave me to use was very helpful.
- 43: Very nice staff! Moles healed without any trouble at all! Thanks!
- 44: the wait time in the office was very short and all office staff was very nice and friendly.
- 45: 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.

- 46: Very personable. Even said "thanks for letting me see you today".
- 47: Dr. Feldman was open, honest and very pleasant.
- 48: 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.
- 49: Love getting into see the doctor at my appointment time. Easy doctor to meet and talk to. Intend to be back if needed.
- 50: Offered assistance with treatment of teenagers acne without being asked (this was not the reason for the visit).
- 51: Have been to Dr.Feldman several times and recommend him to every person i come in contact with.Helped me more than any other.
- 52: very good bed side manner very easy to talk to and explained everything to where I could understand it. Great personality.
- 53: 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 recieved a good going over. Then he left and told me to buy a sun hat.
- 54: Very frendly & 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.
- 55: 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
- 56: Went in with a rash on my arms, legs and back. Rash was there when I called for an appointment; unfurtunately 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.
- 57: 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!
- 58: 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.
- 59: perfection from beginning to end. Thank You Susan Malsh
- 60: EXTREMELY NICE, SEEMED VERY KNOWLEDGABLE; BUT DIDN'T EXPLAIN CONDITION TO MY UNDERSTANDING. TALKED MORE TO INTERN WITH HIM THAN ME
- 61: 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.
- 62: HE SEEMS TO REALLY CARE ABOUT YOUR CONDITION
- 63: Friendly and well trained
- 64: Dr. Feldman is friendly and seems laid back. The staff were very helpful and caring. Dr. Feldman could have spent more time with me.
- 65: I am writing on behalf of my mother who say Dr. Feldman a couple of weeks ago. She has been to our local doctors here in Princeton. WV and thev 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
- 66: He will listen closely to what you say & ask good questions based on your answers.
- 67: Very knowledgeable, good diagnostic skills
- 68: 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 ?
- 69: Personable, clear, always affable. Works well with interns. Listens to patient.
- 70: Great residents
- 71: Takes time to talk with patient.
- 72: He was in too much of a hurry and did not take enough time with me.
- 73: personable
- 74: 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!
- 75: 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.
- 76: Worked really well with my toddler. Very friendly.
- 77: excellent people skills
- 78: He is very thorough about providing information about alternative medical resources available.
- 79: 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).
- 80: dr. feldman was very friendly and caring, and I would recommend him very highly.
- 81: 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.
- 82: Very personable.
- 83: 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!
- 84: 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.
- 85: 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 know him all your life
- 86: Have been treated by more dermatologist 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 hin 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.

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.

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: 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.
- 3: 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?
- 4: Should constantly reinforce new treatment opportunities
- 5: 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.
- 6: complete skin exam from head to toe not completed. Only examined areas of concern of patient.

PROBLEM AREAS | PHONE COMMUNICATION - COMMENTS

- 1: Hard to get office staff to respond during last 30 minutes of work day -

OTHER GENERAL PROBLEM AREA COMMENTS

- 1: spending more time with patient