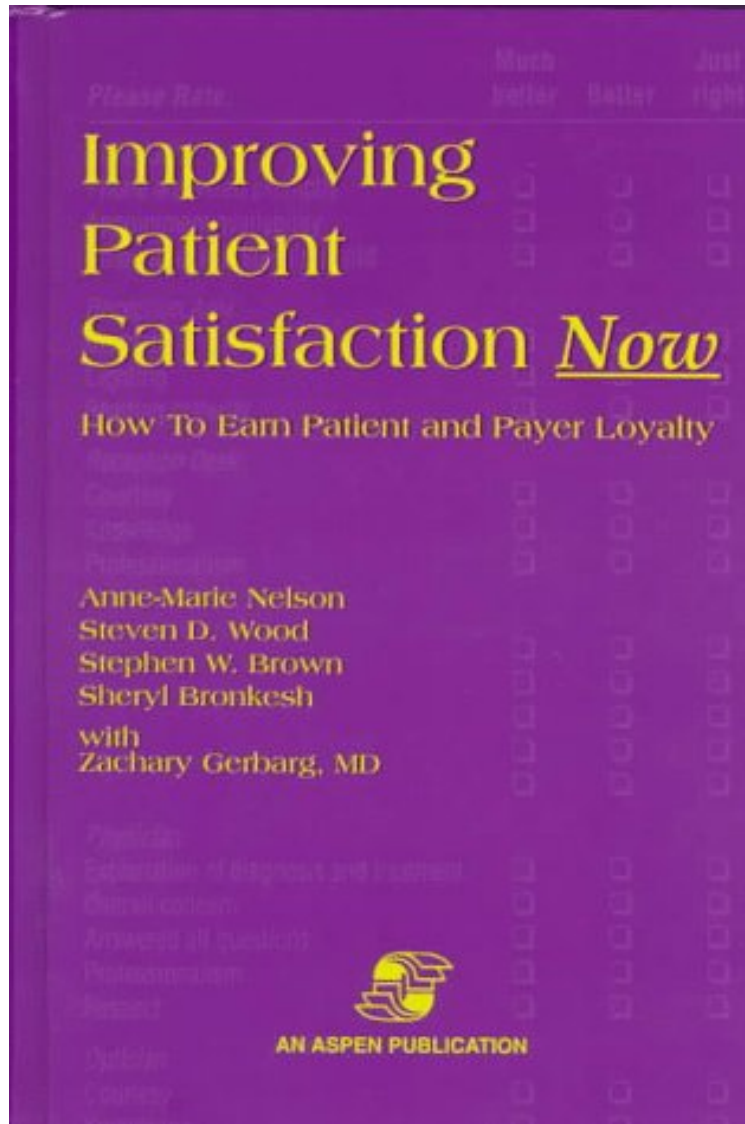


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# Improving Patient Satisfaction Now: How to Earn Patient and Payer Loyalty

Anne-Marie Nelson, Stephen W. Brown, Steven D. Wood  
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0 of 0 people found the following review helpful. Works like magic By Fong Luu I am a 2nd year resident and I had to use for my recent evaluation of not being able to communicate well and losing patient satisfaction. It works almost

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In today's health care environment, having satisfied patients just isn't enough. You're now being judged by payers and compared to other providers and patient satisfaction is a big part of that evaluation. Improving Patient Satisfaction Now: How to Earn Patient and Payer Loyalty explains why understanding and meeting patient expectations is not only nice to know, it's need to know! It gives you action steps in all areas of the practice. Through anecdotes and real-life examples from practicing physicians, you'll learn how to develop higher patient satisfaction, more compliant patients, a more productive and committed staff, and practical techniques to increase patient satisfaction in this updated edition.