



Transform patient Complaints and requests into Satisfaction

About “Efedor Patient Concierge System”

In today's healthcare landscape, patients have numerous options when selecting their healthcare providers. Ensuring an exceptional experience during their stay is essential for patient satisfaction and retention. Efedor Patient Concierge Software allows you to efficiently manage patient complaints and requests in real time, delivering outstanding service that builds trust and loyalty.

Report instant complaints & requests from patient rooms



by patients or
bystanders



by hospital staffs

Through various modes



Scan QR Code



Staff Web App

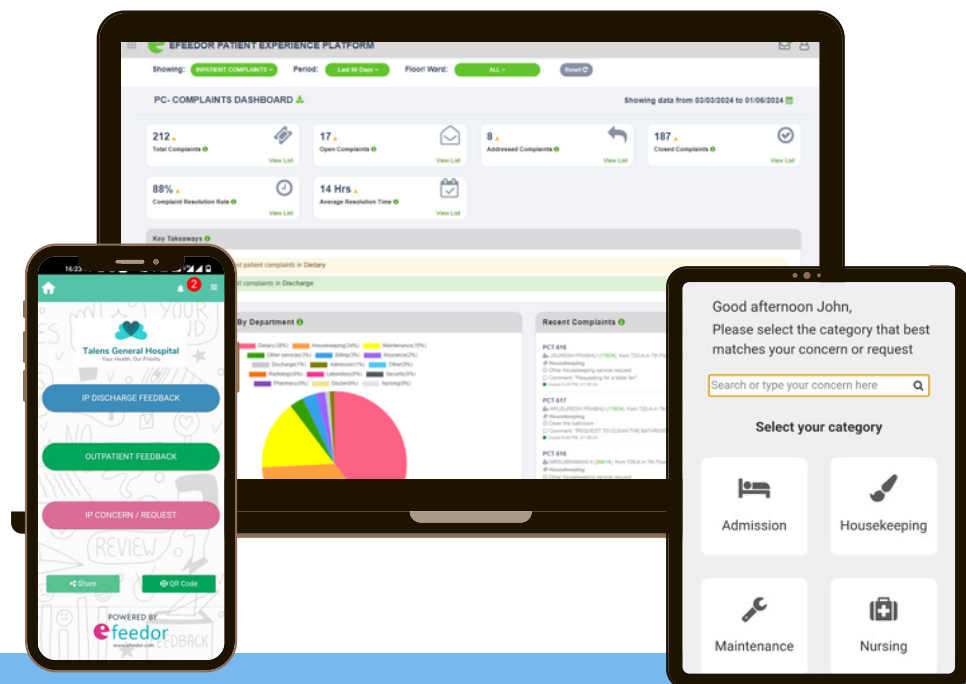
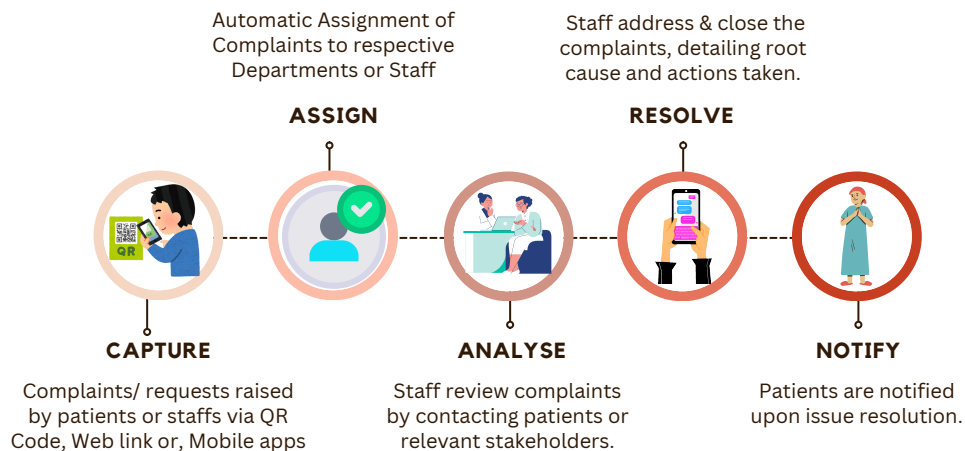


Via web links



SMS, Email & Whatsapp

HOW EFEEOR PATIENT CONCIERGE SOFTWARE WORKS



BENEFITS OF EFEEODOR PCMS



Complaint & request parameters built and validated by industry experts, healthcare providers & accreditors.



Utilize multiple channels for collecting complaints & requests.



Patient-Friendly Multilingual Forms including Arabic.



Role- and Channel-Based Dashboards for Real-Time Monitoring and Analysis of Complaints and Requests



Set real time alerts to relevant departments & staffs



Establish TAT and Escalation Protocols to Management



Effectively manage regulatory compliance with PREM standards set by NABH and JCI.



Deliver a 5-Star Service Experience to Your Inpatients.



Seamless integration with Hospital systems.



Activate your cloud licenses and embark on your patient experience journey, going live in just 4 days.



Multiple Implementation Modes: Cloud, On-Premises Cloud, In-House Data Center Hosting, and More

WHY EFEEDOR?

10 MN+



PATIENT COMPLAINTS & REQUESTS SERVED

100+



HOSPITAL BRANDS

25+



SERVING CITIES

6X



BOOST IN PATIENT SATISFACTION & LOYALTY

165%



INCREASE IN 5 STAR RATINGS & REVIEWS

135%



ENHANCED STAFF AND OPERATIONAL EFFICIENCY

TRUSTED BY HEALTHCARE INDUSTRY LEADERS



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