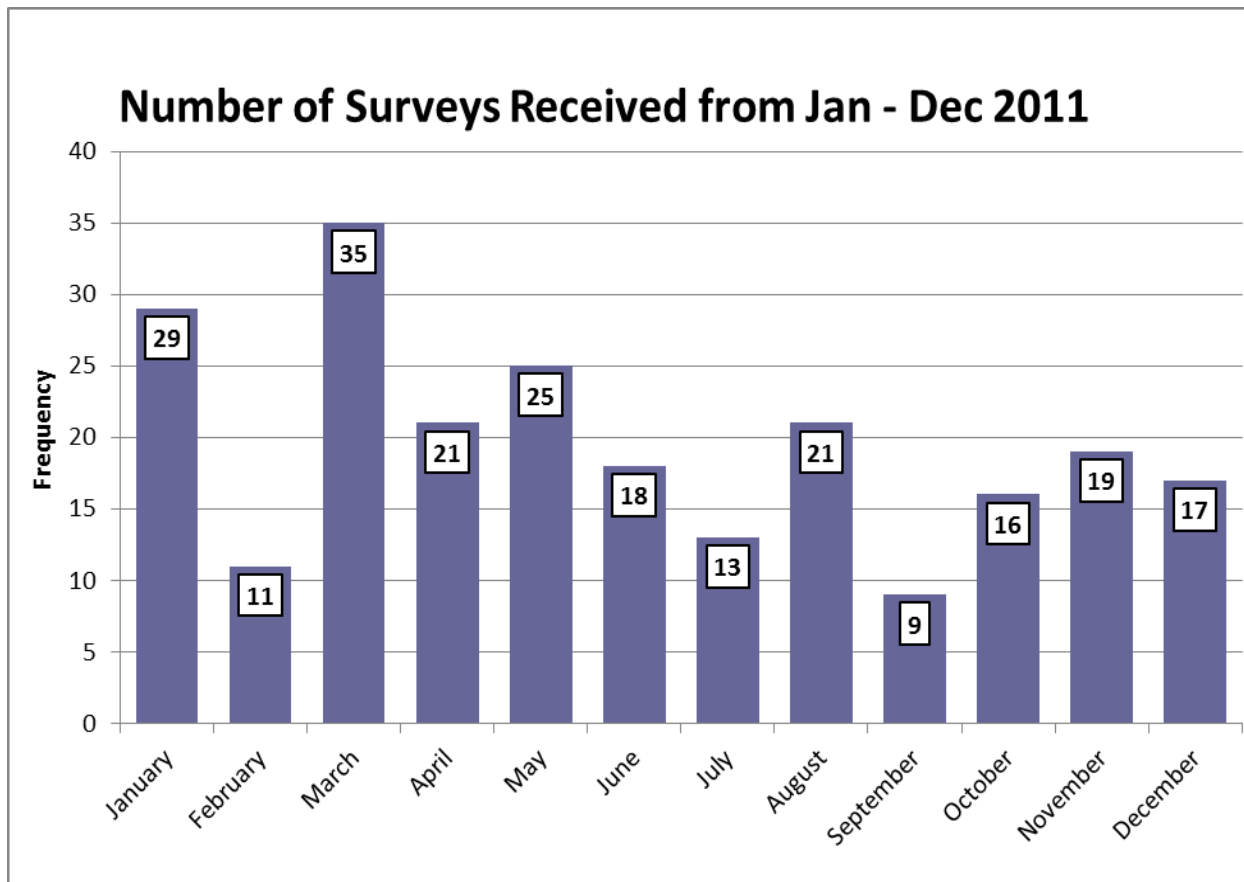


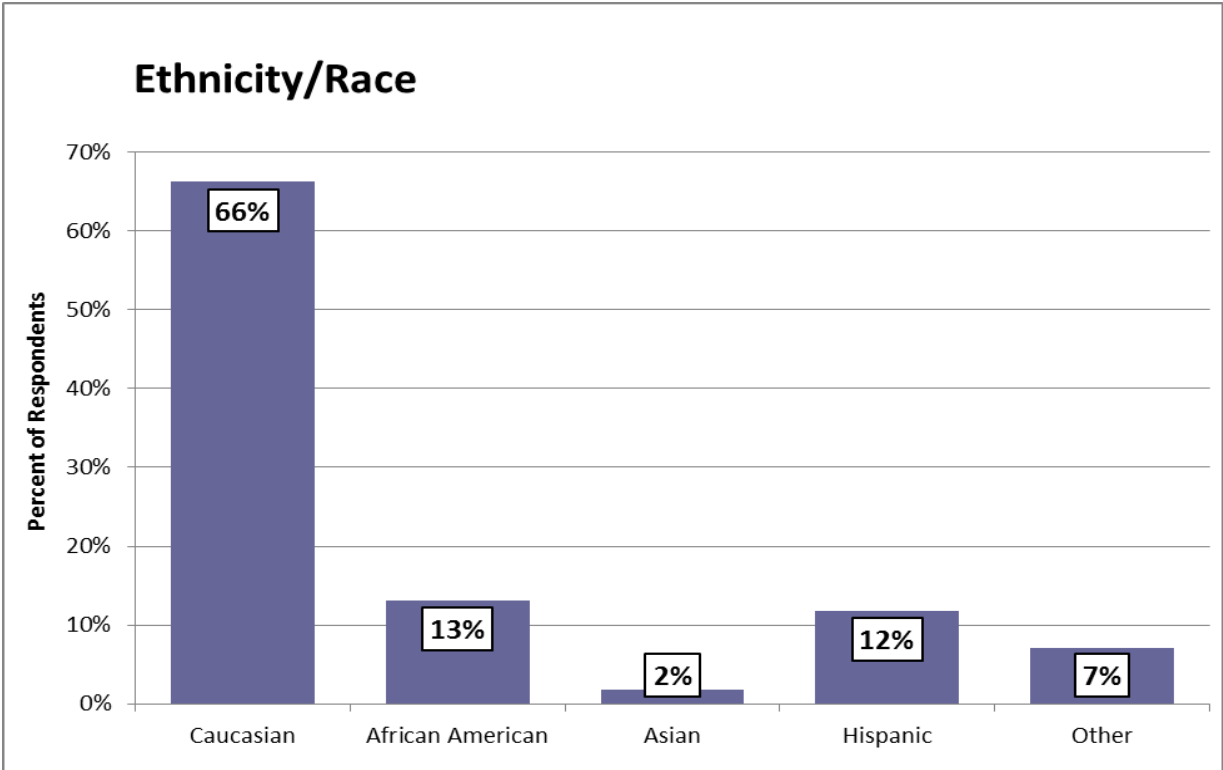
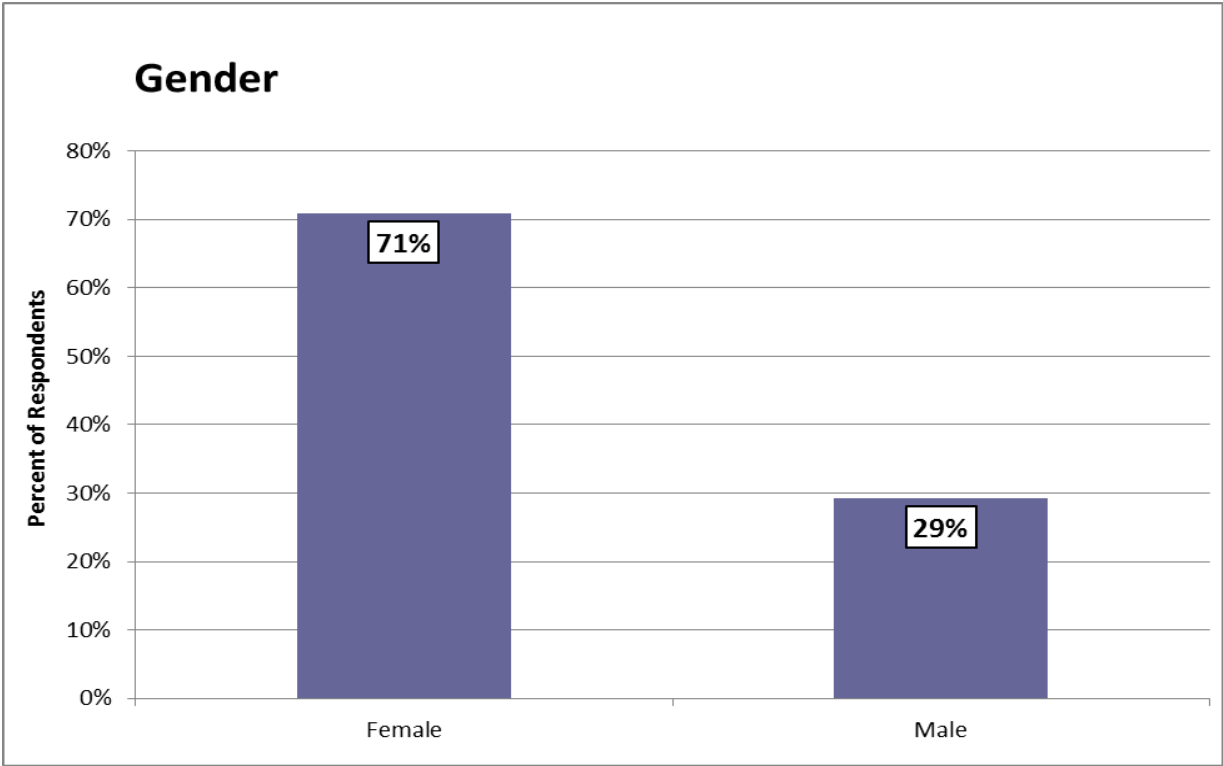
Project Access Patient Satisfaction Survey Report 2011

