

Healthcare Travel Tips

For many of us summer means travel. Whether you're off to the beach, the mountains or anywhere in between, keep these travel tips in mind:

If you are traveling by air, always carry medications onboard with you, as opposed to packing them with your checked luggage so if your luggage is lost, you will have your prescriptions.

Under tightened airport security baggage checkers may ask you about prescription drugs that you are carrying. If you use a weekly or monthly dispenser to hold and track your medicines, you may not have all of the pharmacy bottles with you to describe (and prove) what you are carrying. Prior to leaving on your trip, you may want to call your doctor and ask him to write down your medications on his stationary, then sign it so you can show this to anyone asking about your prescriptions. This list and your doctor's number could also be helpful if you need to see a doctor while on vacation.



Results of Client Survey Encouraging

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requested an appointment on the day that they called or for the next day and in every case but one, their doctor was able to honor the request. Only one client reported that they were required to wait longer than 15 minutes to see their doctor, but indicated that they knew the reason was because there was a medical emergency, which could not be avoided.

In a very limited number of cases AccessMD clients reported that their doctor had been involved in a hospital admission or referral to a specialist. All of those clients felt that their care had been expedited and 80% believed that they received care that they otherwise would not have without the doctors' intervention.

Overall, clients report high levels of satisfaction with AccessMD:

Overall, how would you describe your satisfaction with AccessMD to date:

Very satisfied	64%
Satisfied	21%
Not very satisfied	0%
Disappointed	0%
Too soon to know	15%

Finally, clients were provided with a space to share general comments. Following are a few thoughts expressed in that section:

"To me Access MD is comparable to an insurance policy, it is there to be used if I need it. To have the telephone answered promptly by a polite, intelligent, courteous person. To get report of lab studies in less time. To get an appointment when I request it. To feel relaxed during an examination, because the doctor has enough time to see me. All of the above advantages give me peace of mind and make the additional expense worthwhile."

"Everyone should join."

"Question 2 comment-Dr. Galeski called back in less than 10 min. I haven't had to use AccessMD too much yet but Dr. Galeski returned my call promptly. I was pleased that it worked so well because it seems to me that weekends and holidays things happen to me and it's a relief to know I can get assistance from Dr. Galeski. I had my first appointment with Dr. Galeski since joining AccessMD. All was completely satisfying to me under AccessMD benefits. This visit was pre-scheduled before I joined AccessMD and I didn't have to wait 2 hours in the clinic. Thank you very much."

Look for additional client satisfaction surveys during the course of the year. Additionally, feel free to provide us with feedback (good or developmental) anytime by calling 282-3400 or e-mailing us at info@myaccessmd.com.

www.myaccessmd.com