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 questionsListeningExplanation of treatment plans and surgical procedures |
| Time | Time to obtain appointmentWait time in officeTime spent with patient in examination room |
| Care | Thoroughness of examinationDiagnosisOutcome of procedurePrescription of medication and creams |
| Office Staff | Work ethicPersonality Demeanor |