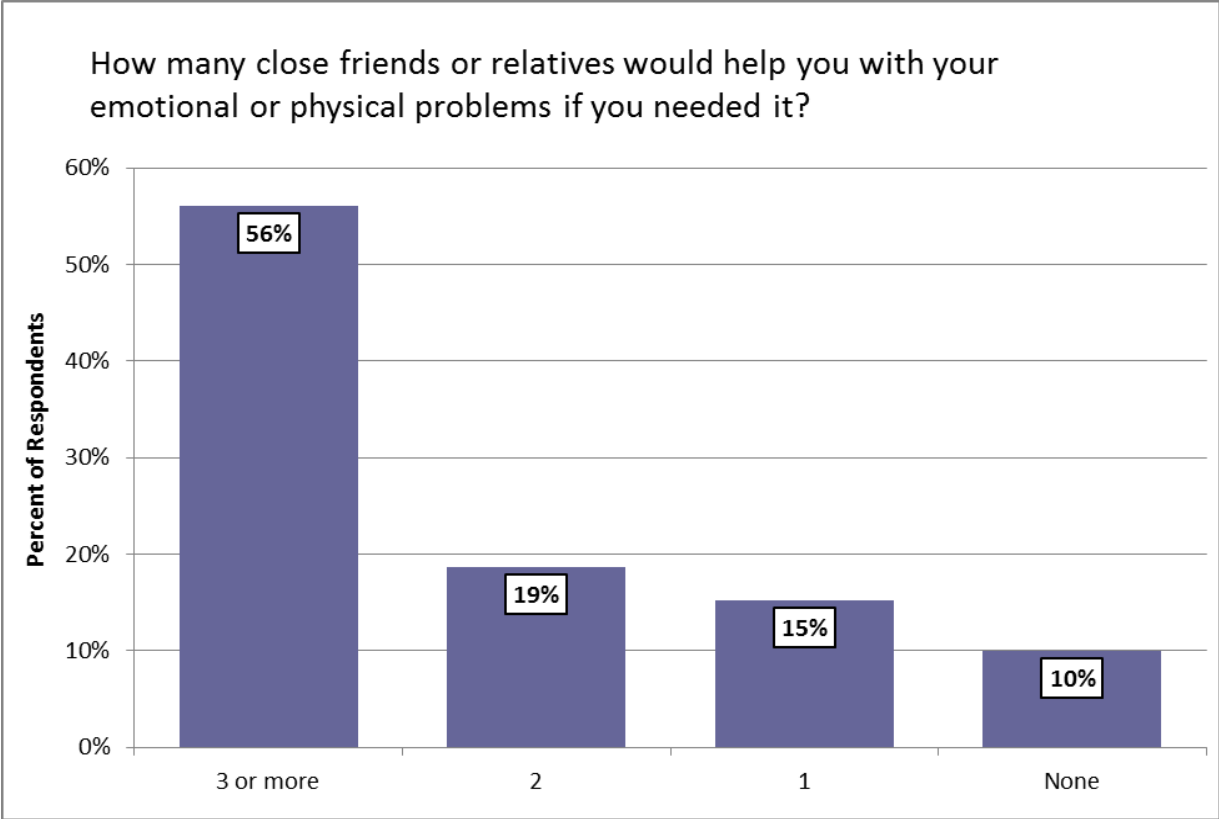
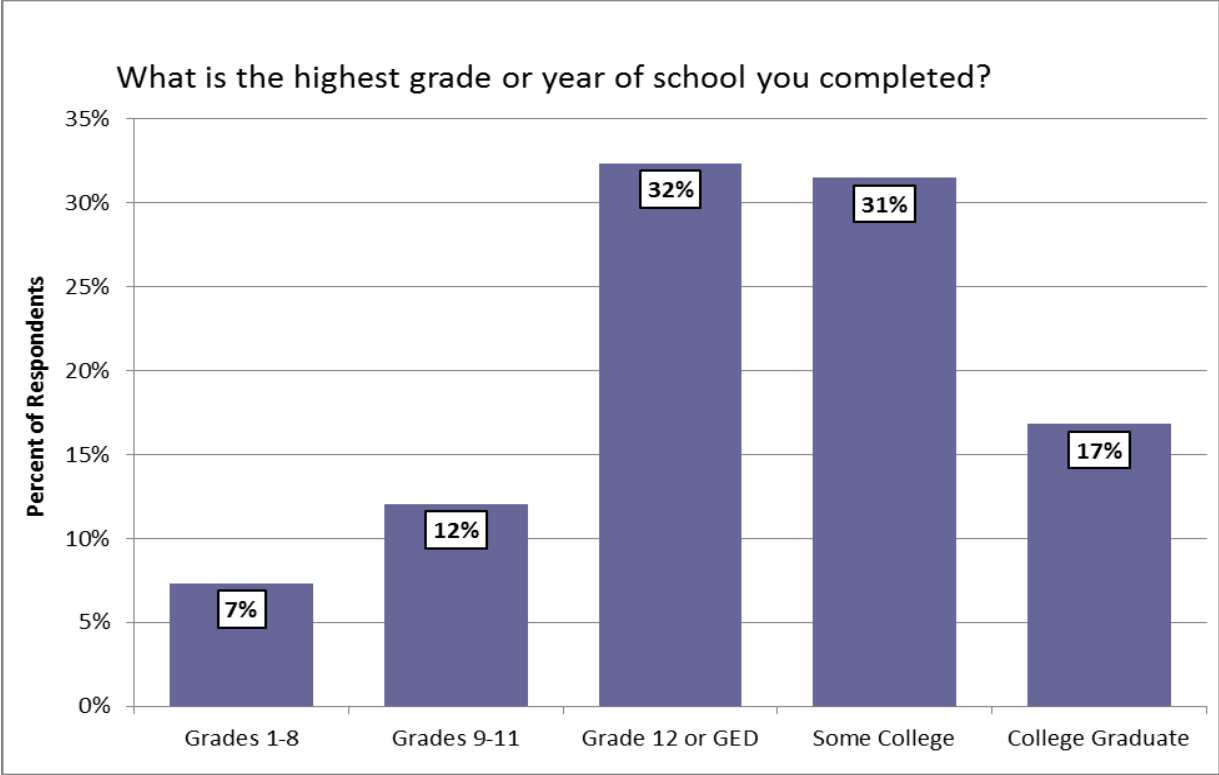
This report includes all surveys sent to patients who were disenrolled from the program in 2011. A total of 234 surveys were completed and submitted to the office for a 25% rate of return.

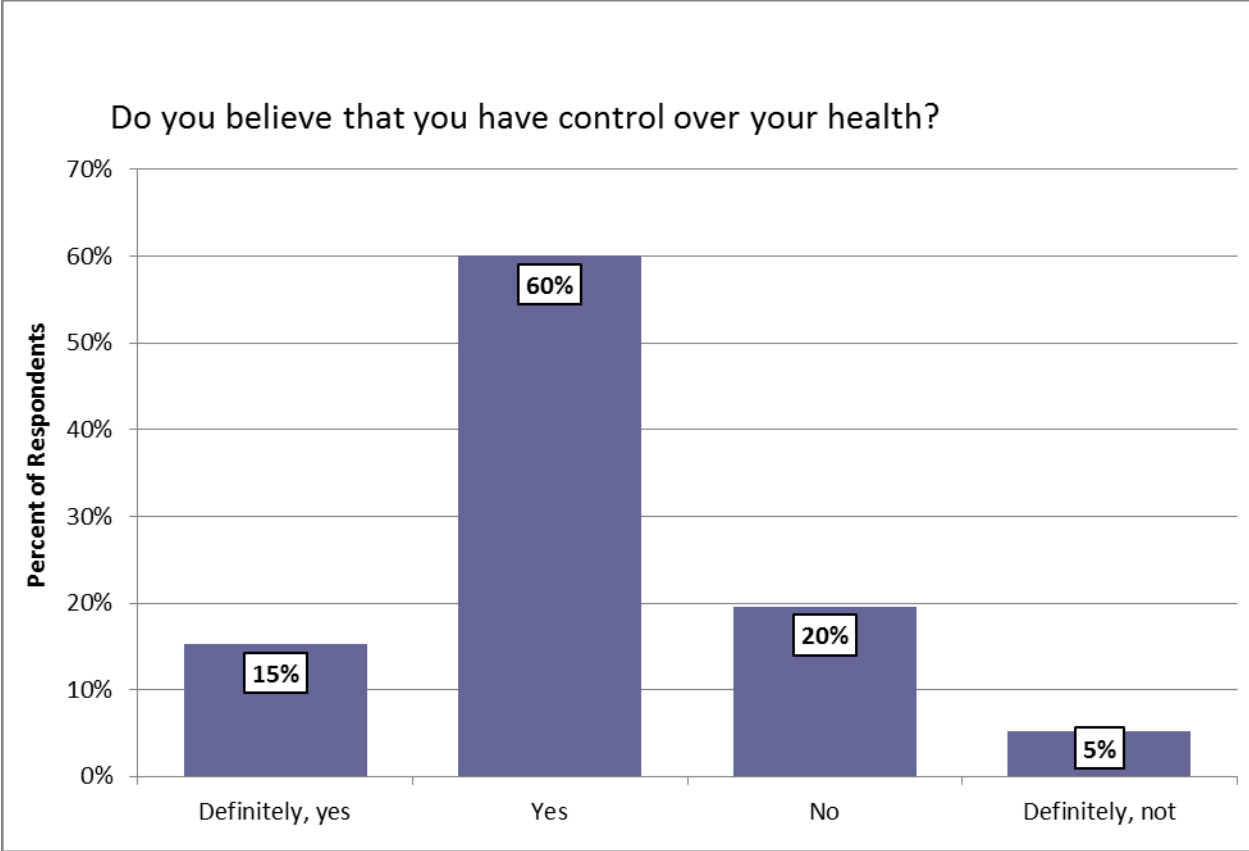


Demographics

The majority of respondents were female (71%) and Caucasian (29%).

