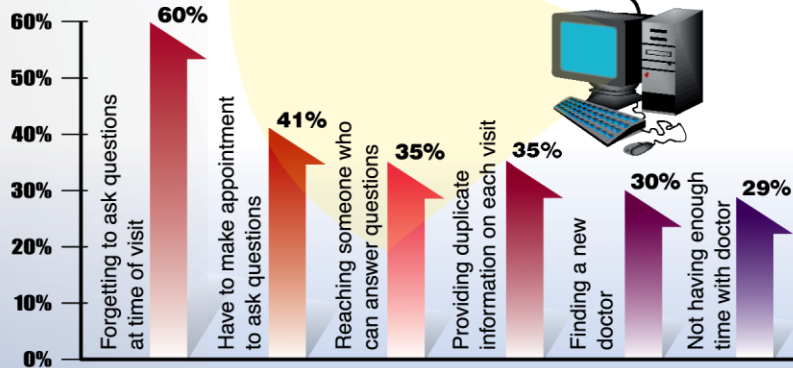


Internet Can Ease Patient Frustration

According to a recent online survey, patients expressed these health care frustrations:



Fifty-seven percent of those surveyed believe that the internet could help reduce or eliminate these frustrations.

SOURCE: Healthcare Satisfaction Study, October 2000. Harris Interactive/ARiA Marketing.