

The Patient Experience



*The newsletter dedicated to improving **your** health care experience*

In this era of health care reform, it is certain that the face of your health care experience is changing. This newsletter gives you tips and advice to improve your health care experience. WhereToFindCare.com helps patients and providers exchange information and learn from one another improving the health care experience, because changing the health care experience should be handled by the experts – **you and your provider.**

What people like YOU are saying

Have you ever asked someone if they felt they received quality care from their physician, hospital, or other health care provider? Because this is important – we ask on every WhereToFindCare.com survey.

Here's what YOU said:

36% of you did not agree that you received quality care from your health care provider

40% will not recommend your health care provider to family and friends

Your health care provider needs to know during your visit or encounter that you don't feel like you are receiving quality care. **YOUR** health care is too important to keep quiet.

What YOU can do now to improve the QUALITY of YOUR health care

1. Identify how you define quality care from your provider. Everyone's perception of quality care is different. Understanding YOUR requirements for quality care helps you communicate your needs to your provider.
2. During your health care encounter, be insistent about issues you consider quality related. Your health care professional will be able to explain the reasons for their evaluations and orders.
3. Don't be afraid to call and clarify anything that is confusing you. Better to clarify instructions than to delay your progress to good health.
4. Use the [WhereToFindCare.com's Patient Answer Form](#) (reverse side of this newsletter) to help you prepare for your visit and get the most of your health care visit.
5. Remember to share your health care experience on WhereToFindCare.com. It only takes a minute to help others. *(and the feedback to your provider is invaluable.)*



Celebrating **America's** Excellent Health Care Providers

2nd Q 2010 Results are in: more than 47 providers from 21 states were described as "wonderful" "astute" "love" and "incredible" by their patients, families, and visitors. That is a 34% increase in Care Star Nominations from 1st Quarter.

Dr. Steven Donatello, Pain Medicine (Milwaukee, WI)

"He is a doctor that I wish I would have found long ago!!!"

C.S. Mott Children's Hospital (Ann Arbor, MI)

"Nurse Jennifer Burns Watson went above and beyond every day she was scheduled during my sons stay."

Henry Ford- Wyandotte Center for Health Services (Brownstown, MI)

"Jessica, the PA who stitched my daughter was excellent. She has a great bedside manner and can really get the job done. You are awesome!"

Experience a provider who exceeded YOUR expectations? [Share it on WhereToFindCare.com](#)

WhereToFindCare.com is developed by independent health care analysts to make choosing a health care provider easier.

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Patient Answers Form

Take this form to your health care visit to write down questions you want to ask, take notes, and to help you remember specific directions about your care after your visit.

1. The health problems I am having are:

2. My diagnosis is:

3. I need to do the following:

- a. Tests _____
- b. Diet _____
- c. Exercise _____
- d. Rest _____
- e. Therapy _____
- f. Limitations _____
- g. Other _____

Please contact _____ (name/phone) if you have questions after your visit.

Notes: _____

Next appointment: _____