

Have you ever wondered how patients feel about their Concierge Choice?

A one-year compilation of survey results from Concierge Choice members reveals increased patient satisfaction, better communication and more time.

- ✓ **Communication with my medical provider is better now that I have more time with him/her** **98%**
- ✓ **I can reach my medical provider 24 hours a day, 7 days a week** **98%**
- ✓ **The medical office staff is helpful when I have questions** **98%**
- ✓ **It is easy to communicate with the medical office via the dedicated phone line for members** **97%**
- ✓ **I would recommend membership to a friend** **97%**

How long do you wait to see your doctors?

Concierge members typically wait less than 15 minutes to see their provider, with most waiting under 5 minutes.



47.92%
wait 0-5 mins

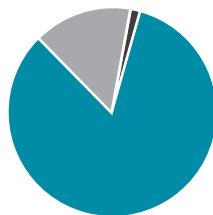
46.37%
wait 6-15 mins

How much time does the doctor spend with you?

Concierge programs are designed so that physicians can spend more time with their patients. Survey results show that physicians usually spend more than 15 minutes with their member patients.

15%
6-15 mins

84%
15 mins +



1%
0-5 mins

The top 3 reasons patients joined:

- 1** The ability to reach their doctor 24/7 by cell phone
- 2** Opportunity to spend more time with their doctor at appointments
- 3** Ability to schedule appointments same day/next day

Comments from members:



“Several years ago my husband almost died from multi-organ failure. The care and treatment my husband received was wonderful. The concierge program paid dividends we can never begin to measure.”

“Feel like this is the first time I have had a doctor who looked at me as a whole and not just a specific problem.”

“I am very happy with the opportunity to spend more time with my doctor. He is more able to concentrate on my medical situation and razor sharp when it comes to knowing me as a person, my medical history and what we need to do to keep on top of it. Well worth the money!”

