efeedor

Deliver exceptional patient experiences across all touchpoints

About "Efeedor Patient Feedback System"

Efeedor is a multi-channel, multilingual digital platform that captures patient experiences at every hospital touchpoint. Hear every patient's voice, resolve issues, and boost loyalty with Efeedor PFMS. Use expert surveys and pre-built dashboards for comprehensive patient experience management. Get real-time insights, share them with the right team members, and achieve faster improvements.

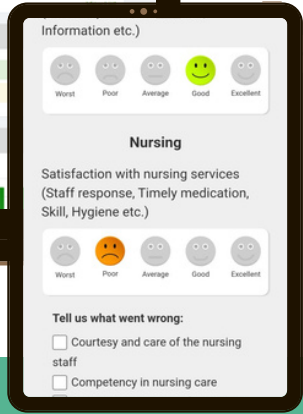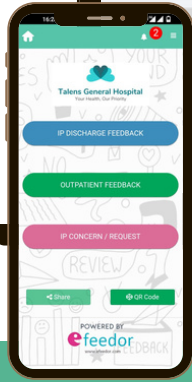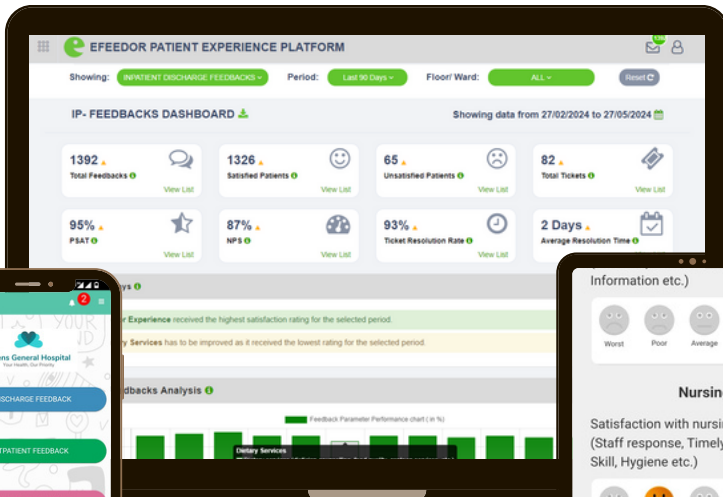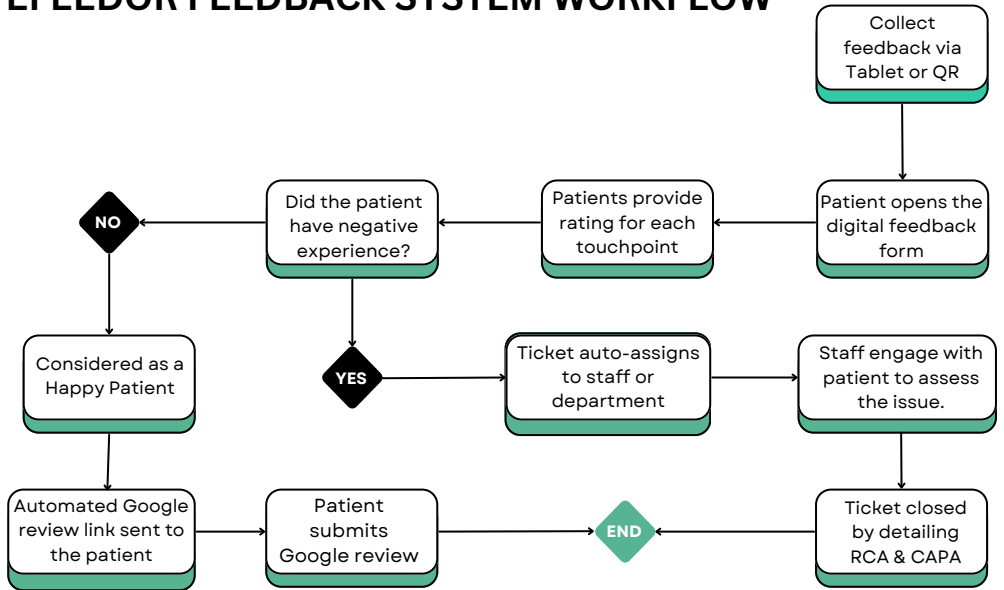| LISTEN	ANALYZE	ACT	IMPROVE
Capture patient feedbacks via tablet, mobile, web, SMS, Email, WhatsApp, QR code, and more.	Use dashboards to analyze reports and key patient experience metrics, deriving actionable insights.	Automate alerts to the right department and address negative feedback with our smart ticketing system.	Enhance patient experience and operational efficiency using insights from analytical reports.

