

Patient Satisfaction information has become a must for all practices:

- Patients and payers are monitoring key performance areas*
- Healthplans and hospitals are requesting patient satisfaction information for credentialing individual providers*
- Insurance companies are using it to set liability insurance premiums*
- Providers and staff need to know that their patients value the care and services that they offer*

Patient Satisfaction is Key to a Competitive Edge!

For a CustomFB™ starter package contact us :

Via eMail at

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On the Web at

www.advance-solutions.com

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(847) 945-1672

ADVANCE SOLUTIONS INT.

The most complete, friendly and affordable turn-key system for obtaining reliable data on patient satisfaction!

CustomFB™

Key to Superior Practice Management



150 Ferndale Road – Deerfield, IL 60015

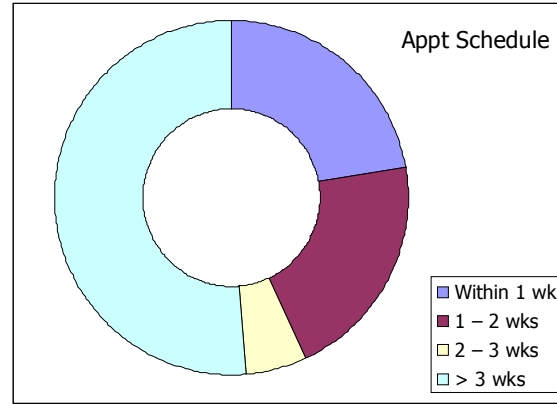
As insurance premiums continue to rise, patients are paying a higher portion of their premiums and their expectations regarding care are rising accordingly!

Let us help you start your patient satisfaction program:

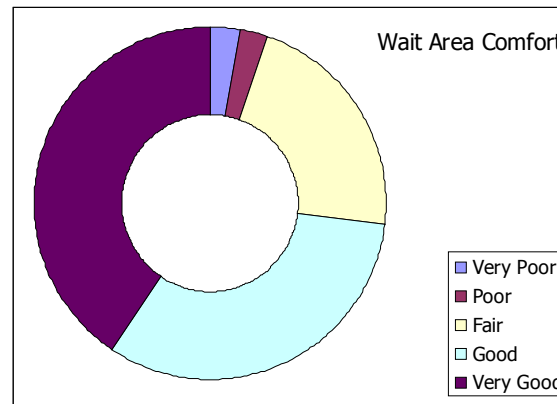
- *Monitor service levels and operations*
- *Build and analyze statistically sound surveys with “near zero” investments*
- *Analyze, cross-tabulate and trend results with ease*
- *Choose the important questions to include in your survey*
- *Enter your data (do-it-yourself), or send it to us for entry and professional analysis and graphing*

Sample Questions

- *How easy was it to get an appointment when you wanted?*

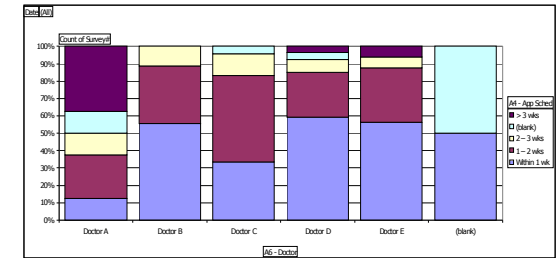


- *Please rate the comfort of the waiting area.*



- *How soon can a patient see Doctor A?*

Date		Appt Wait by Doctor				
MC - Doctor	M - App Sched	1 - 2 wks	2 - 3 wks	(Blank)	> 3 wks	Grand Total
Doctor A	1	2	1	1	1	6
Doctor B	5	3	1	1	1	11
Doctor C	8	12	3	1	1	25
Doctor D	30	7	2	1	1	41
Doctor E	9	5	1	1	1	17
(Blank)	1					1
Grand Total	60	29	8	4	5	106



- *How friendly do patients see Doctor A?*

MC - Doctor		Doctor Friendliness			
Date	Fair	Good	Very Good	Grand Total	
2003-Jan	3.00%	23.00%	73.00%	100.00%	
2003-Feb	0.00%	27.78%	72.22%	100.00%	
2003-Mar	0.00%	35.14%	64.86%	100.00%	
Grand Total	1.20%	26.61%	68.19%	100.00%	