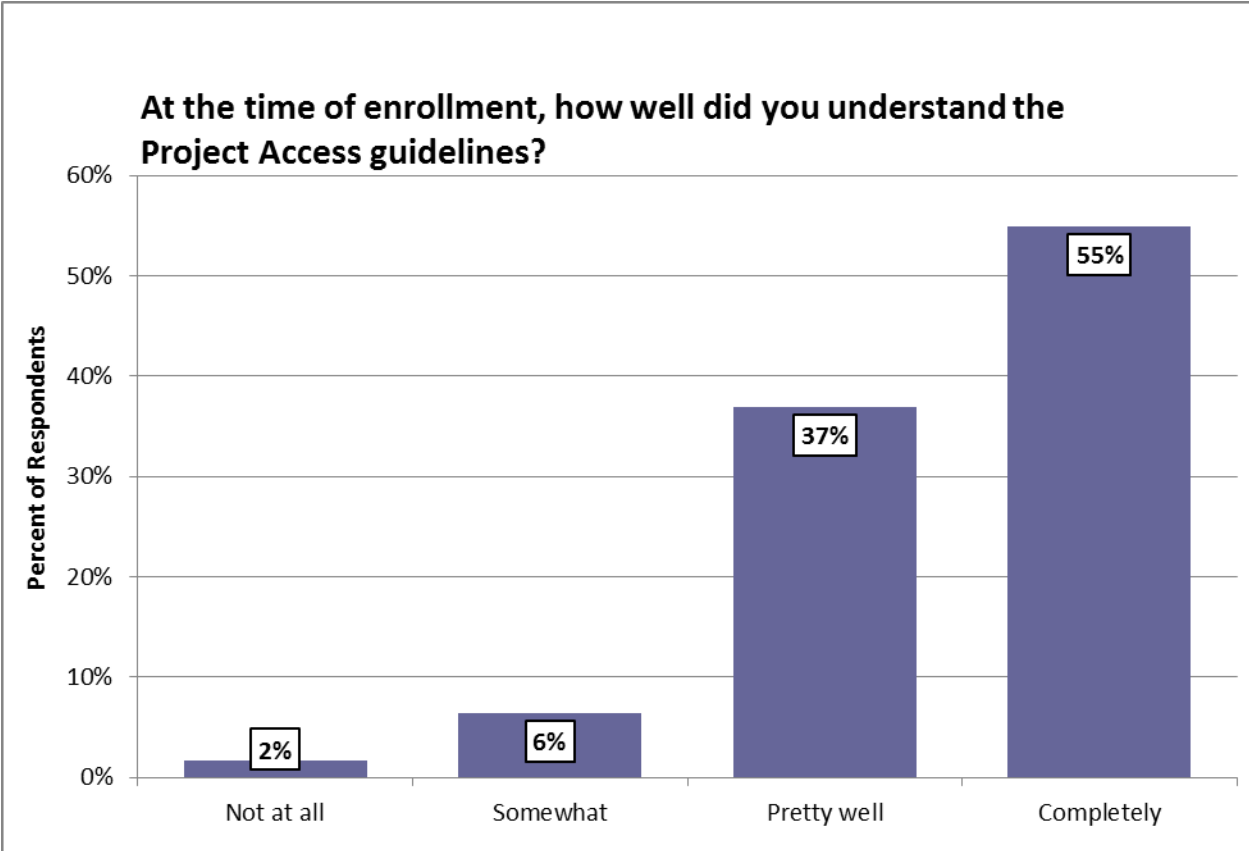
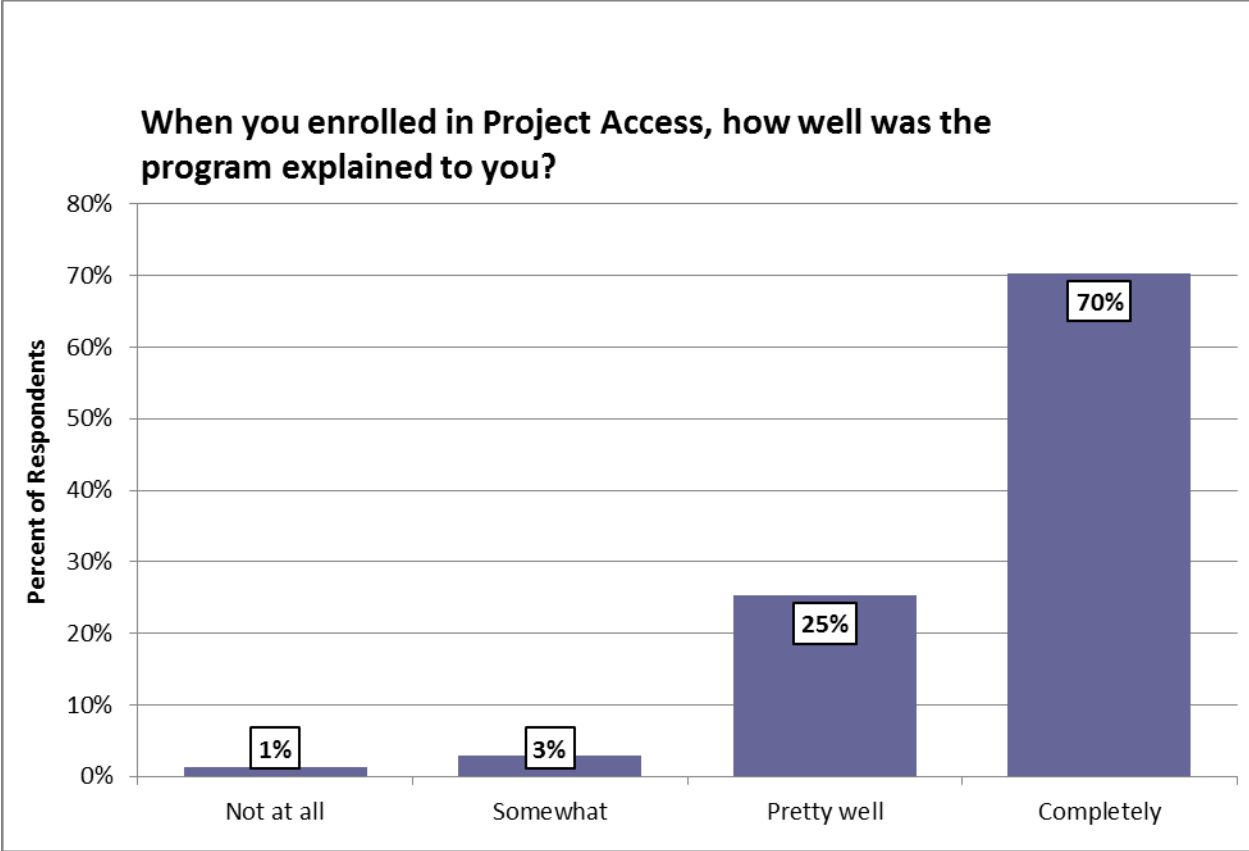


