

**Contacts:**

Leigh Ann McDonald Woodruff

Ph: (336) 253-3203, E-mail: [leighann@twobpr.com](mailto:leighann@twobpr.com)

Laura Burrows

Ph: (336) 575-6757, E-mail: [laura@twobpr.com](mailto:laura@twobpr.com)

FOR IMMEDIATE RELEASE

**DrScore.com's 'Seven Simple Tips' to Improve Your Doctor Visit**  
*National Doctor's Day on March 30 is an excellent time to take positive steps for patient satisfaction.*

WINSTON-SALEM, N.C. (March 24, 2010 ) —In honor of National Doctor's Day on March 30, [DrScore.com](http://DrScore.com), the online patient satisfaction and physician rating [Web site](#) is helping patients improve their doctor visits with "Seven Simple Tips," all of which are available in a downloadable handbook — "[Great Medical Care: The Handbook for Making Your Visit to the Doctor Better.](#)" Doctor's Day was created in 1991 as a way to show appreciation to approximately 800,000 doctors who diagnose, treat and care for patients in the United States.

"Our expectations for medical care can — and should — be higher than any other services we use," said patient satisfaction expert [Steve Feldman, M.D.](#), founder of DrScore. "We should expect 'technically' great medical care, meaning an accurate diagnosis and proper treatment, but we should also expect to be treated courteously and respectfully by a caring physician. We, as patients, can affect the quality of our experience in the doctor's office by following these simple tips created by DrScore.

**Tip 1: To avoid a long wait, try scheduling your appointments at the beginning of the day or right after lunch.** The doctor's first appointment of the day is the one most likely to be on time because he or she is less likely to be delayed by an earlier patient's needs. Other patients prefer the last appointment of the day — the doctor may be running late, but he won't be rushing to see other patients. "Physicians do try to set reasonable appointment times, but some patients may take longer than expected to see — and you want a physician who will take extra time with you if you need it," said Dr. Feldman. "Try setting your appointments when your schedule is flexible and an unexpected wait won't stress you out."

**Tip 2: In case you have a long wait, bring something, such as a book or paperwork, that will allow you to be productive.** "I bring my laptop, so I can catch up on e-mails if the office has a wireless connection," Dr. Feldman said. "Smart phones work, too. You just have to make sure you move to a more private place if you have to return phone calls, so you don't disturb other patients."

**Tip 3: Bring a written list of all your medications, your past illnesses, your current problems and your questions with you to every appointment.** “By listing your problems, concerns and questions, you will be that much better prepared and the visit will go much more smoothly,” Dr. Feldman said. “Doctors appreciate organizational skills.”

**Tip 4: If you feel unsure about a situation, speak up and ask about it.** “In a good medical office, the doctor and staff will keep you informed as to what is happening and what happens next,” Dr. Feldman said. “But doctors get distracted and forget sometimes, so don’t hesitate to ask a question or tell them what is on your mind.”

**Tip 5: If you have a negative issue you want to address, try addressing it in a positive, non-threatening way.** For example, “you may feel the doctor is not listening to you,” Dr. Feldman said. “Even the smartest, most technically adept doctors do not always have great people skills, and even the ones with the best people skills may not be at the top of their game. Instead of saying ‘you’re not listening to me,’ which can invite defensiveness, try: ‘Doctor, I know you are listening to me, but when you look down at the floor while I’m speaking, it makes me feel like I’m not being heard.’”

**Tip 6: At the end of the visit, make sure you have written instructions on medications and treatment plans, and you know how and when you will get results from any tests.** “The end of the visit is a critical time where the doctor writes prescriptions, gives you the best advice on how to take care of yourself or treat your illness, and talks about test follow-up,” Dr. Feldman said. “The details of medical care are common knowledge for the doctor, but it may be new information for you, so ask for your treatment plan in writing so you don’t forget anything.” Missed test results can cause problems, so make sure you are proactive in finding out how the office will get the results to you.

**Tip 7: Give your doctor feedback.** Take the time to let your doctor know how the visit went either by telling him or her, communicating to the office staff, writing a letter or participating in an anonymous patient satisfaction survey at [www.drscore.com](http://www.drscore.com). “Don’t ever be afraid to give your doctor advice on how to be a better doctor,” said Dr. Feldman. “When you give your doctor feedback — whether it is positive or negative — you are giving them a gift. And what better gift to give on Doctor’s Day?”

For more tips and information on making your physician visit better, visit [www.DrScore.com](http://www.DrScore.com), become a fan on Facebook, follow DrScore on Twitter, or download “Great Medical Care: The Handbook for Making Your Visit to the Doctor Better,” at

[http://www.drscore.com/downloads/publications/Great\\_Medical\\_Care.pdf](http://www.drscore.com/downloads/publications/Great_Medical_Care.pdf).

### ***About DrScore.com***

*Founded by Steve Feldman, M.D., DrScore.com is an interactive online survey site where patients can rate their physicians, as well as find a physician based on their service level preference. DrScore's mission is to improve medical care by giving patients a forum for rating their physicians, and by giving doctors an affordable, objective, non-intrusive means of documenting the quality of care that they provide. DrScore ratings may also be accessed through the iNeedADoc iPhone app (<http://ineedadoc.squarespace.com/>). For more information, visit [www.drscore.com](http://www.drscore.com).*