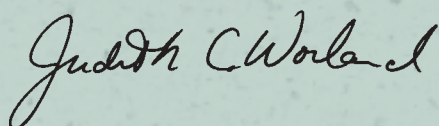


## Welcome

I'd like to welcome you to the inaugural edition of AccessMD News, a quarterly newsletter for AccessMD clients. Through AccessMD News, we hope to be able to share information, insights and developments concerning not only AccessMD, but other healthcare related topics as well. In addition to receiving AccessMD News at your home, each edition will be posted to our web site, [www.myaccessmd.com](http://www.myaccessmd.com), for those preferring to read it there and for archival purposes. I hope you find it informative and as with all AccessMD amenities and services, I hope you will provide us with feedback on its contents. I also encourage you to share ideas for future articles as well by calling us at 282-3400 or e-mailing us at [info@myaccessmd.com](mailto:info@myaccessmd.com).

Judith C. Worland,  
Founder and CEO



## Results of Client Survey Encouraging

AccessMD recently conducted a survey of members to measure client satisfaction and to learn about usage of the various amenities. Clients joining as of May were asked to respond to 7 questions. A gratifying 71% of members returned the questionnaire. Following are the results:

**When asked which amenities members had used since enrolling in AccessMD, respondents answered yes according to the following percentages:**

	Used Services
Called my doctor on his private beeper/line . . . . .	13%
Called the AccessMD line after hours . . . . .	7%
Called the special AccessMD number to make an . . . . .	55%
appointment or for other information	
Secured a "same day" or "next day" appointment . . . . .	40%
Saw my doctor during an extended appointment . . . . .	55%
(e.g., 30 minutes or longer)	
Waited for my doctor in the private AccessMD waiting room . . . . .	60%
Saw my doctor in a private AccessMD examining room . . . . .	69%
Had my doctor facilitate a hospital admission or expedited . . . . .	4%
referral to a specialist	
Enjoyed the peace of mind that comes from knowing . . . . .	70%
I can use any of the above at any time	

**When asked about their experience when calling the AccessMD appointment line, members reported that their calls were handled promptly, politely and completely:**

If you have called the special AccessMD appointment line:	
Was your call answered promptly? . . . . .	95%
Was your call answered politely? . . . . .	100%
Did you receive the information or service that you wanted? . . . . .	100%

**With regard to calls to physicians, clients reported similar results:**

If you have called your physician on his private AccessMD line:	
Was your call answered or returned promptly? . . . . .	100%
Was your call answered politely? . . . . .	100%
Did you receive the information or service that you wanted? . . . . .	100%

Seventy-two percent of members have seen their doctor since enrolling in AccessMD. Of those visiting with their doctors, 85% reported that they

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