

HEALTHCARE UPDATE SPRING 2008

In-store clinics decrease unnecessary ER visits

Ninety-nine percent of the people who have used the healthcare services provided at CareWorks healthcare clinics said they would recommend it to their family and friends according to the most recent customer satisfaction survey results. The results also indicated that CareWorks customers are pleased with the quality and pricing at the clinics.

The retail healthcare clinic also scored high marks in other service areas including a 93 percent satisfaction rate with the short wait time to see a medical provider and a 96 percent satisfaction rate with the care and concern patients received from a CareWorks medical provider.

The results of the survey speak to many of the main issues dominating the country's healthcare struggles," said Dean Lin, CareWorks CEO. "Access to quality healthcare that is affordable is a major issue for many Americans. CareWorks is providing that access for many people whose only other options would be considerably more expensive."

More than 16 percent of those surveyed said they would have gone to a hospital emergency room if CareWorks had not been available to them. A visit to a hospital emergency room costs several hundred dollars (for a level 3 visit) compared to \$49 for a visit to CareWorks. "Perhaps more important," said Lin, "having

CareWorks as an option reduces unnecessary visits to the emergency room."

CareWorks (www.mycareworks.com) is a Geisinger-administered, convenient, quality healthcare clinic in select Weis supermarkets including Kings and Mr. Z's. CareWorks offers medical treatment for common illnesses such as sore throat, flu-like symptoms, respiratory infections, coughs, colds, earaches and other common problems.

Founded in 1915, Geisinger Health System (Danville, PA) is one of the nation's largest integrated health services organizations. Serving more than two million residents throughout central and northeastern Pennsylvania, the physician-led organization is at the forefront of the country's rapidly emerging electronic health records movement. Geisinger is comprised of three medical center campuses, a 700-member group practice, a not-for-profit health insurance company and the Center for Health Research—dedicated to creating innovative new models for patient care, satisfaction and clinical outcomes. For more information, visit www.geisinger.org