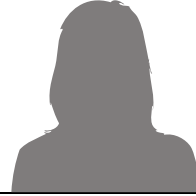
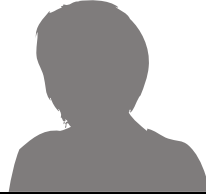


# Physician Finding Comparatives

Some elements changed for example



Name	Elizabeth Jones	Jennifer Ismay	Joanne Kamp	Janelle Simonsen
Demographic	37, 3 daughters, BA – Interior Design	33, 1 son, BS Accounting	41, 1 daughter, 1 son, No Degree	28, 2 sons, 1 daughter, BS Nursing
Priorities	<ul style="list-style-type: none"> <li>• Personality</li> <li>• Availability</li> <li>• Location</li> </ul>	<ul style="list-style-type: none"> <li>• Location</li> <li>• Availability</li> </ul>	<ul style="list-style-type: none"> <li>• Location</li> <li>• Insurance</li> <li>• Personality</li> <li>• Availability</li> </ul>	<ul style="list-style-type: none"> <li>• Insurance</li> <li>• Location</li> <li>• Personality</li> </ul>
Physician Finding Experience	<ol style="list-style-type: none"> <li>1. Asked neighbors about preferred physicians and collected a list of candidates</li> <li>2. Contacted XYZ member advocates, and asked if any of the “candidate physicians” on her list were available on her plan</li> <li>3. Two providers were available. During the same call, the member advocates contacted one of the offices and helped set up first appointment.</li> <li>4. Appointment was a success: staff and doctor were kind, and location (near Walmart) was convenient</li> </ol>	<ol style="list-style-type: none"> <li>1. Contacted HR and got a list of approved providers</li> <li>2. With the list in hand, contacted closest to office to find location with latest appointments</li> <li>3. When one office indicated that they had appointments after 5PM on Wed. &amp; Thurs., she set up an appointment</li> </ol>	<ol style="list-style-type: none"> <li>1. Used phone-book to look up pediatrician in local area</li> <li>2. Highlighted providers near home</li> <li>3. Began calling the closest, asking: 1) Do they accept XYZ insurance, 2) What are their hours?, 3) How many years experience does the provider have?</li> <li>4. After calling 5, she chose one for first visit</li> <li>5. After meeting the physician, did not like his bedside manners.</li> <li>6. Visited the second on her list, liked the doctor, and now uses him for her family</li> </ol>	<ol style="list-style-type: none"> <li>1. Called XYZ member advocates, asked for approved providers near home.</li> <li>2. During the same call, the member advocates contacted the provider’s office staff and helped set up first appointment.</li> <li>3. First appointment was a success; enjoyed staff, office, and doctor</li> </ol>