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Patient **Poll**TM



Real-Time Point-of-Experience Feedback

When it matters most!

THERE IS NOTHING MORE POWERFUL THAN HEARING THE VOICE OF THE CUSTOMER “IN THE MOMENT”

On-premise, real-time feedback. Top five reasons you should be measuring patient satisfaction:

- 1 Patient outcomes are linked to patient satisfaction. Not surprisingly, patients who are more satisfied with their healthcare experience are more likely to adhere to treatment plans and maintain their relationships with providers long term.
- 2 Practices with higher patient satisfaction have more patients and revenue. Satisfied patients are more likely to keep coming back, and to recommend providers to family and friends, giving your practice ‘free positive advertising’ that equates to increased revenue. Patients have plenty of choice these days, they often look to family and friends for referrals. Be sure the story they tell about your practice is an overwhelmingly positive one, then use that feedback to find new patients and revenue.
- 3 Higher patient satisfaction reduces risk. As much as positive referrals fuel growth for your practice, conversely, practices with low patient satisfaction scores are shown to have higher risk of being named in lawsuits.
- 4 Improve process and systems based on real data. Many practices are reluctant to conduct patient satisfaction surveys, yet in doing so, often uncover remarkable findings about what’s truly important to patients, and it’s not always what they expected. Uncovering hidden trends in satisfaction survey data can help streamline and improve processes and systems and understand clearly how patients perceive the experience.
- 5 Get your entire staff ‘rowing’ in the same, patient-focused direction. Your patients interact with multiple members of your staff every time they visit. If the experience is inconsistent or downright negative with even one staff member, then patient satisfaction surveys can quickly reveal the sources of negative experience and give you objective data to take appropriate action.

Measuring patient satisfaction starts with asking and listening. Surveys also give you a clear, data-driven method for ensuring your staff are all delivering a positive consistent experience that will pay dividends to your practice for years to come.

According to information technology research firm, **Gartner**, feedback captured immediately after an interaction is **40% more accurate** than feedback captured **24 hours** after the event.

CAPTURE PATIENT INSIGHT

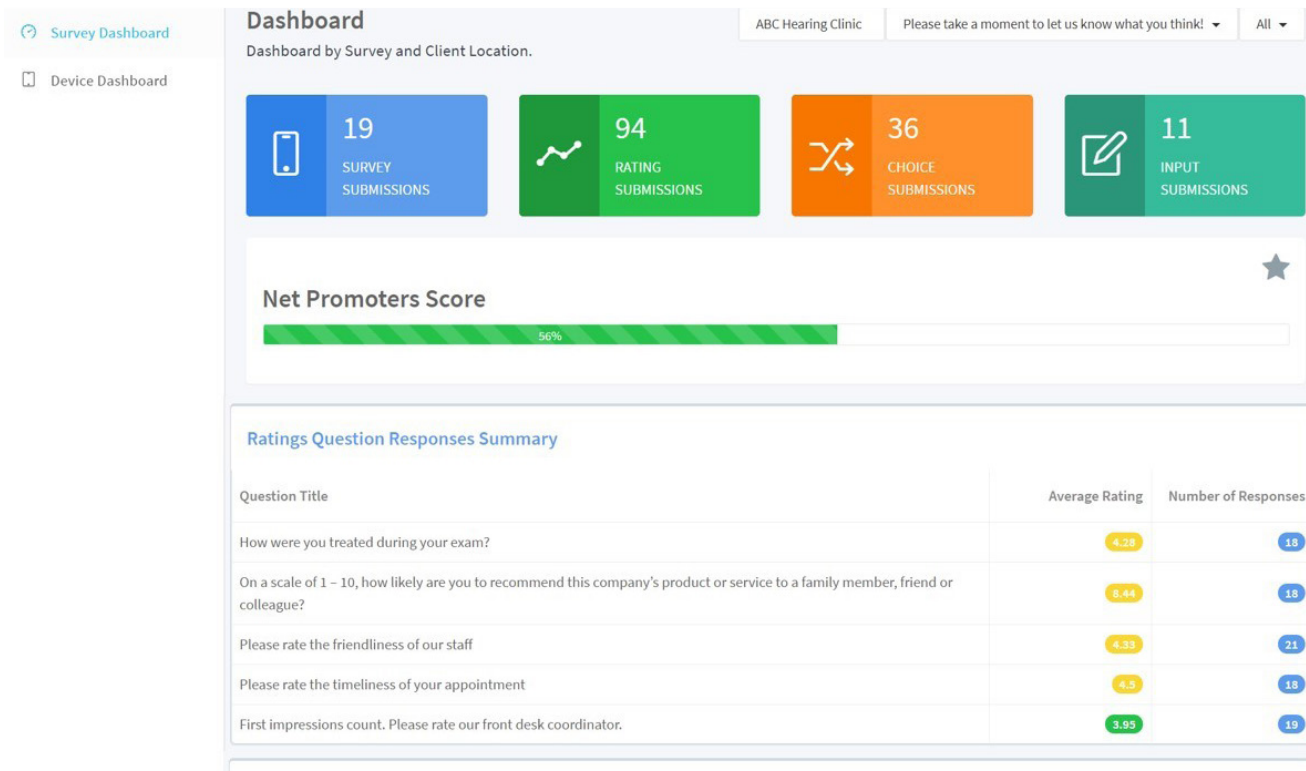
- Create, edit, distribute, gather, & analyze with ease
- View results with dashboards
- Develop **understanding of what motivates patient satisfaction**
- Determine **factors that lead to patient dissatisfaction**
- Identify areas for improvement in patient experience!

