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MORE READING: DEALING WITH NEGATIVE REVIEWS ONLINE

Privacy concerns halt UCSD's posting of patients' physician critiques

First Amendment Center
<http://tinyurl.com/MoreM3Reading-1>

Stung by Yelp Reviews, Health Providers Spill Patient Secrets

ProPublica
<http://tinyurl.com/MoreM3Reading-2>

A physician gets a bad online review. What next?

KevinMD.com
<http://tinyurl.com/MoreM3Reading-3>

How Doctors Should Respond To Negative Online Reviews

Forbes
<http://tinyurl.com/MoreM3Reading-4>

Why Doctors Shouldn't Be Afraid of Online Reviews

Harvard Business Review
<http://tinyurl.com/MoreM3Reading-5>

More doctors sue over bad online reviews

Healthcare Business & Technology
<http://tinyurl.com/MoreM3Reading-6>

Doctors firing back at patients' online critiques

Boston Globe
<http://tinyurl.com/MoreM3Reading-7>

Lawsuits by Doctor, Dentist Over Patients' Reviews Dismissed

Digital Media Law Project, Harvard's Berkman Center for Internet & Society
<http://tinyurl.com/MoreM3Reading-8>

Online Defamation Law

Electronic Frontier Foundation
<http://tinyurl.com/MoreM3Reading-9>

When online reviews lead to lawsuits

First Amendment Center
<http://tinyurl.com/MoreM3Reading-10>