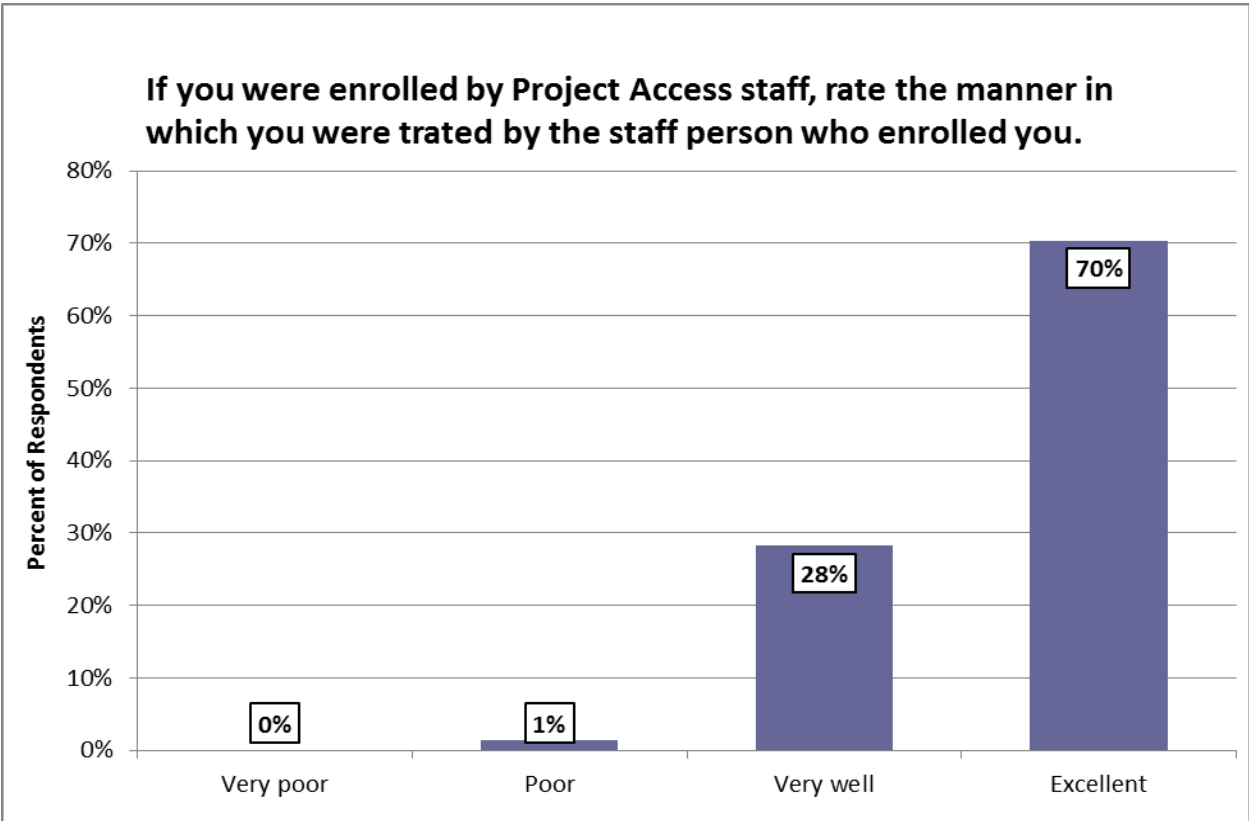
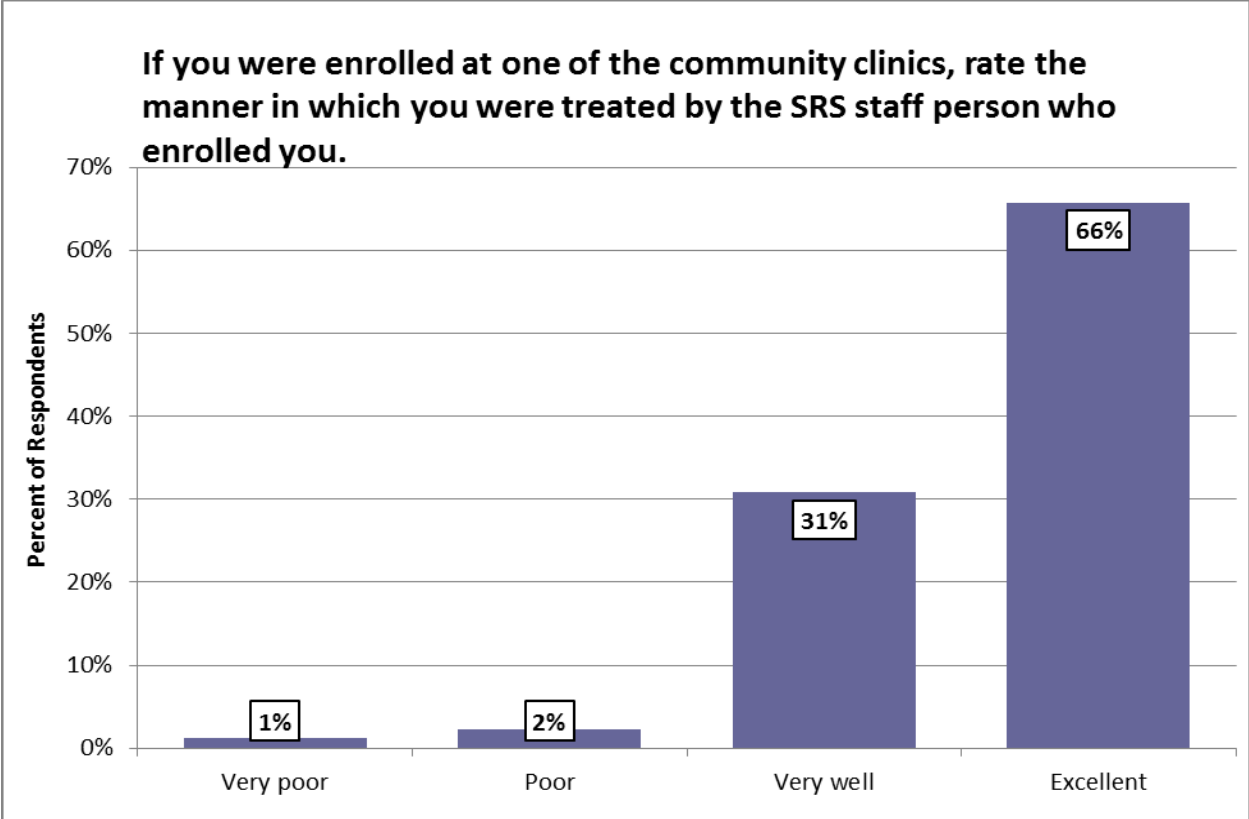


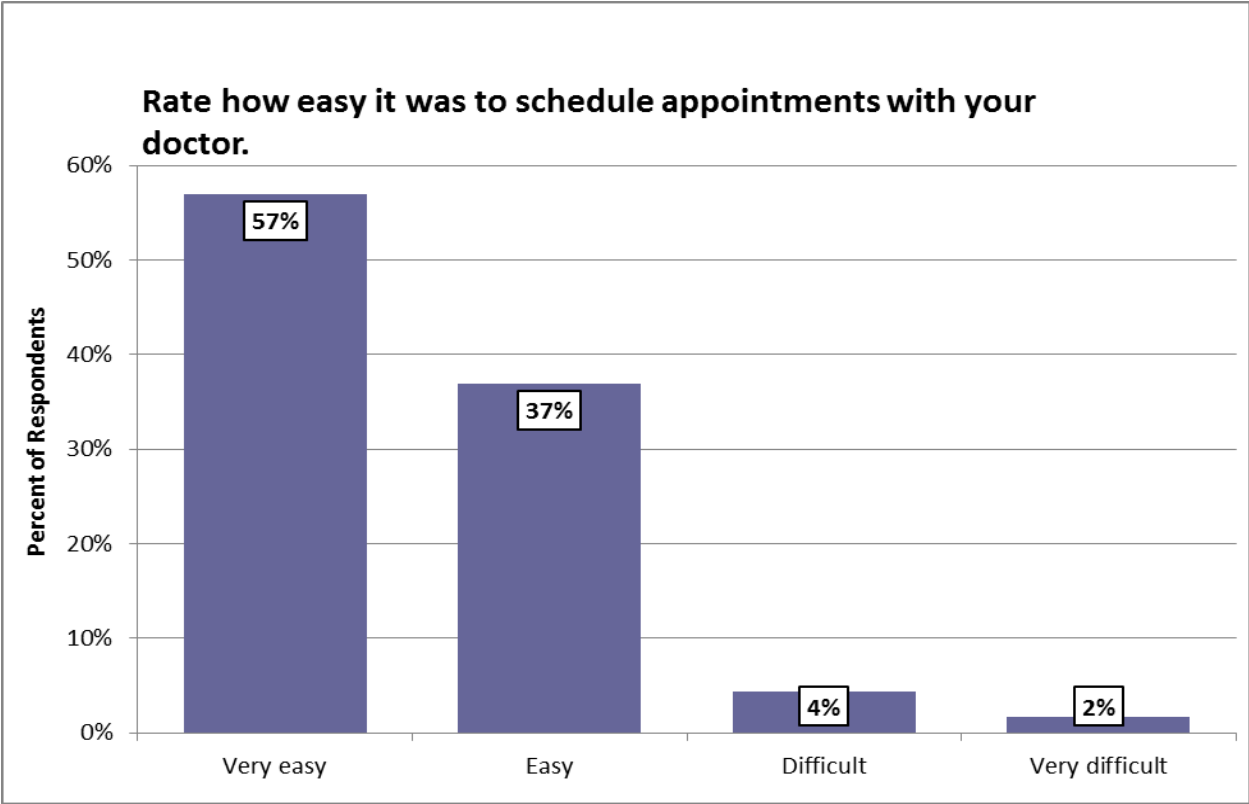
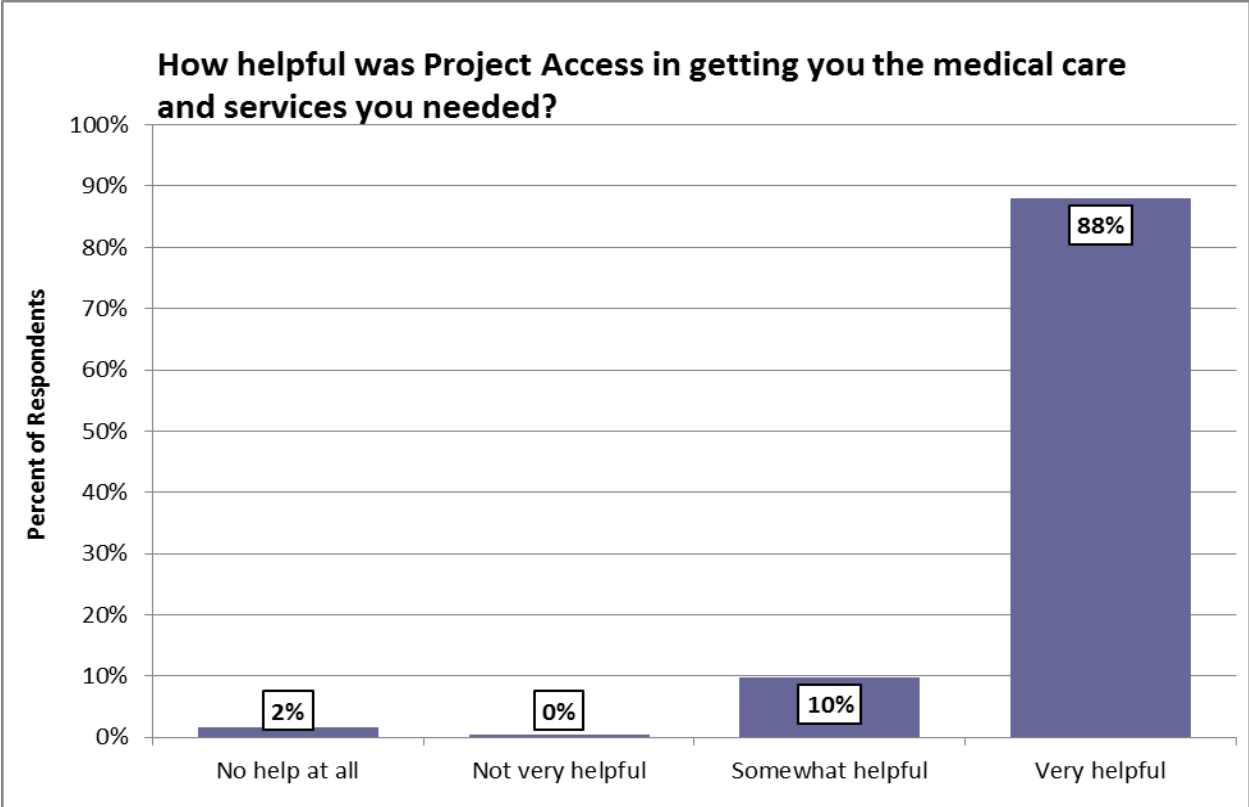


