

Physician attitude important factor in patients switching PCP

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(HealthDay)—Factors associated with patients switching physicians

include physicians' attitude, design and comfort of a facility, and communication, according to an article published in *Medical Economics*.

Although 49 percent of patients stay with their doctor for five years or more, the authors note that one-quarter of patients are likely to switch physician if they find a doctor with a more [positive attitude](#). Other factors that can affect patients and cause them to leave include time wasted in the [waiting room](#), cost, bedside manner, and design and comfort of a facility (almost 80 percent of respondents reported the latter as a reason).

In addition to wanting doctors to be knowledgeable and up to date on research, patients want the staff to be competent and helpful. However, the authors state that [patient satisfaction](#) increased with age, with satisfaction with physicians reported by 82 percent of those over age 55, compared with 67 percent among those aged 18 to 34 years. One-third of patients reported being unhappy with the communication they were receiving from their doctors.

"The number one complaint I hear is that the [patients](#) feel rushed," said Jeffrey S. Gold, M.D., of Gold Direct Care in Marblehead, Mass., according to the article. "I make it a point at each appointment to clearly take the time to ask the patient if they have any questions or concerns and address them. I feel that taking this few extra minutes with a patient greatly helps with patient retention."

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