

Improvements in Patient Satisfaction

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ApolloMD began emergency physician coverage at South Fulton Medical Center in Atlanta, Georgia on November 1, 2002. Only two months later, South Fulton ranked 3rd out of all Tenet Healthcare Corporation hospitals nationwide in Patient Satisfaction, earning recognition as a "Five Star Hospital". This was followed by a sixth place nationwide ranking in December 2002. These rankings are all the more impressive when you consider that in October, the month before ApolloMD started at the facility, South Fulton ranked 3rd-to-last in the same survey.

The following graphs call attention to the "Percentage of Satisfied Patients" and highlights time related improvements. The increase in speed, however, did not equate to a decrease in the quality of patient care. The second graph shows that the "Percent of Satisfied Patients" rose tremendously in areas concerning quality of care. Concern shown by staff, quality of ER physicians, privacy, and keeping family and friends informed all increased from previous levels. Overall, these two graphs prove that ApolloMD has struck the delicate balance between swiftness in care and compassion toward patients equaling a growing number of "Very Satisfied" patients.

South Fulton Medical Center
Increased Satisfaction in Speed of Service & Quality of Care
June 2002 – October 2002 vs. November 2002 – March 2003

