

## The Trouble with Managed Care

Editorial Staff

When comparing different types of health care programs, one must always consider how "patient friendly" it is. A recent comparative survey found these discrepancies between Fee for Service and Managed Care:

Complaint	Fee for Service	Managed Care
Not getting treatment you and your doctor thought was necessary	13%	22%
Unable to see specialist when needed one in past year	15%	21%
Unable to get needed diagnostic tests in past year	17%	24%
Care not appropriate or correct for situation	5%	12%
Not able to get appointment without waiting a long time	7%	17%
Not able to see doctor without waiting a long time at office	18%	26%
Doctor did not explain what he/she was doing	6%	12%
Doctor did not tell when and how to take medications at home	4%	10%

Until managed care becomes more patient friendly, it won't be the health care provider of choice for most patients.

SOURCE: Survey conducted by The Robert Wood Johnson Foundation

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