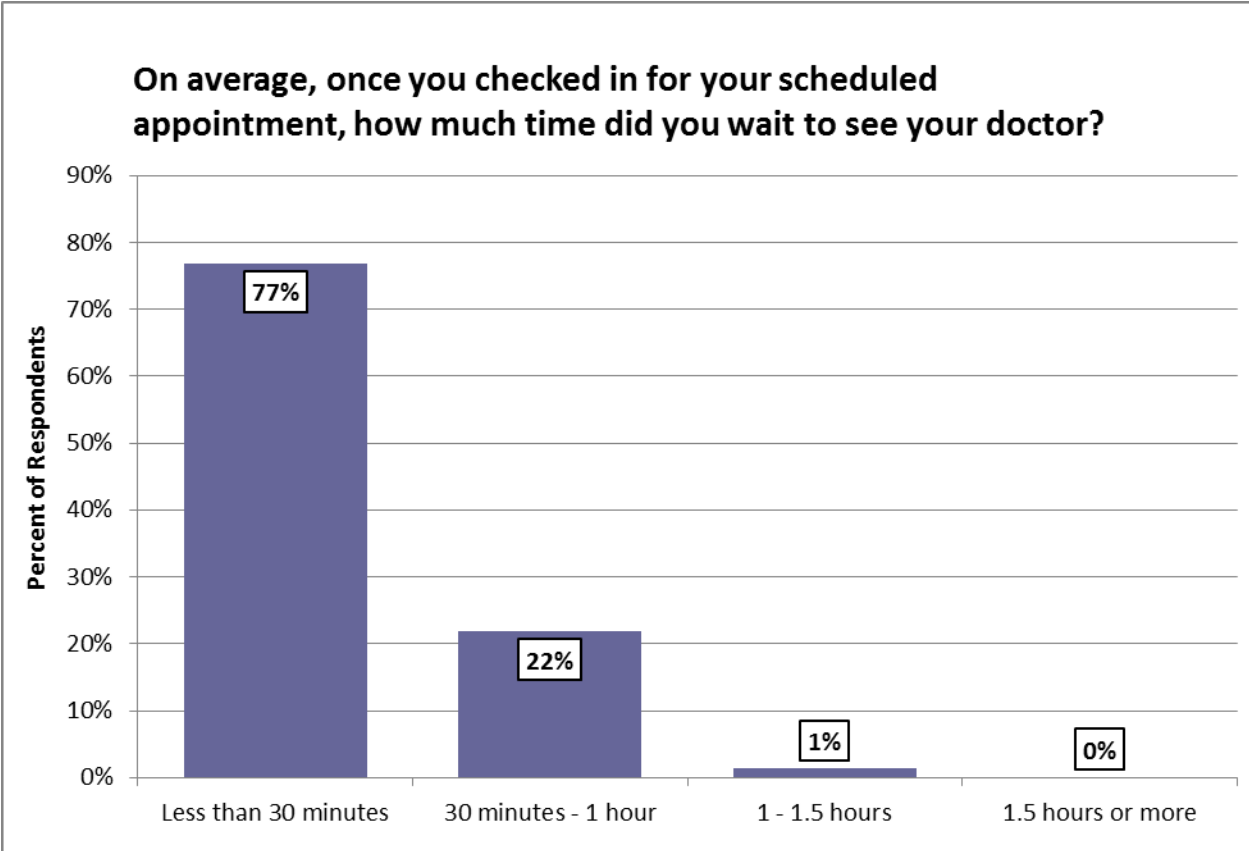
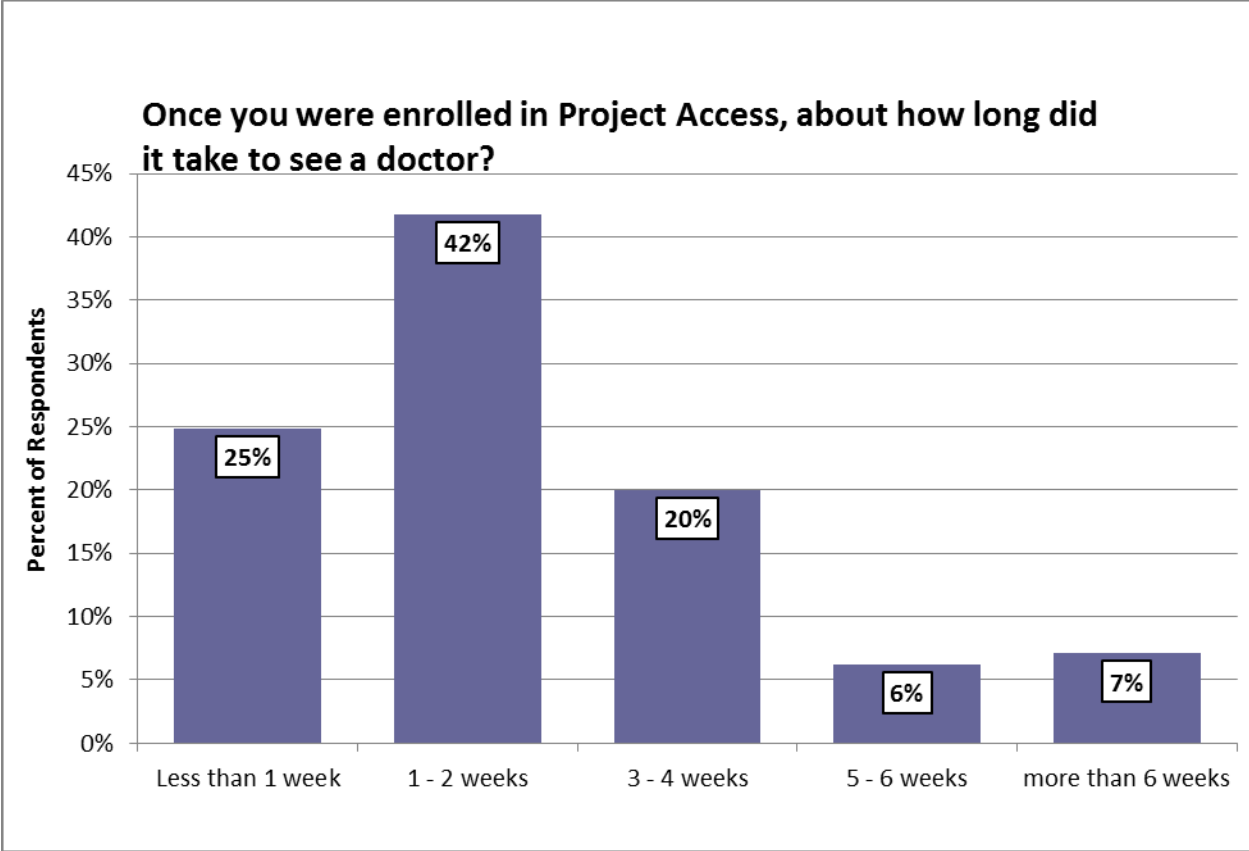
Program Satisfaction

