



P.O. Box 208, Ratcliff, Arkansas 72951 (479) 635-4400 toll-free (877) 772-7774 fax (479) 635-0561

PDAP SURVEY RESULTS – April 9, 2003

Question 1. How long have you been enrolled in this program?

Less than 6 mo	75.....	25%
6-12 mo	118.....	39%
over 1 yr	111.....	36%

Question 2. Before enrolling in this program how were you getting your medications?

through my doctor.....	71.....	17%
paying for them myself.....	210.....	52%
with help from family/friends.....	24.....	6%
I was not taking all of the meds prescribed.....	93.....	23%
None of the above	9.....	2%

Question 3. Are your dues?

Unreasonable.....	4.....	1%
somewhat reasonable	29.....	9%
Reasonable	149.....	48%
very reasonable	131.....	42%

Question 4. Was the enrollment process difficult?

Very.....	3.....	1%
Somewhat.....	57.....	18%
Not at all.....	251.....	81%

Question 5. Were you satisfied with the services you received from Health Coop personnel?

Not at all.....	4.....	1%
Somewhat.....	39.....	13%
Very.....	268.....	86%

Question 6. Would you recommend this program to your family/friends?

Not at all.....	0.....	0%
Sometimes.....	20.....	6.5%
Always	286.....	93.5%

Question 7. Has this program saved you money on monthly medications? 302 yes

How much? \$244.04 avg (\$56,860.57(total)/233 responses)

Question 8. Have you used your discount drug card? 168 yes

Question 9. Rate the value of the discount card to you? Average – 3.91

On a scale of 1 to 5, 1 being no value and 5 being very helpful

1.....	7.....	4%
2.....	20.....	12%
3.....	37.....	22%
4.....	15.....	9%
5.....	88.....	53%

Question 10. Has your discount card been accepted at all pharmacies? 114-yes, 54-no

Question 11. Has the discount card affected your choice of pharmacies? 29-yes, 139-no