

Erratum

This article has been withdrawn as it was published elsewhere and accidentally duplicated. The original article can be seen here: [10.1108/08876040010334565](https://doi.org/10.1108/08876040010334565). When citing the article, please cite: James M. Carman, (2000), "Patient perceptions of service quality: combining the dimensions", *Journal of Services Marketing*, Vol. 14 Iss: 4, pp. 337 - 352.