



TRANSFORM YOUR HEALTHCARE EXPERIENCE WITH EFEEDOR



About Efeedor

Efeedor is a comprehensive healthcare experience management platform designed to bridge the experience gaps in healthcare. Efeedor has developed a suite of software solutions aimed at enhancing patient experience, improving quality and safety, and driving operational excellence. With a strong emphasis on regulatory compliance, Efeedor empowers healthcare organizations to deliver exceptional care through innovative solutions while ensuring adherence to industry standards such as NABH and JCI.

Vision & Mission

Efeedor's mission is to create simple, user-friendly software products that healthcare organizations worldwide can easily adopt and innovate with. Our vision is to build a global software brand, made in India and designed for the world, offering solutions that bridge experience gaps, optimize healthcare delivery, and provide hospitals with clear insights into return on investment.

Core Competencies



PATIENT EXPERIENCE



QUALITY &
PATIENT SAFETY



OPERATIONAL
EXCELLENCE

Efeedor Patient Feedback System



The Efeedor Patient Feedback System is a multi-channel, multilingual platform that captures patient feedback at every hospital touchpoint using expert surveys. It helps healthcare organizations analyze feedback, address negative experiences, and identify improvement areas with real-time alerts and insightful dashboards.



**LISTEN TO
PATIENTS**



**ANALYZE WITH
DASHBOARDS**



**ACT ON NEGATIVE
FEEDBACKS**



**IMPROVE WITH
INSIGHTS**

KEY FEATURES & BENEFITS



Omnichannel feedbacks



Data Driven Insights



Multilingual Forms



Ticketing & Escalations

WHY EFEEODR PATIENT FEEDBACK SYSTEM?

10 MN+



PATIENT FEEDBACKS COLLECTED

6X



SURGE IN PATIENT
SATISFACTION & RETENTION

165%



INCREASE IN 5 STAR
RATINGS & REVIEWS

3X

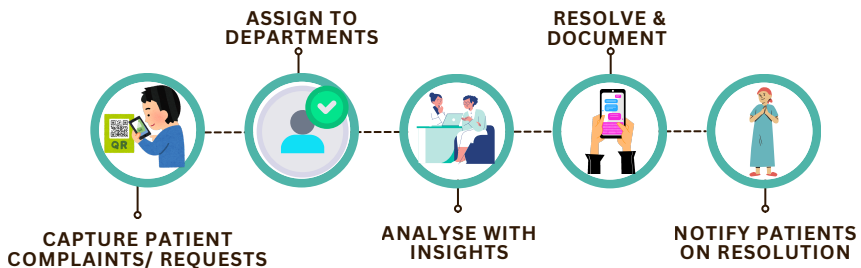


IMPROVED PATIENT
RETENTION RATES

Efeedor Patient Concierge System



In today's competitive healthcare landscape, delivering exceptional patient experiences is key to satisfaction and retention. Efeedor Patient Concierge Software is designed to enhance patient satisfaction and loyalty by efficiently managing patient complaints and requests during their hospital stay.



KEY FEATURES & BENEFITS



Instant Concern Reporting for patients



Centralized complaint tracking



Real-time notification for stakeholders



Analytics & reporting

WHY EFEEDOR PATIENT CONCIERGE SYSTEM?

3 MN+



PATIENT COMPLAINTS & REQUESTS SERVED

8X



BOOST IN PATIENT SATISFACTION & LOYALTY

165%



INCREASE IN 5 STAR RATINGS & REVIEWS

135%



ENHANCED STAFF AND OPERATIONAL EFFICIENCY

Efeedor Internal Service Request Tool



Efeedor Internal service request tool is a software solution designed to manage and track internal service requests within a healthcare organization. It enables healthcare staff to submit, monitor, and resolve various operational, IT, Biomedical or maintenance-related requests efficiently.



**RAISE INTERNAL
REQUESTS**



**ASSIGN TO
DEPARTMENTS**



**RESOLVE
REQUESTS**



**NOTIFY STAFF ON
RESOLUTION**

KEY FEATURES & BENEFITS



Healthcare-Aligned facility
request forms



Real-time notifications to
right stakeholders



Automated Workflow



Centralized Request
Management

WHY EFEEODR INTERNAL SERVICE REQUEST?

3 LAKH+



SERVICE REQUESTS
RECORDED

4X



IMPROVED STAFF
PRODUCTIVITY &
EFFICIENCY

150%



ENHANCED TRANSPARENCY
& ACCOUNTABILITY

100%



COMPLIANCE WITH
HEALTHCARE STANDARDS

Efeedor Asset Management Software



Efeedor Asset Management Software is a digital tool designed to track, manage, and optimize the use of physical assets, such as medical equipment, biomedical devices, furniture, and IT infrastructure. It helps healthcare facilities ensure the efficient operation of critical assets, extend their lifespan, and reduce costs by automating processes like asset tracking and maintenance scheduling.



