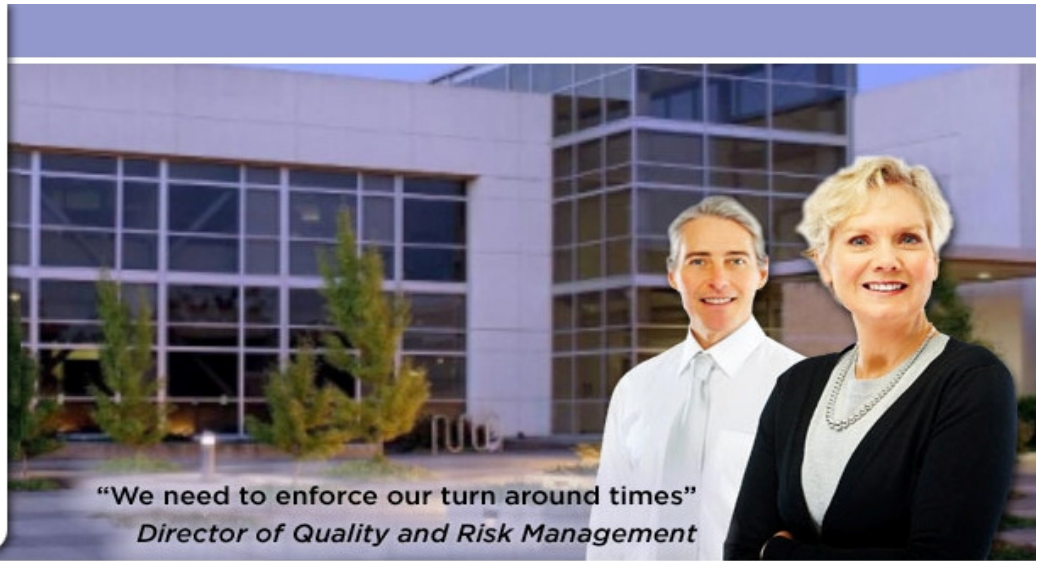




IDinc emails inform, remind and escalate.



"We need to enforce our turn around times"
Director of Quality and Risk Management

HOME

PRODUCTS

RISK

QUALITY

COMPLIANCE

E-FORMS

SERVICES

PATIENT RELATIONS MANAGER

IDinc's Patient Relations Manager allows on-line reporting of Patient feedback such as grievances, complaints, compliments, billing disputes and timeliness of service by employees or patients from any workstation in the organization. Designed to require zero training and easier than filling out paper forms, it encourages logging of patient feedback by clicking on options, all customized to match the nomenclature used in the client's organization.

Tasks such as Review, Corrective Action and Reply to Patient are assigned automatically and notifications are made through email. Reminders and escalation notices are fully customizable and assure adherence to regulatory requirements and the organization's policies.

The system automatically notifies the department managers upon the arrival of patients with prior history of critical feedback (i.e. complaints, grievances...etc.)

A comprehensive set of standard reports, graphs and an ad hoc report generator enables management to keep track of trends and monitor the timeliness of Patient Satisfaction improvement efforts.

Compared to a paper-based process, the IDinc system provides an overwhelming Return on Investment (ROI) benefit in the range of 500-1000%. In all cases the system pays for itself within the first few months.

PATIENT RELATIONS MANAGER

Major Features and Functions

- On-line reporting of Patient feedback customizable per client
- Automated Task Assignments such as Review, Corrective Action and Reply to Patient
- Email based notifications, reminders and escalations
- Attachment of received and sent communication to the record
- Automated follow up Form letter generation
- Fully customizable screens and task assignments to fit the organization
- Automatic notification of arrival of “trouble” patients
- Sophisticated Role based Dashboard for real-time query and analysis
- Standard and ad hoc reports viewable with a few clicks and transferable to Excel

The screenshot displays the 'Event Report' interface. At the top, there is a navigation bar with icons for 'My Task', 'Query', 'Reports', 'Dashboard', 'CSA', 'Setup', 'HIPAA', 'Forms', 'Policies', and 'Logout'. Below this, the current user is identified as 'Didier Salem (quality)'. The main area is divided into two sections: 'Please Select One Category:' and 'Please Select the Event:'. The 'Please Select One Category:' section lists various event types with corresponding icons: Compliments, Associate/Non-Patient Events, STAFF Concerns and Suggestions, Adverse Drug Reaction, Equipment, Falls (Patient), Invasive Procedure, I.V., Medication Error, Medical Record / Documentation, O.B./Newborn, Other, Safety, Skin Integrity, and Test-Related Issues. The 'Please Select the Event:' section is currently displaying a list of complaint types: '-Complaint to Administration', '-Grievance - Written or Verbal', '-Internal Survey Comment -- Trend Only', '-Verbal Complaint', '-Verbal Complaint -- Trend Only', and '-Website Grievance / Complaint'. A 'Help' button is visible next to the 'Please Select the Event:' label.