Knowing what patients think and how they perceive services rendered is a growing necessity in modern healthcare management. Among other key factors, **patient satisfaction** is of utmost importance for **credentialing and quality assurance**. Patient satisfaction is a recognized instrumental component in **monitoring a healthcare facility’s quality of care** in relation to costs and services offered.

INSTANT PATIENT SATISFACTION SURVEY TOOLS

Dashboard

The most exciting feature is the admin dashboard for leadership with instant data by location and survey at your fingertips to evaluate real time performance by location, region or as a group (as far as patients are concerned.)



Data Capture to Deepen Engagement

We deploy engagement strategies such as pairing a request for information with a potential reward to build a positive feedback loop. People like to get something back. Rewards and incentives, like drawings or special offers, are paired with requests for information to double the customer engagement impact.

← survey

Survey Settings

Thank you! Please leave us your details and we'll put you in our monthly drawing to win a new iPad.

This is optional

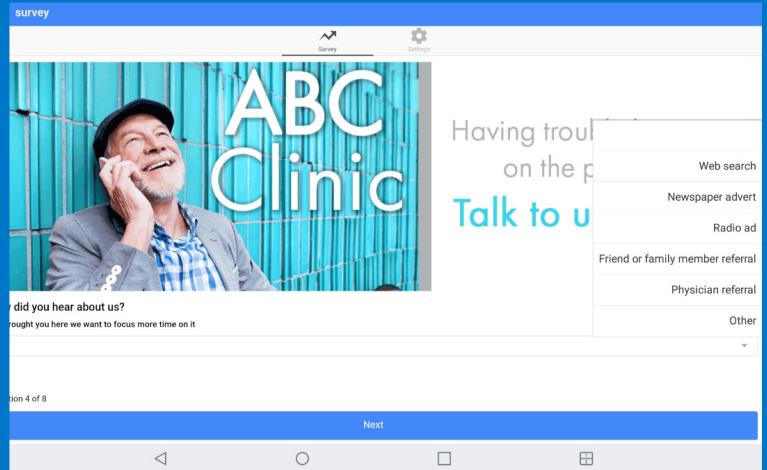
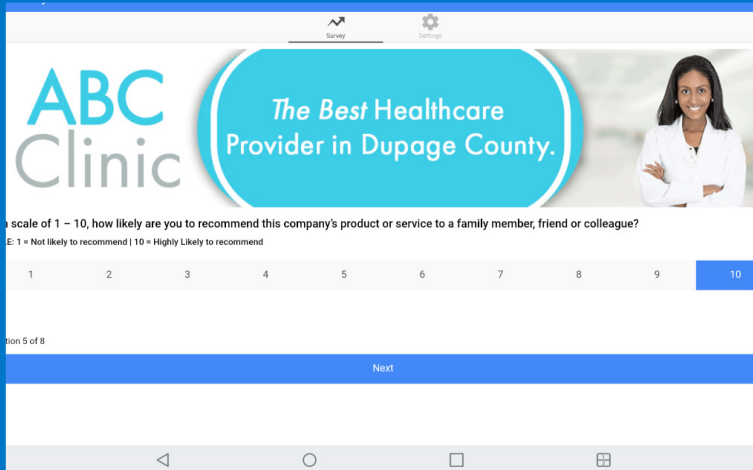
First Name	John
Last Name	Jerry
Email	john.jerry.demo@jerrydemotest.com
Phone No	2365558523

