

Erratum

In Yonsei Med J 2004;45(1):23-28, An Evaluation of Patient Satisfaction in Turkey with the EUROPEP Instrument by Nezih Dagdeviren and Zekeriya Akturk, the followings (the legend of Fig. 1) should be corrected.

FROM

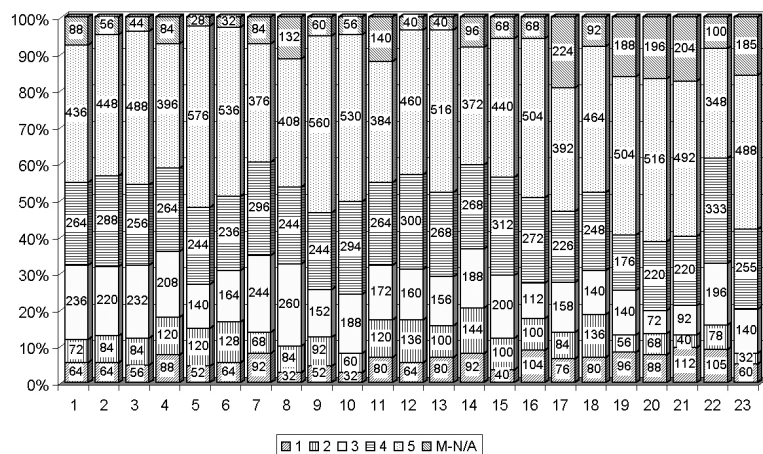


Fig. 1. Item analysis of the different questions. Legend: 1=poor, 2=bad, 3=average, 4=good, 5=excellent, M-N/A=missing or not applicable. Items: 1=Helping you understand the importance of following his or her advice; 2=Physical examination of you; 3=Thoroughness; 4=Listening to you; 5=Knowing what s/he had done or told you during contacts; 6=Keeping your records and data confidential; 7=Explaining the purpose of tests and treatments; 8=Interest in your personal situation; 9=Making it easy for you tell him or her about your problem; 10=Making you feel you had time during consultation; 11=Offering you services for preventing diseases (e.g. screening, immunizations); 12=Helping you to feel well so that you can perform your normal daily activities; 13=Quick relief of your symptoms; 14=Involving you in

decisions about your medical care; 15=Helping you deal with emotional problems related with your health status; 16=Telling you what you wanted to know about your symptoms and/or illness; 17=Getting through to the practice on the telephone; 18=Providing quick services for urgent health problems; 19=Being able to speak to the general practitioner on the telephone; 20=The helpfulness of the staff (other than the doctor); 21=Preparing you for what to expect from the specialist or hospital care; 22=Getting an appointment to suit you; 23=Waiting time in the waiting room.

TO

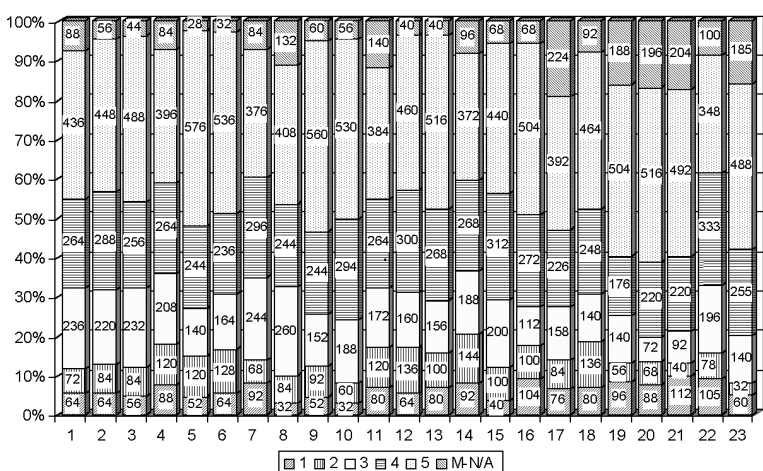


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