Outgoing Patient Survey

Centralized repository improves patient feedback

Situation

A healthcare provider has a requirement to survey outgoing patients on the quality of care they received at the hospital. The process of collecting patient feedback is ad hoc causing different versions of surveys to be spread throughout the ward. Completed surveys are often left on desks waiting for someone to file or are misplaced putting important patient feedback at risk of being lost.

Solution

Easy to use survey application that allows survey forms to be printed on demand along with a 'scan-back' survey results icon at the MFP. This sends the completed survey back to a central repository in a searchable format so the results can be easily compiled. Surveys can now be easily stored in a shared folder or database.

Getting Started

Assess your customer situation. Do they have similar challenges?
Understand their current technology and IT infrastructure.
Choose technology from Technology Required.
Decide how you prefer to monetize

Technology Required

ConnectKey MFP
Apps studio or PAB tools or contact an authorized developer
Analyst support required for set up and integration

Solution Links: **Find Out More on ConnectKey**
Find Out More on Xerox All Apps