

# Gain Valuable Patient Insights and Reviews



## Patient Survey

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**Healthy  
Outcomes®**  
Platform for Patient Engagement



# Patient Feedback, Simplified

How your patients are feeling between visits - and how they feel about you - is vital information for keeping your patients healthy and building relationships with them.

Patient Survey makes it simple to gain insight into your patients' functional status and understand what their experience was like with you. Customize your surveys with one or two questions or gain in-depth understanding with patient-reported outcome surveys.

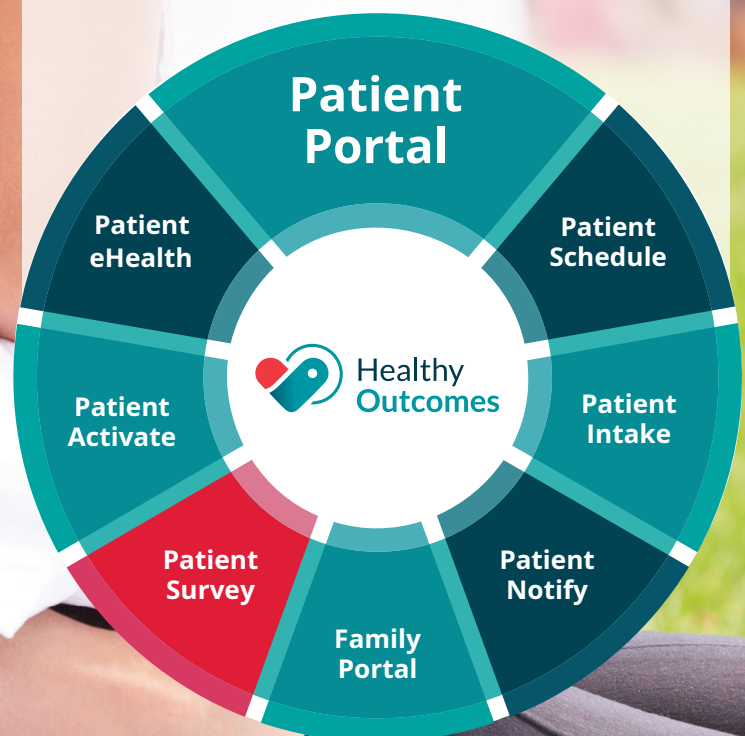


**Healthy Outcomes®**

Platform for Patient Engagement

## **Orchestrated Engagement**

The solutions on our Healthy Outcomes platform work in unison to orchestrate a holistic approach to engagement that results in a healthier, happier patient.





# Why Patient Survey?

## Satisfaction Surveys

Automating the delivery of satisfaction surveys helps you determine the patient experience and assists in your CAHPS and HCAHPS scores.

## Patient-Reported Outcomes

Find out how your patients are feeling with automated patient-reported outcome surveys such as PHQ9, HOOS, and KOOS. Send surveys following patient visits based on specific criteria including diagnosis, procedure, pain level, functional status, lab values, medication, adherence, referral, or any criteria you choose.

## Targeted Population Surveys

Surveys can be sent based on populations you define. These could be based on demographics, diagnosis, procedure, medication, lab values, payer type, or any custom identifier you create.

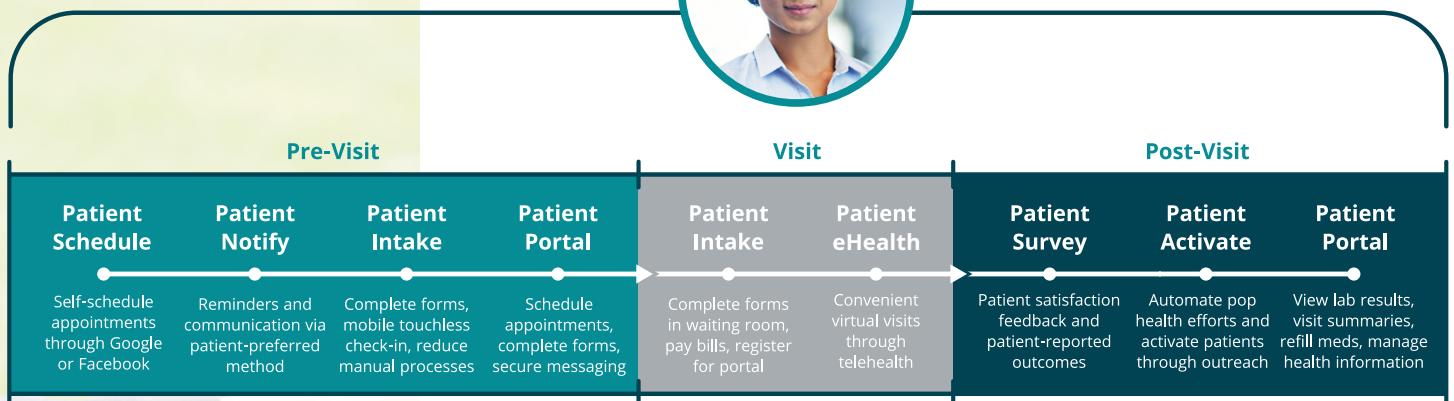
## Survey-Based Automation

Create automated events based on patients' survey responses. For example, if a patient indicates they are in pain and have low functional status, then another event can be triggered such as an automated call, email/text, or alert to a staff member.

## Provider Reviews and NPS Ratings

Send simple ratings surveys or find out how likely patients are to refer friends and family to you. Use positive reviews and ratings to promote providers on your website as well as Google, Yelp, and other rating sites.

## The Patient Journey



Each Healthy Outcomes solution establishes a touchpoint in the patient journey before, during and after the provider visit.

# What Patients and Providers Say

I feel well cared for when my provider makes the effort to stay informed about how I'm doing between my visits.

My doctor sent me a satisfaction survey, and I quickly completed it on my phone.

I was grateful that after I filled out a survey assessing depression, my provider called to check on me and set an appointment.

I can conveniently access my surveys, as well as my intake forms and reminders, right in my portal.



Customizing our surveys pinpoints the information we need so we can optimize our patients' health outcomes.

We find that staying connected to our patients after they leave our office is key to building strong relationships.

Knowing how many patients would refer others to us indicates what we're doing right and where we can improve.

Having an automated tool to simplify gathering patient feedback saves our practice lots of time and energy.