REGISTER ASSET



**ASSIGN, MONITOR
& TRACK ASSET**



**MANAGE
MAINTENANCE**



**OPTIMIZE
INVENTORY**

KEY FEATURES & BENEFITS



Asset Tracking



**Asset Performance
& Analytics**



**Maintenance Scheduling
and Alerts**



**Asset Allocation and
Utilization**

WHY EFEEODR ASSET MANAGER?

30K+



ASSETS MANAGED

2X



**IMPROVEMENT IN
ASSET UTILIZATION**

100%



**ADHERENCE WITH
REGULATORY STANDARDS**

3X

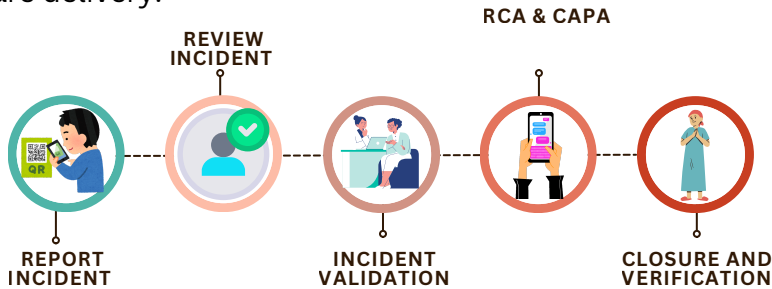


**STREAMLINED MAINTENANCE
MANAGEMENT**

Efeedor Incident Management System



Efeedor's Incident Management System enables hospital staff to efficiently document, investigate, and resolve incidents, ensuring a safe environment for patients and providers. By streamlining processes, it enhances transparency, reduces risks, and promotes continuous improvement in healthcare delivery.



KEY FEATURES & BENEFITS



Healthcare Aligned Incident Parameters



Dashboard Analytics to identify patterns



Easy Documentation and Reporting



Adherence to Compliance Protocols

WHY EFEEODR INCIDENT MANAGEMENT SYSTEM?

30K+



INCIDENTS RECORDED

4X



IMPROVED PATIENT SAFETY & CARE QUALITY

2X



FASTER INCIDENT RESOLUTION

100%

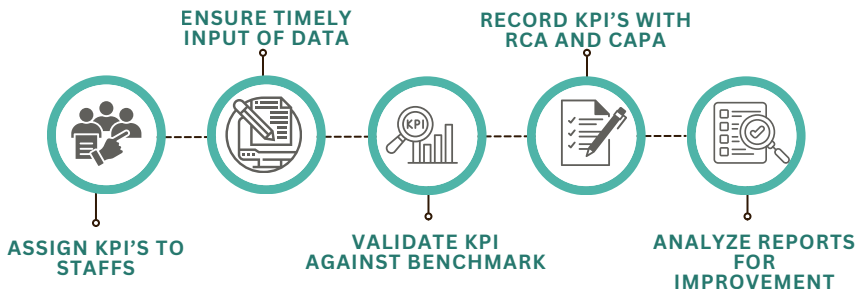


COMPLIANCE WITH HEALTHCARE STANDARDS

Efeedor Quality Indicator Management



Efeedor Quality Indicator (KPI) Management Software is a powerful tool that helps healthcare organizations efficiently manage clinical and non-clinical quality indicators digitally. It ensures compliance with accreditation standards like NABH and JCI, while driving continuous improvement in performance and patient care.



KEY FEATURES & BENEFITS



Simplified KPI forms



Easy documentation & real-time monitoring



Assign KPI's to departments



Audit-ready reports

WHY EFEEODR QUALITY INDICATOR MANAGER?

5K+



INDICATORS RECORDED

2X



IMPROVED EFFICIENCY
AND ACCURACY

3X



QUALITY IMPROVEMENT

100%



ADHERENCE TO QUALITY
STANDARDS

Efeedor Audit Management System

AUDIT DIGITIZATION

Efeedor Healthcare Quality Audit Management Software streamlines the audit process for healthcare organizations, enabling easy planning, management, and tracking of clinical and non-clinical audits. It ensures compliance with regulatory bodies like NABH and JCI, prioritizes patient safety, and upholds high care standards. With simplified audit forms for on-the-go use and features ensuring staff accountability, Efeedor supports regulatory compliance and continuous quality improvement.



**ASSIGN AUDIT
RESPONSIBILITIES**



**ENSURE TIMELY
AUDITS**



MANAGE & TRACK



**ANALYZE &
IMPROVE**

KEY FEATURES & BENEFITS



Industry Aligned Pre-built
Audit forms



Real-time tracking



Simplified Data Collection
and Reporting



Adherence to Regulatory
Compliance Protocols

WHY EFEEODR AUDIT MANAGER?

5K+



AUDITS RECORDED

4X



IMPROVED ACCURACY
AND ACCOUNTABILITY

3X



COST SAVINGS

100%



COMPLIANCE WITH
REGULATORY STANDARDS

Efeedor Statutory Compliance Management System



Efeedor Statutory Compliance Management is a centralized solution that helps healthcare organizations manage statutory licenses, certificates, approvals, permits, and compliance documents. It enables organizations to track applicability, ownership, validity, renewals, reminders, and compliance evidence - ensuring better visibility, accountability, and regulatory readiness.