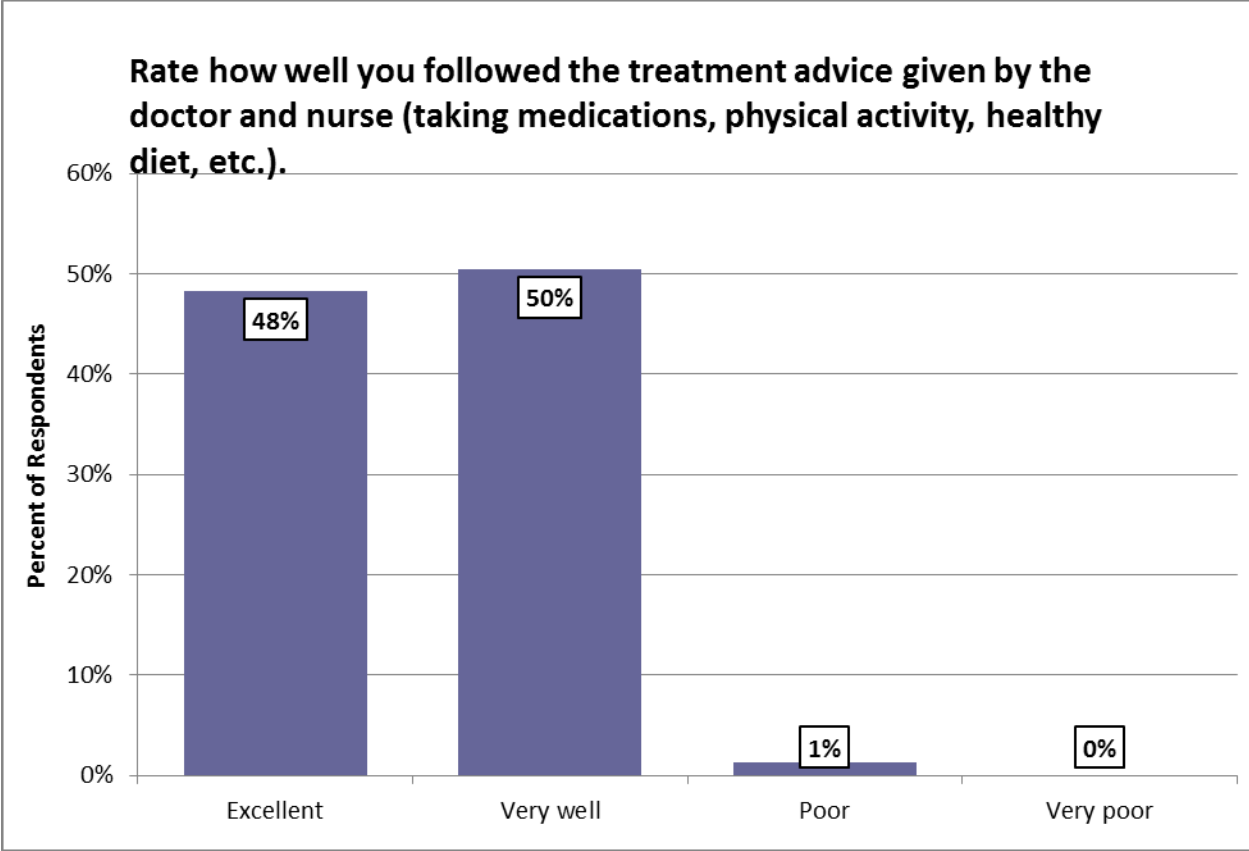
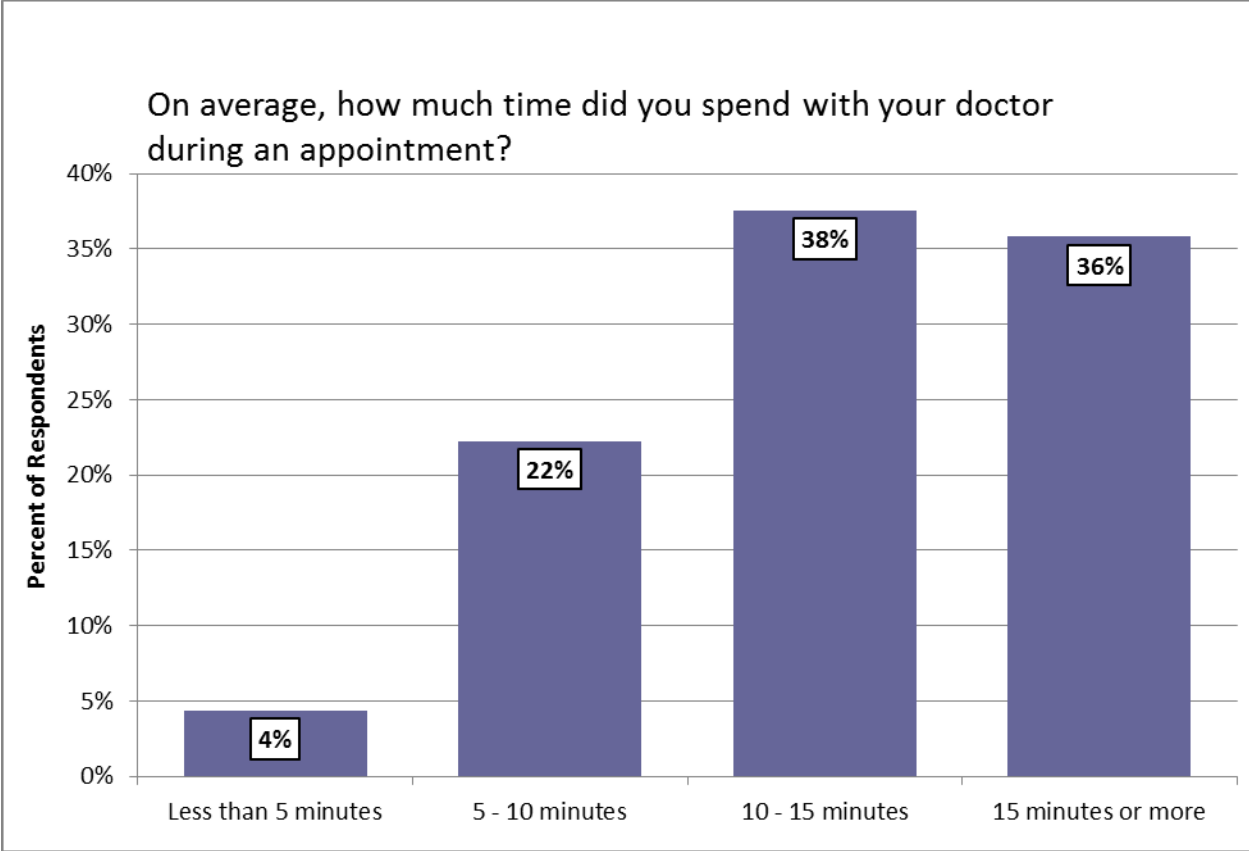
The first point of contact with the Project Access program for most participants is the process of learning about Project Access at enrollment. A firm understanding of program guidelines can influence participants' satisfaction with the program. The following charts show the patients' satisfaction regarding the enrollment process and how they were treated as well as the time spent waiting to see a doctor, and physical, emotional, and mental health status.

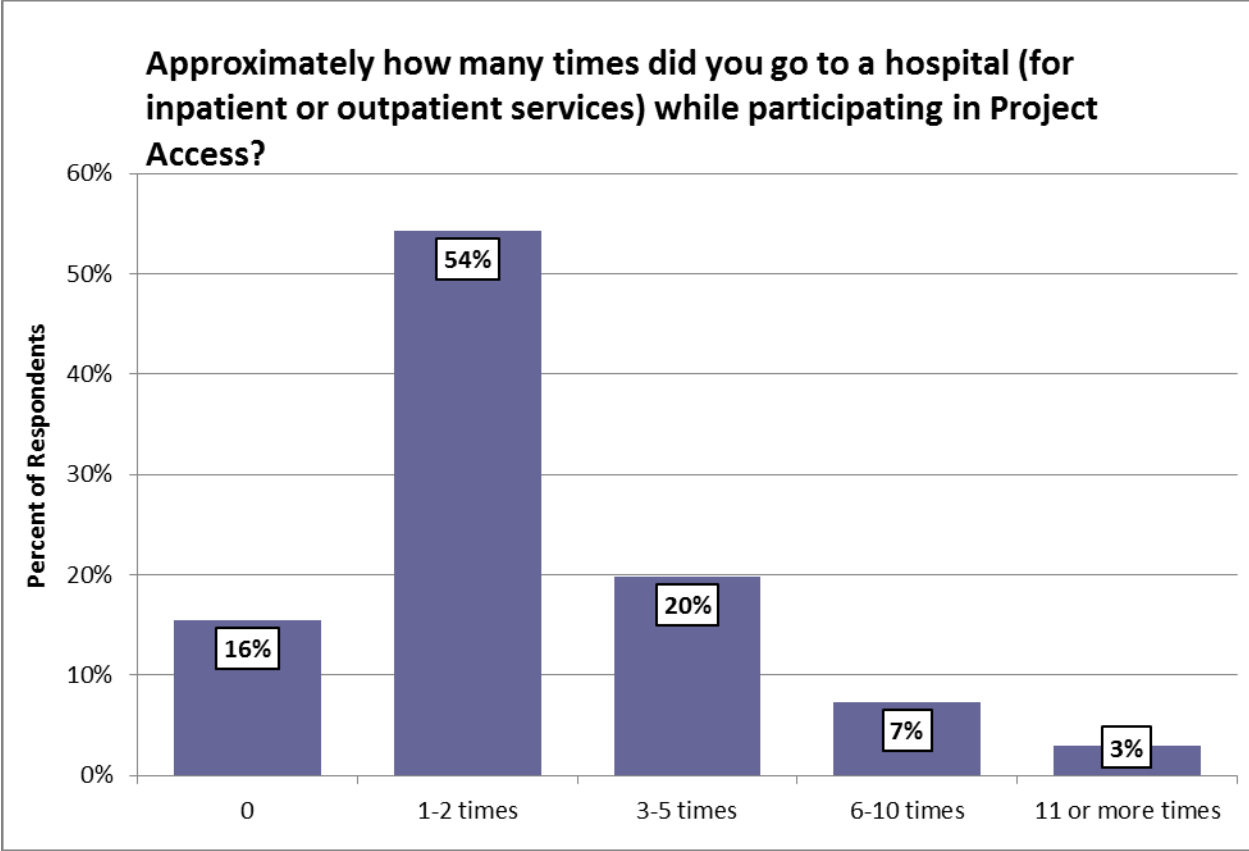
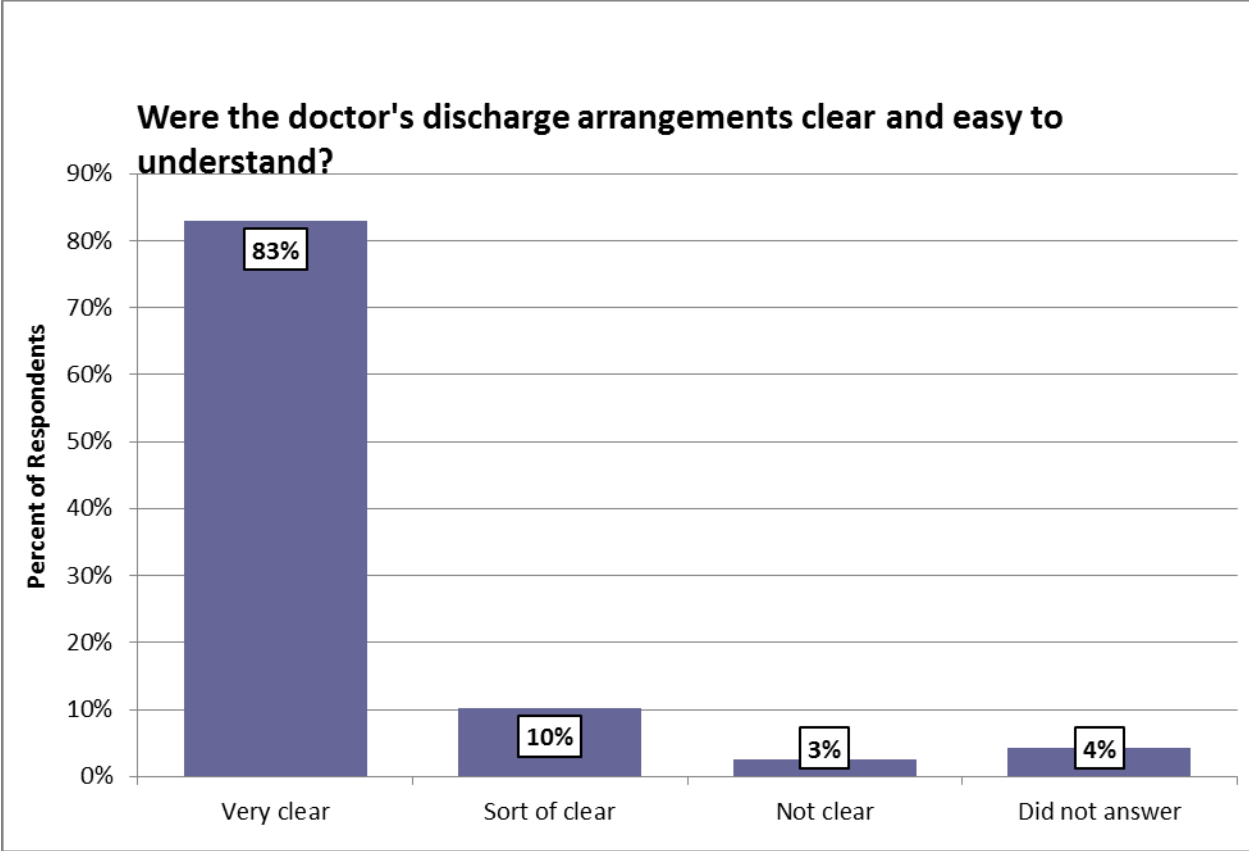


