



BlueCross BlueShield of Illinois

Experience. Wellness. Everywhere.®

# Need a Doctor? Don't Know Where to Start? Introducing: Zagat Health Survey

Now you can get doctor recommendations from people who have first-hand experience. Their patients.

The Blue Cross and Blue Shield of Illinois (BCBSIL) **Zagat Health Survey** puts information at your fingertips to help you make more informed health care decisions about doctors. It's an innovative way to provide feedback about your experiences with your doctors and to benefit from other consumers' experiences as well.

## It's Easy to Use — Just Point, Click and Share

- First, log in to [bcbsil.com/member](http://bcbsil.com/member) and access the BCBSIL Provider Finder® search tool to search by name for your doctor or any doctor in your area.

## To View Doctor Ratings

- At the bottom of the Provider Details page, you'll find the **Zagat Health Survey** where you can access doctors' consumer ratings.

## To Review Your Own Doctor

- You can provide ratings and comments for your doctor by clicking **Add Your Review**. You'll also need to indicate whether you would recommend your doctor to others.

With the Zagat Health Survey, you'll learn what patients have to say about these important considerations:

- **Trust** – Confidence in the physician's approach
- **Communication** – Physician's bedside manner, responsiveness and rapport
- **Availability** – Convenience for making appointments and physician's punctuality
- **Environment** – Condition of the office, staff helpfulness, atmosphere and amenities

The **Zagat Health Survey** is just one of the tools available to help you find a doctor. You can also find information about physician location, education and training; hospital affiliations and typical costs at [bcbsil.com](http://bcbsil.com).

Zagat Survey, LLC, is a separate company, and the member comments posted on the site do not represent the views or opinions of Blue Cross and Blue Shield of Illinois.

[bcbsil.com](http://bcbsil.com)

