



Patient Satisfaction Excellence

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ApolloMD partnered with Gulf Breeze Hospital in Gulf Breeze, Pensacola in August of 2003. Since we began providing services, we have collaborated with the hospital to achieve consistently high patient satisfaction scores in the emergency department. The achievement has not gone unnoticed; Gulf Breeze was awarded the Summit Award by Press Ganey two consecutive years, in 2007 and 2008. To receive the Summit Award, a hospital must rank in the 95th percentile or above for a minimum of three consecutive years. Below are ApolloMD's patient satisfaction results at Gulf Breeze since the most recent award in 2008.

Drawing on experiences from over 2 million patients each year, ApolloMD has developed programs to improve patient satisfaction within our client ERs, including on-site provider coaching, the ApolloMD Call-Back Program, and web-based reservation system ER Express, among others. We work with client hospitals to ensure that patient experiences are positive and that their facility will remain the first choice for the patient and his/her family in their next time of need.

Gulf Breeze Hospital – Gulf Breeze, FL

Patient Satisfaction – Press Ganey

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