

The Villages Health



The Villages Health Earns Exceptional Net Promoter Score Rating of 95

It gives us great pleasure to announce The Villages Health has earned an overall Net Promoter Score (NPS) of 95 for the month of May! NPS is a measurement of customer or patient loyalty, and this ranking is considered exceptional, which is calculated on a -100 to +100 scale.

According to NPS, a score of 80 and above is considered world-class. For instance, other nationally well-known companies have scored well below that of TVH's. Some examples include Costco at 79; USAA at 75 and Ritz Carlton at 68. TVH has consistently scored in the 90's range since we began the electronic survey process in the Fall of 2020.

Why is this important to you?

Our high patient engagement scores give testimony to what we do best: Keeping you healthy and healing you quickly. It's no coincidence that our dedication to better the health outcomes of those we serve is reflected in our high scores. It's also no coincidence that our care teams work together – from primary to specialty and everything in between – toward a common goal of ensuring your best health so you can live the lifestyle you deserve.

“We are thrilled to receive such strong affirmation from our patients that we are providing exceptional service,” commented Emilio Noble, TVH Vice President of Sales and Marketing. “We know receiving the best healthcare possible is paramount to the quality of life for our patients and we strive to be the best. Receiving this incredible score tells us we are doing just that.”

TVH team members on all levels of the organization review monthly service results to continually monitor what impacts our patients, both positively and negatively. The result of this research ensures we stay on top of your needs so we can continually provide you with the best healthcare possible.

We are grateful that our valued patients consistently give us exceptionally high satisfaction ratings. We are also grateful for the opportunity to meet the growing needs of The Villages® and surrounding communities in our mission to create America's Healthiest Hometown, by keeping our patients healthy and healing them quickly.



Help Us Interview Doctors

We sent you a recent communication inviting you to help us interview and hire dedicated physicians to serve our community.

Each doctor interested in working for The Villages Health goes through a rigorous interview process, including a patient panel. We like to get feedback from our patients to see if the candidates would be a good fit for The Villages Health. We are looking for patients like you to join our patient panel.

If you are interested in being on the patient panel, please reply to this email by clicking the "Respond Now" button below with your:

- Name
- Phone Number
- Email Address
- Care Center (where your Primary Care doctor works)
- Best time to reach you
- Quick summary about why you want to be involved

Please do not include any private or confidential information in your email. Someone from our team will be in touch with you soon.

RESPOND NOW



Important telehealth appointment updates

We've Made Some Enhancements to Improve Your Telehealth Visits

Telehealth appointments remain a safe, convenient way for you to connect with your doctor and care team using video or phone technology when in-person visits are not ideal or preferred. From wellness checkups and new patient appointments to sick visits and routine follow-ups, we encourage you to enjoy the benefits of this service as well as the available updates.

If you have used this service with The Villages Health in the past, you may remember using an appointment link to doxy.me. By transitioning our telehealth services from doxy.me to Athenahealth, we now offer you more features to improve your experience, with a slightly different appearance. You will not need to download anything; you will simply need to have access to email, text messaging or your patient portal to obtain a link to log into your appointment.

Here are some changes you will notice for your next telehealth visit:

- Once you select your appointment link sent to you by your provider, Athenahealth will review your device settings and automatically troubleshoot any anticipated connection issues (such as your camera being off). Athenahealth will then walk you through the steps to resolve the issue.
- Microsoft Edge is now a supported browser, in addition to Google Chrome, Firefox, and Safari.
- Up to two additional people of your choice can now be added to the telehealth call. If you need or would like a family member or interpreter on your call, you can request your care team to share access with them.
- You will receive a prompt message if your provider is running a few minutes behind.
- Your care team can now screen share with you for a better review of lab work and imaging during your visit!
- Accidentally disconnected? You can access the visit again using the original link that was provided to you.
- Lost track of your link and need it quick? We can resend it to you!

For more information, a How-To document, and a brief instructional video, please visit <https://thevillageshealth.com/telehealth-patient/>.

Please remember, there are circumstances when a telehealth visit is not possible. When you call to book an appointment, we will recommend the best and safest options for your needs.

Welcome to The Villages Health

Please Welcome Our Newest Physicians!



Cobra Chamblee, DO
Brownwood



Rachel Walk, DO
Santa Barbara

Coming Soon...



April Weliever, MD
8/2/21
Brownwood / Lake Deaton



Naila Khan, MD
8/2/21
Mulberry Grove



Erica Crew, MD
7/19/21
Brownwood



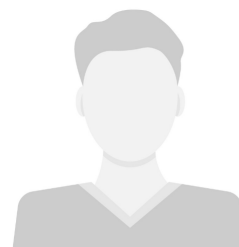
Stacy O'Dowd, MD
8/30/21
Mulberry Grove



Frances Radkey, MD
9/1/21
Mulberry Grove



David Levitt, MD
9/27/21
Mulberry Grove



James Vu, MD
9/1/21
Colony

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