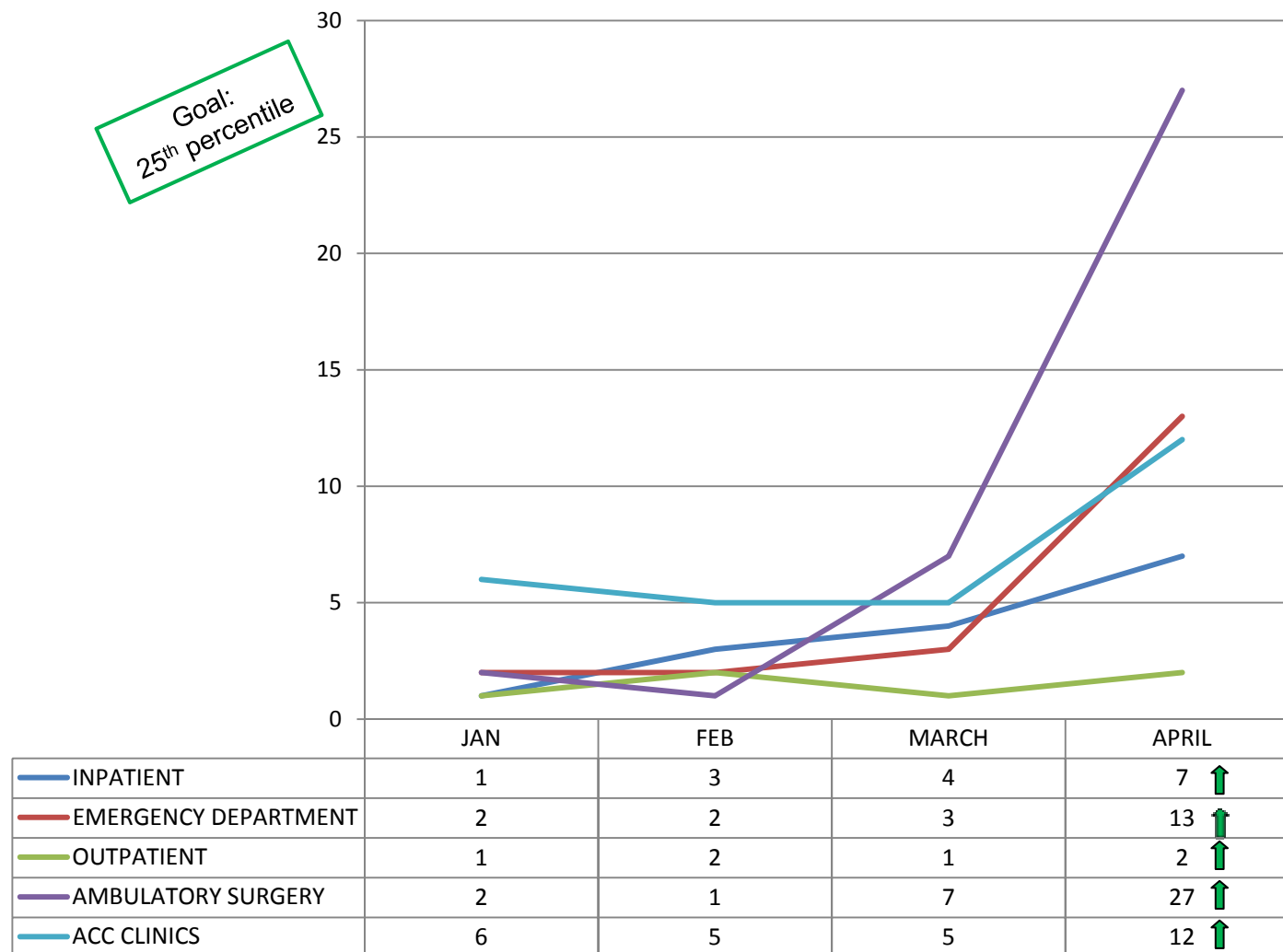


Monthly Monitor: April 2012

How We Respond to Our Patients' Concerns and Complaints



NOTE: Ranking runs from the 1st (lowest) to the 99th (highest).