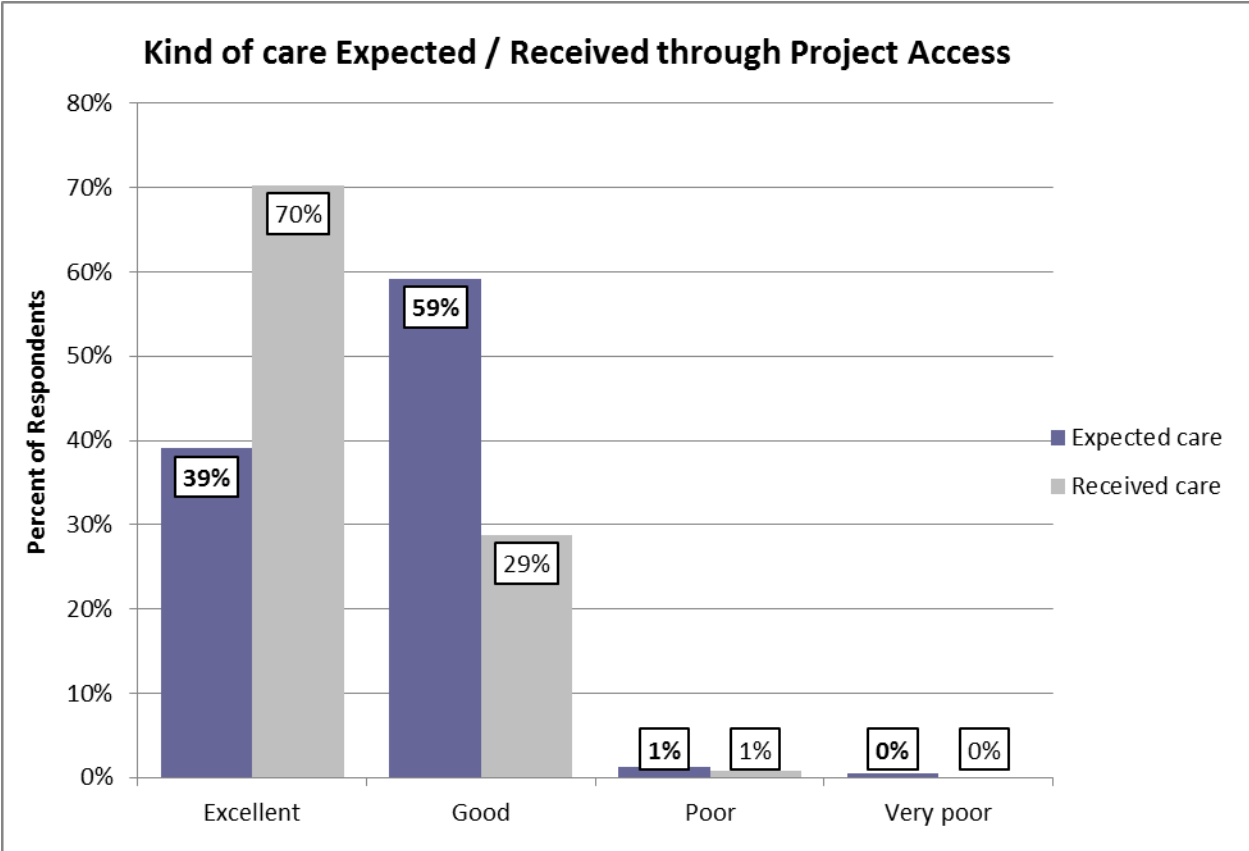
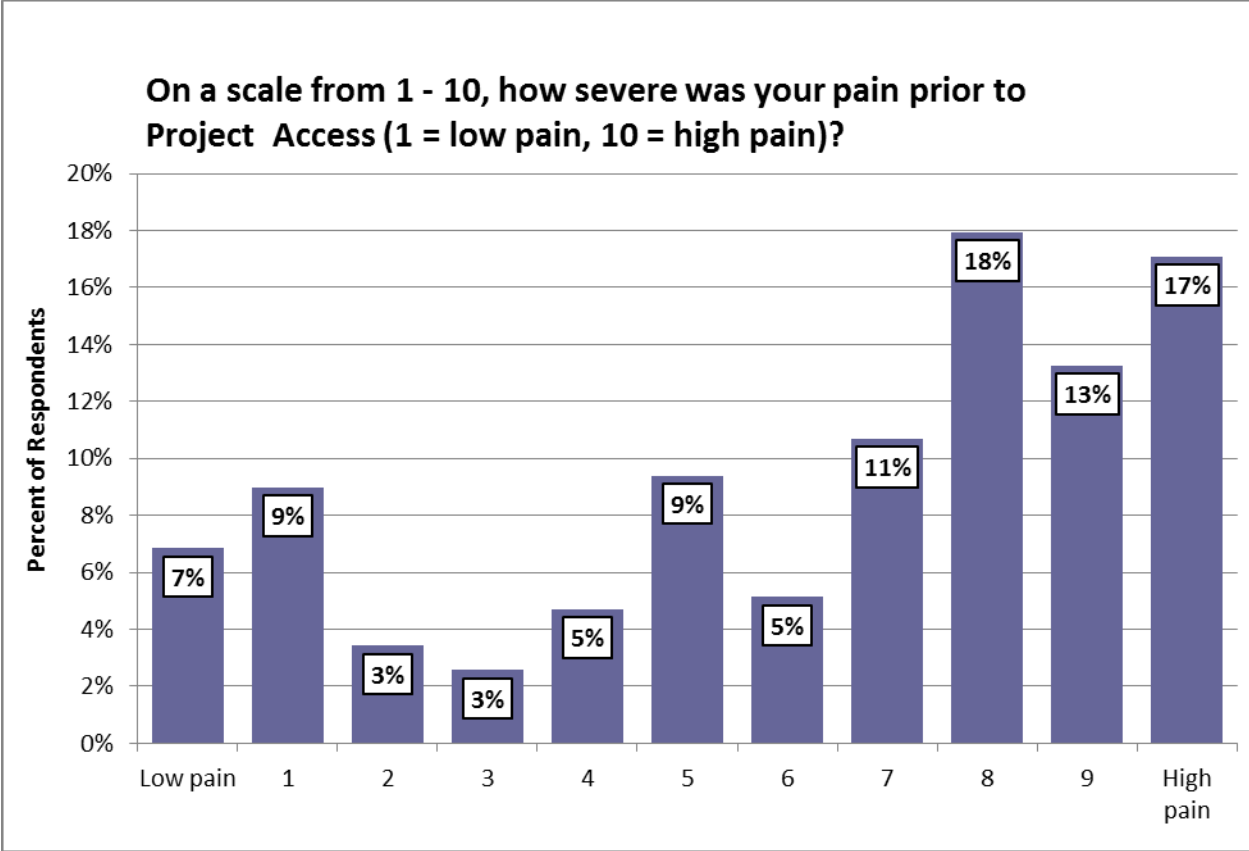