EFEEDOR FEEDBACK SYSTEM WORKFLOW

efeedor

Collect feedback via Tablet or QR

Patient opens the digital feedback form

Patients provide rating for each touchpoint

Did the patient have negative experience?

NO → Considered as a Happy Patient

YES → Ticket auto-assigns to staff or department → Staff engage with patient to assess the issue.

Automated Google review link sent to the patient → Patient submits Google review → **END**

Ticket closed by detailing RCA & CAPA

EFEEDOR PATIENT EXPERIENCE PLATFORM

Showing: INPATIENT DISCHARGE FEEDBACKS ▾   Period: Last 90 Days ▾   Floor/ Ward: ALL ▾   Reset ↻

IP- FEEDBACKS DASHBOARD ⬇   Showing data from 27/02/2024 to 27/05/2024

1392 ▲	Total Feedbacks ⓘ	View List
1326 ▲	Satisfied Patients ⓘ	View List
65 ▲	Unsatisfied Patients ⓘ	View List
82 ▲	Total Tickets ⓘ	View List

95% ▲	PSAT ⓘ	View List
87% ▲	NPS ⓘ	View List
93% ▲	Ticket Resolution Rate ⓘ	View List
2 Days ▲	Average Resolution Time ⓘ

... Experience received the highest satisfaction rating for the selected period.
... y Services has to be improved as it received the lowest rating for the selected period.

...eedbacks Analysis ⓘ

Feedback Parameter Performance chart (in %)

Dietary Services

Talens General Hospital
Your Health, Our Priority

IP DISCHARGE FEEDBACK

OUTPATIENT FEEDBACK

IP CONCERN / REQUEST

Share   QR Code

POWERED BY
efeedor
www.efeedor.com

Information etc.)

| Worst | Poor | Average | Good | Excellent |

Nursing

Satisfaction with nursing services (Staff response, Timely medication, Skill, Hygiene etc.)

| Worst | Poor | Average | Good | Excellent |

Tell us what went wrong:

☐ Courtesy and care of the nursing staff

☐ Competency in nursing care

BENEFITS OF EFEEDOR

efeedor

Surveys built by industry experts & validated by leading healthcare providers & accreditors.

Multichannel and multilingual feedback collection.

Role- and channel-based dashboards to gain comprehensive patient experience insights.

Smart Ticketing system to close negative feedback loop.

Benchmark key PX metrics like PSAT & NPS.

Effectively manage regulatory compliance with NABH and JCI standards.

Improve online reputation & google ratings.

Seamless integration with Hospital information systems.

DIVERSE FEEDBACK COLLECTION METHODS

Scan QR Code

Staff Web App

Share web link

Website

SMS & Email

Whatsapp

WHY EFEEDOR?

efeedor

10 MN+
PATIENT ENGAGEMENTS

100+
HOSPITAL BRANDS

25+
SERVING CITIES

6X
SURGE IN PATIENT SATISFACTION & LOYALTY

165%
INCREASE IN 5 STAR RATINGS & REVIEWS

140%
IMPROVEMENT IN OPERATIONAL EFFICIENCY

TRUSTED BY HEALTHCARE INDUSTRY LEADERS

kauvery hospital

Sagar Hospitals®
With You. For Life.

MEITRA HOSPITAL

UNITY Hospital
expect life

Indiana
Hospital & Heart Institute

St. Philomena's Hospital

Kangaroo Care
It's all about Women and Children

malabar hospitals

MEDICAL TRUST HOSPITAL

Billroth Hospitals

P. D. HINDUJA SINDHI HOSPITAL

sarji hospital
Delivering your hopes...

ST. MARTHA'S HOSPITAL
SERVING GENERATIONS COMPASSIONATELY

Chettinad Hospital & Research Institute

milann
The Fertility Specialists

ASHTAVAIDYAN THAIKKATTU MOOSS
VAIDYARATNAM
Nursing Home

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