

Patient Experience Solution

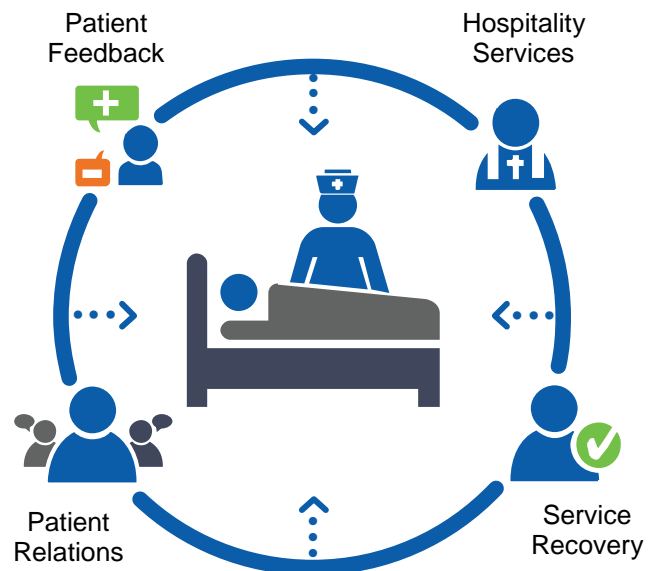


The Power to:

- **Embrace** the patient voice
- **Respond** to their needs
- Continuously **improve** their experience

Key Features

- Document patient concerns, ensure timely follow-up, and close the loop
- Satisfy CMS compliance standards for the grievance process
- Provide a single point of contact for all service recovery needs



Key Benefits

- Actively engage the patient and their family
- Expedite service recovery
- Improve service quality and efficiency



Pre-Admission

- Pre-Admit Preferences
- Dietary Preferences
- Room Accommodations
- Advanced Directives
- Ambulatory Care Satisfaction



In-Patient

- Patient Satisfaction
- Employee Satisfaction
- Leadership Rounds
- Patient Feedback
- Nurse Rounds
- Environmental Inspections
- Food Quality Inspections
- Service Recovery Requests



Post-Discharge

- Discharge Calls
- Re-admission Risk Calls
- Service Recovery Requests

Patient Experience Solution

Who We Are

Founded in 2003, the Sentact team includes healthcare leaders, developers, and process experts deeply experienced in healthcare operations and technology.

Why We Are Different

Our platform is quick to implement, easy-to-use, and extremely adaptable. Our solutions are cost-effective and our clients see returns within months.

How It Works

We give you the tools to connect caregivers, automate workflow, and coordinate resources to provide better care at a lower cost.



Our fully integrated, cloud-based solutions are designed to optimize the efficiency and enhance the quality of the patient care environment across the continuum.

