

# Announcing Clinect: Our Patient Experience Platform

Clinect's Patient Experience Platform excels at collecting, measuring and presenting data to help you improve patient satisfaction—but that is just the beginning.

Clinect is a patient experience and clinical outcomes platform, enabling you to collect, interpret and act on critical patient feedback in real-time. The Clinect platform provides service-related and condition-related questions to your patients immediately following their visit, allowing for quick service recovery if needed.

Using Clinect, physicians, clinics, hospitals and other Healthcare providers are able to monitor, manage and react to the experiences of their patients. This process is completed through a thorough series of surveys and touchpoints that provide patients the opportunity to communicate directly with their provider. Because responses are handled away from the Healthcare facility, patients are able to respond in a more thoughtful and complete manner than ever before.



*The patient experience in Healthcare is much more than simply whether or not your patients are happy. Positive Patient Experiences (PX) have been clinically linked to low mortality rates, faster patient recoveries and higher provider profits.*

Our Clinect web-based solution provides you with access to data 24/7 in the form of interactive reports and dashboards; and our automated reporting tool emails reports to the appropriate staff members on a schedule that matters most to you.

## Our comprehensive analytics provide full insight into a practice:

- **A patient experience platform (PXP)** is a new cloud-based technology platform created by Clinect Healthcare designed to capture first-hand patient feedback, translate into insight and deliver to the practice in a meaningful way to measure and improve patient satisfaction and patient reported outcomes.
- **Patient Satisfaction/Loyalty** – Clinect's ability to ask both customized questions, as well as industry standard questions, drives PM/EHR encounter data such as PX, appointment type, procedure, etc.
- **Clinical Outcomes/Patient Reported Outcomes (PROs)** – Measuring the "journey of a recovery" to identify best surgical practices is an example of PROs. The move from fee-for-service to value-based reimbursement has driven the requirement to measure best practices. Our proprietary system allows us to reach patients via an episodic approach through text and/or email. Marrying this information and utilizing Clinect's BI analytic tool yields valuable and actionable trending information.
- **Incident Management** – Clinect offers the ability to automatically document and notify internal staff of incidents, complaints and compliments. This feature has replaced a manual approach used for decades in Healthcare and provides a consistent, enterprise-wide approach that gives visibility and reportability of serious patient issues.

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## How Our Clients Benefit from Clinect



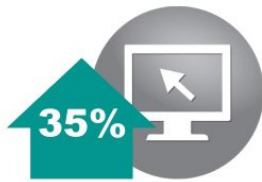
A prominent orthopedic provider improved its **online reputation**, resulting in a **4.4** (out of 5) rating on Google



A multi-location primary and urgent care provider generated **additional revenue** by converting **21%** of urgent care patients, who did not have a PCP, to their primary care services



A growing urgent care group implemented **Net Promoter Scores** to measure and rank providers based on patient loyalty



A leading neurosurgery group met Meaningful Use objectives by increasing **patient portal** adoption by **35%**



A preeminent sports medicine provider introduced comparative **peer benchmarks** as a powerful motivational tool



A well-known and respected eye clinic experienced a **17%** increase in patient participation with their **clinical study** program



A distinguished physicians group used zip code feedback from **100s** of urgent care patients to assist with **strategic planning** for future locations



All customers have access to **real-time** data with our **interactive dashboards** and **advanced report generator**



A premier children's and multispecialty clinic leveraged alerts to address feedback and improve **patient retention** by **5%**

## What if you could...

- Measure clinical outcome data through the journey of your patient's care?
- Respond to any question about your patient visit as soon as it is asked?
- Deliver quality metrics to regulatory and payer organizations (including meeting PCMH requirements)?
- Invite your satisfied patients to promote you on Google, Yelp or other social media platforms with just a click of a link?

Please contact us for more information on how GBS Clinect's Patient Experience Platform can assist your Healthcare organization.

