Table 1. Five major themes and the characteristics associated with them

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| **Theme** | **Associated Characteristics** |
| Character | Physician’s traits  Work ethic |
| Communication | Asking and answering questions  Listening  Explanation of treatment plans and surgical procedures |
| Time | Time to obtain appointment  Wait time in office  Time spent with patient in examination room |
| Care | Thoroughness of examination  Diagnosis  Outcome of procedure  Prescription of medication and creams |
| Office Staff | Work ethic  Personality  Demeanor |