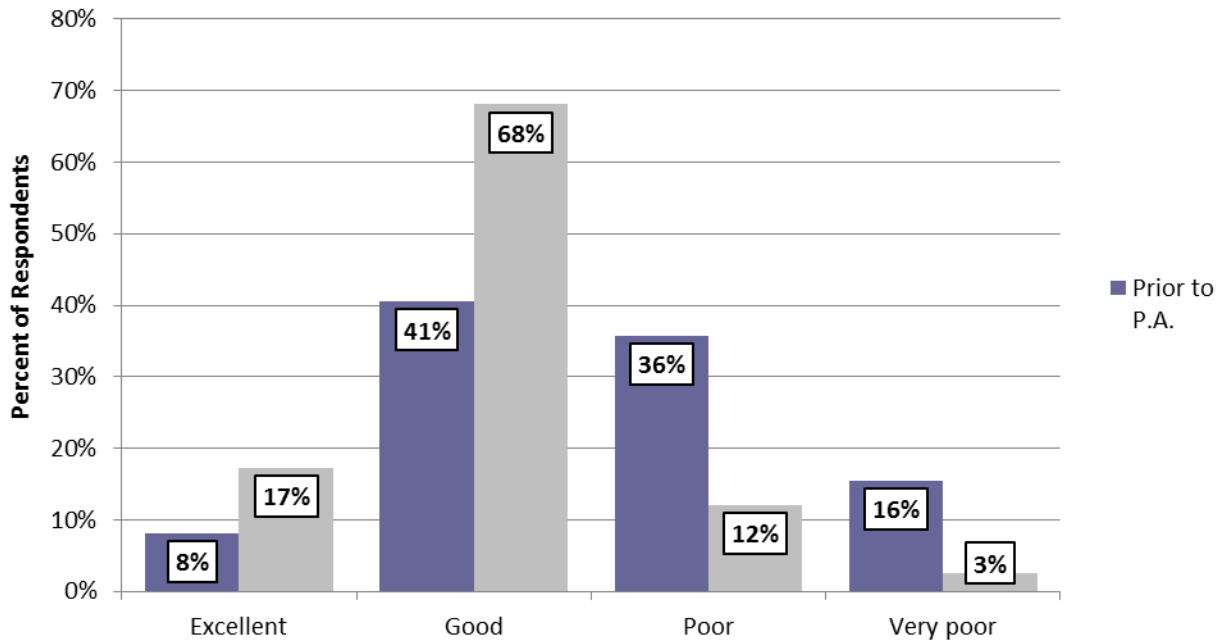




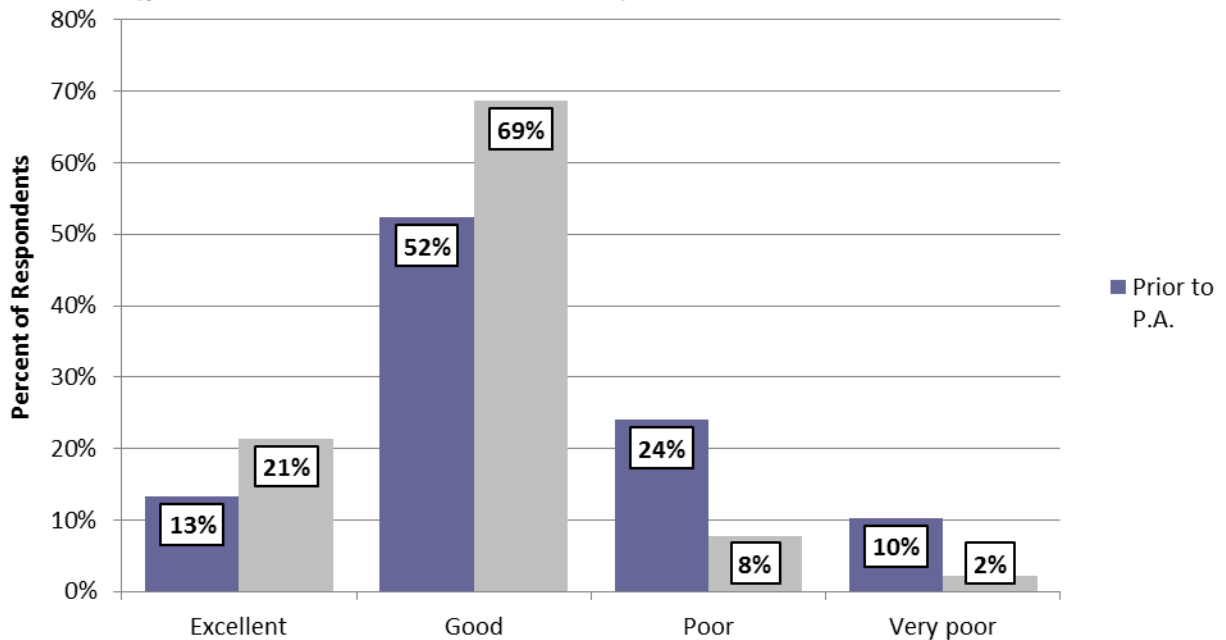




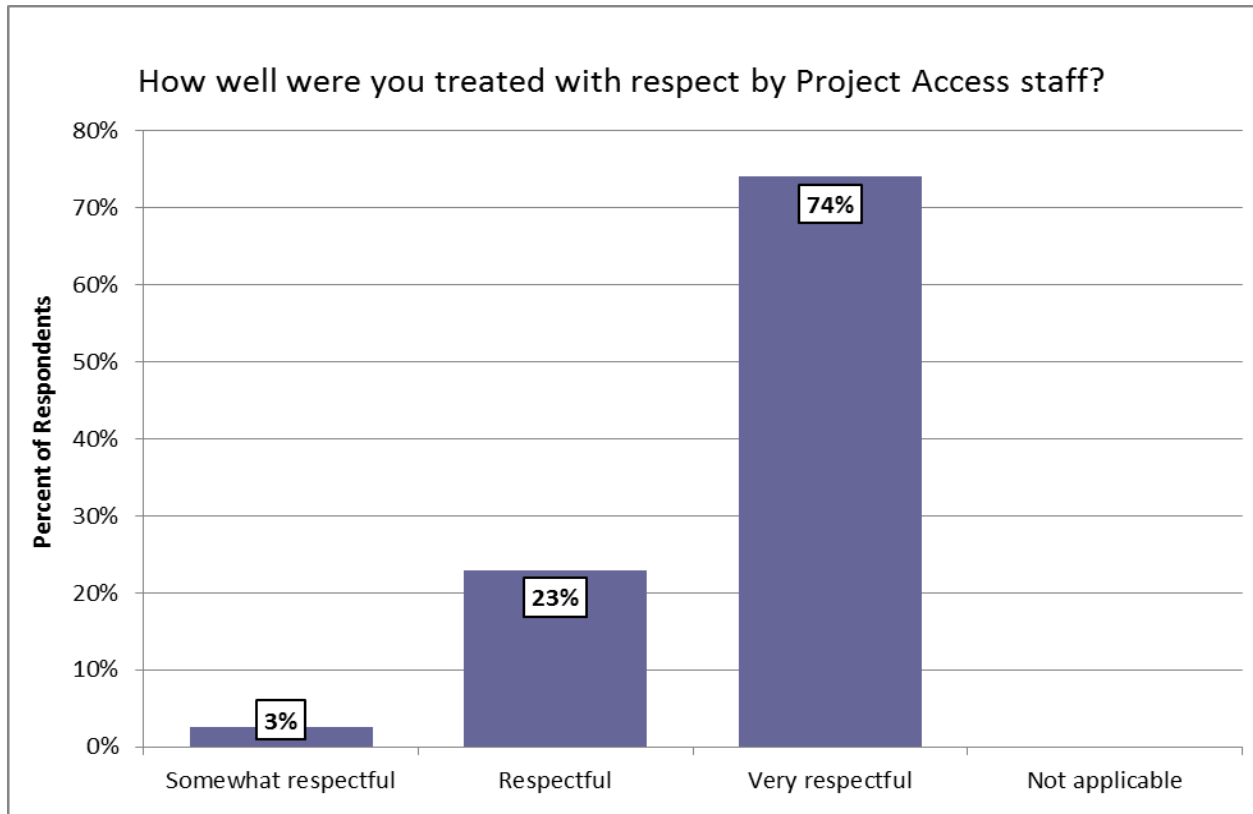
Physical Health Status (prior to & after enrollment)

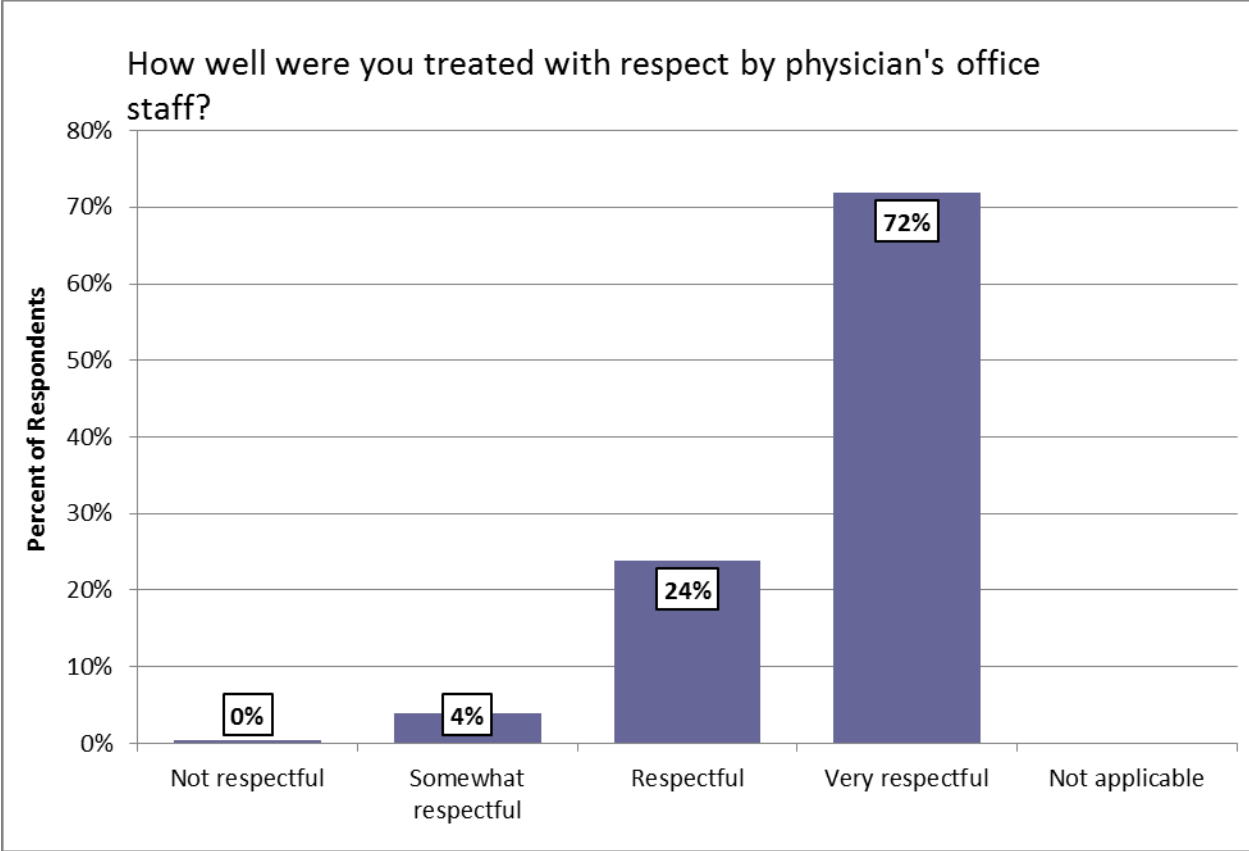


Mental and Emotional Health Status (prior to & after enrollment)



Perceived Respect







Overall Perceptions and Satisfaction

