

**Accurate Health Systems** has proven results that demonstrate how increased *patient satisfaction* results in higher satisfaction scores. These lessons can provide a fresh insight into the approach with patients and can lead to a greater understanding of patients' needs and increased levels of compliance. The patient trust that evolves will create a foundation you can build on for years to come.



**e-MedResponse** enables hospitals and every healthcare provider the power to provide service excellence to your customers and capture valuable insight into your organization's performance by accurately tracking customer complaints, compliments and inquiries.

The application is web-based allowing easy, but secure, anywhere access to quickly alter configurations or run reports without complication and without an IT staff!

**e-MedResponse** provides administrators with operational reports in real-time and driven by any parameters including most you can think of; such as, date-range, location, and results by question. Resultant reports may be immediately displayed for printing or e-mailed for timely implementation.



## Benefits of e-MedResponse

- Accelerate service recovery efforts by capturing feedback immediately when it is received
- Empower staff to take a more active role in patient satisfaction, safety and quality initiatives by moving feedback capture from a back-office to a front-line activity
- Improve patient relations & customer service by ensuring that every issue is escalated properly and no feedback falls through the cracks
- Maximize resource utilization by quickly analyzing trends & patterns and deploying resources to the areas that truly need attention