Subscribe

Finish Survey

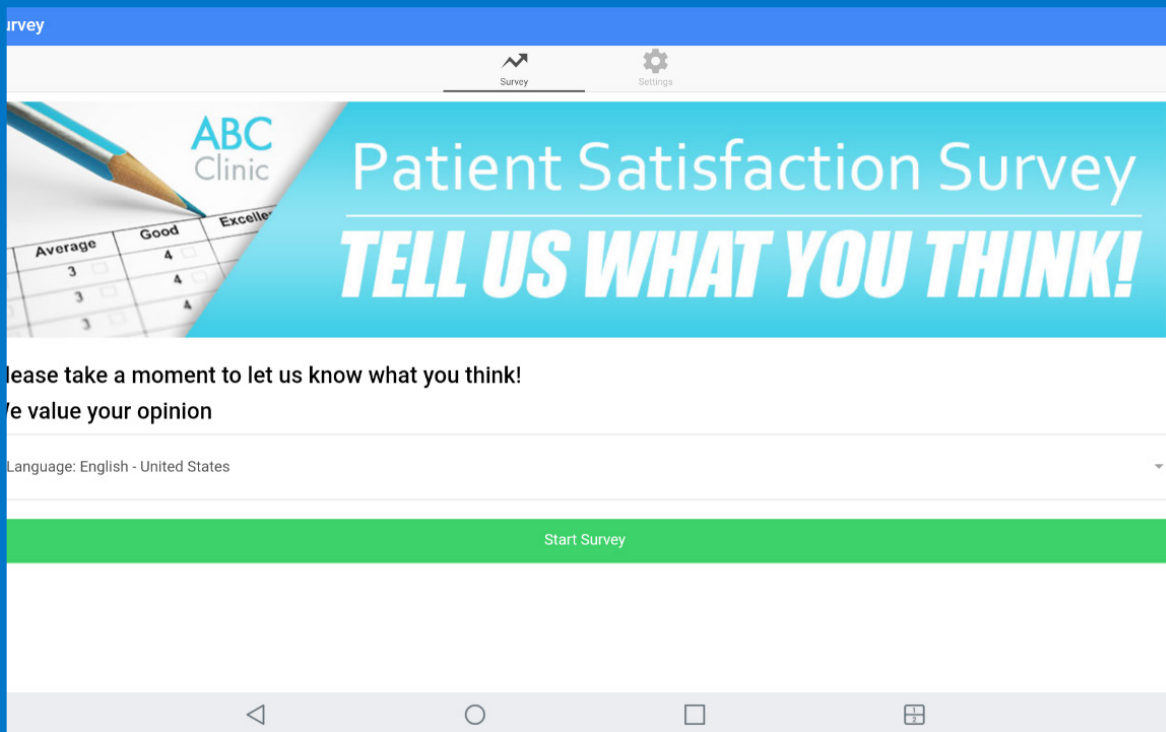
Survey Questions Designed to Inspire Response

We develop survey questions based on research and best practices to generate honest results. We make it easy for your patients to respond, encouraging straight-forward feedback that you can use immediately.



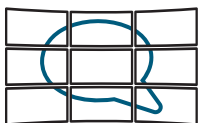
Custom Splash Screen

We customize your survey splash screen with your logo and imagery that further supports your brand message and clinic values.



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