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**DrScore Releases Study on Seven Medical Practice Traits That Drive Patient Satisfaction;
Published This Month in Journal of Medical Practice Management**

WINSTON-SALEM, N.C. — A study released this month by DrScore found that patient satisfaction in a physician's performance can be narrowed to seven specific characteristics all tied to a core of communication and follow-up care. These core aspects were cited over and over again as the reasons to rate a physician as "excellent" in an online survey taken by almost 3,000 respondents.

"We're finding that great strides in patient satisfaction can be earned by focusing on these seven key areas, because that is what the patients themselves care about most," said the primary study author, Dr. Roger Anderson, Ph.D., Department of Social Sciences and Health Policy, Wake Forest University School of Medicine in Winston-Salem." According to the authors of the study, patient satisfaction ratings are highly influenced by successful ratings in physician access, communication, personality and demeanor of provider; quality of medical care processes, care continuity, quality of the healthcare facilities, and office staff. Physicians who do not possess these traits will not likely attain high ratings.

On the other hand, physicians and practices with overall negative ratings were most frequently tagged with negative ratings in the following characteristics - communication, barriers to access, care coordination, and interpersonal skills.

The study will be published in the March/April issue of the Journal of Medical Practice Management (<http://www.mpmnetwork.com>). The other study authors are Angela Barbara, MS, of the Department of Family Medicine at McMaster University in Hamilton, ON, Canada, and Dr. Steven Feldman, M.D., Ph.D., Professor of Dermatology, Pathology, & Public Health Sciences at Wake Forest University School of Medicine.

DrScore.com is a patient advocacy research group that provides an online environment for patients to rate their doctors for free and to use the site to locate and research doctors in any specialty. Medical practices can also apply the data to help them improve their services and profitability. For more information, visit www.drscore.com.