

## **Patient Experience is #1 with Free Market Providers**

*Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives. --William A Foster*

One of the most important pieces of the Free Market Movement is not just saving patients money and creating a better work environment for providers, but how different the patient experience can be. After nearly 4 years of working with Free Market providers, we have so many patients who have commented on not only the quality, but also how differently they are treated.

*"I called and had an appointment in less than 24 hours. The doctor was fantastic and ended up doing the procedure in his office the day of the consultation so we didn't have to wait!"*

*"Very pleased. Great service from a hospital? Wow, that was different! Thank you for a better product and \$4,000 savings."*

*Let me tell you it was the best experience ever..... not only was I treated with compassion but my pain is so minimal that I can actually function and do most of my daily tasks. The nursing staff at made me feel like I was the only patient there and they gave me their full attention and I never had to ask a question because they were constantly keeping me informed of every step of my journey there with them."*

*"It was wonderful! I tell you what, it was the smoothest process. It was excellent... They make you feel so comfortable!"*

*"Everything went very well. Since they knew I was driving in from out of town, they made my appointment later in the day. After filling out the paperwork, it couldn't have gone quicker."*

*"When my family's history of bad knees finally caught up with me, my doctor told me I needed a knee replacement. I could not believe how simple the facility made it. Knowing that I saved thousands of dollars just makes it that much better. My knee feels great and I am so happy I made the decision to choose the best provider for my surgery."*

### **Fast-Good-Cheap**

Many believe that you cannot have service, quality, AND price when making a purchase. They believe you have to pick only two: **fast, good, or cheap**. But we are in on the joke and know that the free market in healthcare drives all three of these things and enables patients to make VALUABLE healthcare purchasing decisions.

Timely scheduling with great service and exceptional quality, all at a reasonable price--what more could you ask for?