



hxcentral

Healthcare
Patient
Feedback
Management

Digitize and Automate Your Patient Feedback Management

Patient feedback -> patient experience.
Make your patient feedback count by converting it into an opportunity to rapidly improve the patient experience.

Don't make it too tedious for the patient to share feedback. HxCentral enables you to conduct a customized feedback process based on the department involved. The solution automatically tags the department and sends automatic triggers to act on the feedback.

HxCentral not only provides its own channel to capture the feedback but also provides an efficient API framework to receive feedbacks from external systems like Websites, Patient Apps and other applications. This enhances your patient experience by maximizing the feedback.

HxCentral enables you to configure and map the flow of every feedback based on department. It can automatically tag the feedback to existing incidents or trigger a new incident. The fully-automated solution can drive SLAs, notifications, approvals to help you monitor the feedback to closure at the earliest.

HxCentral Patient Feedback Management at a Glance

Get full feedback from the patients - anytime, anywhere, in any language

Feedback investigation was never so comprehensive and simple

Get to the root cause and map out corrective and preventive actions

Real-time insights to help you take real-time actions

Not Secure demo4.sapphireims.com:7878/SapphireIMS/FeedbackListDetails.do

Emergency Care

AmbulanceDoctorNursingBillingOver All Feedback

Ambulance

How you rate our Ambulance?

Very Dissatisfied

Dissatisfied

Average

Satisfied

Very Satisfied

Details

The ambulance call desk put your call on hold for so long

Ambulance came late than expected

Ambulance driver was unfamiliar with route

Driver collected extra money

AC was not working

Ambulance was unclean

Additional Comments

Doctor

How is your experience about our Doctor ?

Very Dissatisfied

Dissatisfied

Average

Satisfied

Very Satisfied

Details

The Doctors hasn't given attention towards your problem

Doctors hasn't understood your concerns

You experience long waiting time

You think that your privacy in examination room / consultation room was not respected

Additional Comments

Nursing

HxCentral Healthcare Patient Feedback Management Features



Multichannel feedback capture

The patients can share feedback from multiple channels - Web, Mobile, Tablet, Email, Kiosk, SMS and API



Robust SLA and escalation features

Drive routine timely investigation and reporting through robust SLA and escalation features



Configurable feedback questions

Configure questions based on the respective departments in order to get department specific feedback



Intelligent and automated workflows

Intelligent and configurable workflow with auto feedback assignment, review and approval capabilities



Seamless integration into HIS and HRMS

Seamless integration to HIS and HRMS ensure that the patient demographics and staff details directly flow from original source



Detailed RCA and CAPA

Prepare a detailed RCA, CAPA and drive actions through action tracker



API-based integration with external sites

Get access to APIs to integrate with websites and apps to receive feedback



Attach supporting documents

Attach supporting documents, such as images, reports, records, prescriptions for holistic information capture



Personalized visual dashboards

Configure and access control the dashboards as per the role. The visually proficient dashboards are available for various time periods. Online, offline and scheduled reports capabilities enable hospitals to access data and analyse as per demands of the business.

HxCentral Solution Suite



Implement the HxCentral Patient Feedback Management solution in 72 hours and start seeing the benefits within 3 months.

GET A FREE TRIAL. NOW.

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