## 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.

HxCentral Patient Feedback Management at a Glance

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.

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

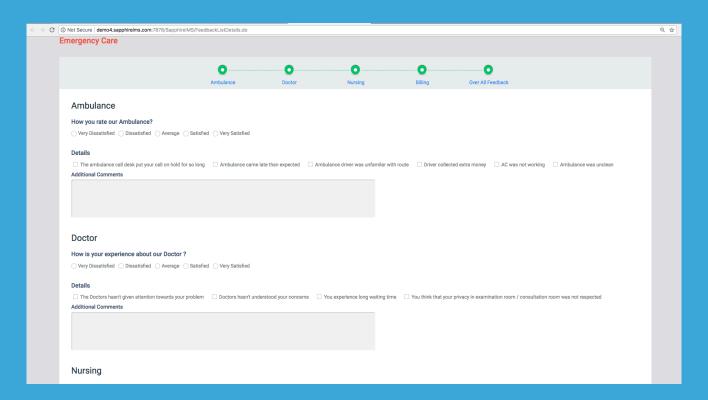
HxCentral not only provides its own channel to capture the feedback but also provides an efficient API framework to receive feedbacks from external systems like Websites, Patient Apps and other applications. This enhances your patient experience by maximizing the feedback.

Feedback investigation was never so comprehensive and simple

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 partiest.

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

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



## 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

Configurable feedback questions

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

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

API-based integration with external sites

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

Robust SLA and escalation features

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

Intelligent and automated workflows

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

Detailed RCA and CAPA

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

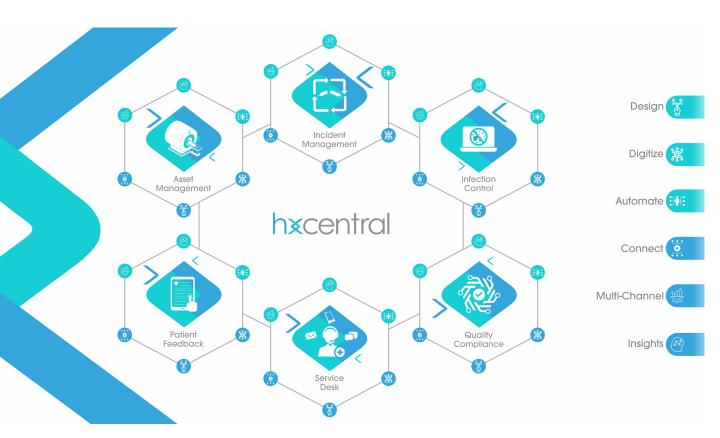
+ Attach supporting documents

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.