KEY FEATURES & BENEFITS



Centralized Compliance Repository



Automated Alerts & Reminders



Compliance Owner Assignment



Real-time Compliance Status Monitoring

WHY EFEEODR STATUTORY COMPLIANCE?

100%



CENTRALIZED DOCUMENTATION

2X



REDUCED COMPLIANCE RISK

3X



IMPROVED ACCOUNTABILITY

2X



AUDIT READINESS

Efeedor SOP Management System



Efeedor SOP Management is a centralized solution designed to help healthcare organizations systematically manage Standard Operating Procedures, policies, guidelines, and controlled documents. The system enables organizations to upload, review, approve, publish, version-control, and track SOPs - ensuring that the right documents are accessible to the right users and remain current, controlled, and compliant.



KEY FEATURES & BENEFITS



Role-Based Access



Review & Revision Alerts



Version Control & Revision History



SOP Compliance Dashboard

WHY EFEEODR SOP MANAGER?

3X



EASY ACCESS & AVAILABILITY

2X



REDUCED DOCUMENTATION RISK

3X



REAL-TIME SOP STATUS

2X

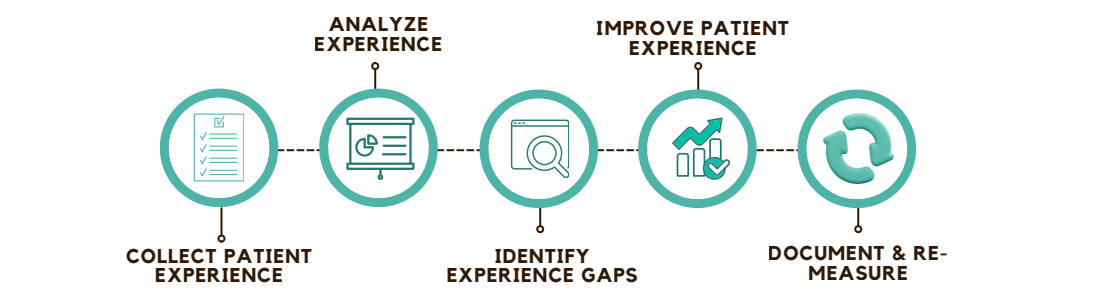


AUDIT READINESS

Efeedor Patient-Reported Experience Measures



Efeedor PREMS (Patient-Reported Experience Measures) is a healthcare experience measurement module that enables hospitals to collect structured feedback directly from patients about their experience of specific clinical services, procedures, care processes, and safety-related activities.



KEY FEATURES & BENEFITS

 <p>Standardized PREMS Library</p>	 <p>Customizable PREMS Forms</p>
 <p>Multilingual PREMS Surveys</p>	 <p>NABH/JCI Compliance</p>

WHY EFEDOR PREMS?

<p>20+</p>  <p>READY-TO-USE PREMS FORMS</p>	<p>100%</p>  <p>DIGITAL SURVEY QUESTIONNAIRE</p>	<p>3X</p>  <p>IMPROVED PATIENT SAFETY</p>	<p>100%</p>  <p>ADHERENCE WITH REGULATORY STANDARDS</p>
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Efeedor Learning Management System



Efeedor Learning Management System (LMS) is a robust software tool designed to manage staff training and learning development in healthcare organizations. It simplifies course creation, progress tracking, and assessments, enabling seamless training delivery across departments and streamlining the onboarding process. The system helps ensure compliance with industry regulations and standards while effectively supporting continuous learning and development initiatives.



CREATE COURSES



ENROLL STAFFS



MONITOR &
TRACK PROGRESS



CONDUCT
ASSESSMENTS

KEY FEATURES & BENEFITS



User-friendly course
creation interface



Real-time staff
progress monitoring



Supports multimedia
content



Mobile Accessibility

WHY EFEEODR LEARNING MANAGER?

3X



ENHANCED TRAINING EFFICIENCY

2X



BETTER STAFF PERFORMANCE

3X



COST AND TIME SAVING

2X



IMPROVED COMPLIANCE

WHY EFEEEDOR?

100+



HOSPITAL BRANDS

50+



SERVING CITIES

50+



YEARS OF TEAM EXPERIENCE

10 MN+



PATIENT & STAFF
ENGAGEMENTS

3X



PROVEN COST &
TIME SAVINGS

100%



ADHERENCE WITH
REGULATORY STANDARDS

80%



PAPER USAGE REDUCED

2X



STAFF PRODUCTIVITY
IMPROVED

99.9%



PLATFORM UPTIME



INTUITIVE USER EXPERIENCE



MULTI-LANGUAGE
APPLICATION



SEAMLESS HMS/ CRM
INTEGRATIONS



ISO, IAF, & EGAC
CERTIFIED



DPDP, HIPAA & VAPT
ASSESSED



NABH/ JCI
ALIGNED

TRUSTED BY HEALTHCARE INDUSTRY LEADERS



“Quality means doing it right when
no one is looking”
– HENRY FORD

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