

Patient

SATISFACTION
SURVEY

FROM
DOCTORS IN
TOUCH

The simple act of asking a patient to provide feedback on a survey regarding the care they have received improves their perception of the visit and lowers mal-practice liability.



How do you know if your patients are satisfied with their care?

Just ask.

Few physicians realize that merely asking a patient to complete a survey regarding the care they have received improves the patient's perception of the quality of the visit!

Measure what patients care about.

Doctors in Touch specifically designed the Patient Satisfaction Survey to measure the *Eight Dimensions of Quality Care*, based upon the Picker Institute's research of 350,000 patients. These include respecting the patient's values, preferences and needs, emotional support, coordination of care, and involvement of family and friends.

It's easy to use.

The system integrates easily into any practice because all that is needed to begin using it is a computer connected to the internet! For organizations choosing to use the paper-based survey feature, a printer connected to the computer is required.

Surveys are sent to patients via email invitation or a paper survey can be handed to them at the completion of the visit. The results of email initiated surveys are available as soon as the patient submits their responses, and the paper surveys results are available within 48 hours after receipt.

Doctors in Touch will gladly assist you in setting-up and implementing the Patient Satisfaction Survey in your organization.

Contact us!

Please call us at 708.697.6448 or email info@doctorsintouch.com. More details on the back!

And it's affordable.

Basic individual account \$45/yr.

Per completed,
data-entered paper survey \$1.50

Volume pricing/Licenses- call!

Doctors in Touch



2005

Advancing patient-centered health care by enabling more effective physician-patient communication.

Our system...

Measures what patients really care about

Is available in 10 languages

Has online or paper surveys capability

Reads at the 4th grade level

Is designed for patients with low health literacy

Notifies users of low satisfaction, serving as proactive risk management

Is brief, avoiding respondent fatigue

Sends email reminders to non-responders

Has online references to help users improve

Is validated to measure Eight Dimensions of Care

Sends surveys by computer or handheld device

Is the most complete, cost-effective system available

Key features of the Patient Satisfaction Survey

Diverse population? We've got you covered.

Your practice or organization sees Hispanic patients? Southeast Asians? Russians? Chinese? Our survey is in their language!



Doctors in Touch wants you to be able to survey all of your patients- regardless of ethnicity. The survey is available in Arabic, Chinese, English, French, German, Hmong,

Polish, Russian, Spanish, and Vietnamese. If a language you need isn't available, call us!

Our survey reads at the 4th grade level.

We didn't ignore the fact that many patients walking into your office or organization have low health literacy. Our survey was designed to increase response rates by ensuring as many people as possible have an opportunity to provide feedback regarding their care. Minimize the effect of low health literacy by using our survey system.

Our system is preemptive, proactive risk management.

A patient's satisfaction with their care is one of the most important components of a physician's liability risk. It has been clearly demonstrated that unsolicited patient complaints are predictive of claims. So why wait for complaints?

Our survey system is a proactive risk management strategy *not available with any*

other system. When a patient rates a provider on the low half of the satisfaction scale, our system notifies the physician by email in real time. The question(s) with the low marks are detailed in the email. A similar email can be directed to another individual in the organization, such as the risk manager or administrator. Individuals and organizations can clearly identify areas needing focus, potentially preempting future claims.

There is an online reference library guides focused improvement, question by question.

Try us at no risk!

You may try our Patient Satisfaction System free for 3 months, and if you decide not to continue using it, you owe nothing! If you see the tremendous value and power of the system, as others have, we will convert your account to a one-year paid subscription.

Call or email today!

708.697.6448

info@doctorsintouch.com



DOCTORS IN TOUCH
ENRICHING THE FUTURE. CONNECTING WITH THE PAST

More tools for your patient-centered practice.

Healing Words

Dr. Woods guides the reader through apology's history, why people- including patients- desire apology when they perceive they have been wronged, and how the simple, yet profoundly powerful words "I'm sorry" are in maintaining



the physician-patient relationship, even in the most severe circumstances.

Culture and Health Care E-learning Course

Critical health-related cultural information is provided for nine ethnic groups, including Values and World Views, Family and Gender Issues, Cradle-to-Grave Traditions, and Health-Related Beliefs and Practices.



Designed for any individual caring for patients- MDs, RNs, Aids, Pharmacists, Techs, and Therapists- our course is easy to use, even without prior e-learning experience.

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