Table 2: Summary of findings and representative comments

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| **Theme** | **Result** | **Representative Positive Comments** | **Representative Negative Comments** |
| Character | Patients identified the following as desirable qualities: kind, open, caring, honest, diligent, knowledgeable, patient and personable. Undesirable qualities were: arrogance, dishonesty, rudeness, poor bedside manner | “He was friendly, nice, honest, and wonderful! I wish every doctor was like him.” | “Unpleasant, sarcastic, condescending, and made me feel uncomfortable about my condition.” |
| Communication | Patients want a physician who will listen to and properly address concerns. Patients also want to be well-informed about treatments. | “He's caring, listens to his patients concerns and shows his interest in helping them. He also takes the time to explain why the patient is having the skin problem.” | “Didn't communicate well when I asked questions; not a language issue - a communication issue.” |
| Care | Patients were generally satisfied with examinations, diagnoses, treatments and outcomes. | “Excellent treatment and service. Recognized my problem right away and effectively treated it without referring me to somebody else.” | “Terrible doctor. He did not examine me, did not ask questions, and did not give a diagnosis. He prescribed a treatment regimen that had previously made the problem worse.” |
| Time | Appointments were fairly easy to schedule. Though satisfactory, patients would like to spend more time with physician and less time waiting. | “He actually spent time with me and explained things so I understood options.” | “I waited 1 hour to be seen after I've made an appointment. She rushed through my examination; did not give thorough explanations or even take the time to ask if I had any questions.” |
| Staff | Patients appreciate organized, caring and helpful staff. | “Doctor and her staff are great. I felt very comfortable with them and actually enjoyed having my procedure. “ | “His administrative staff is unprofessional and I would not recommend anyone to his practice based on my experience.” |