



SentactViewPoint



Focus on your best opportunities for growth, and the best outcomes for patients.

SentactViewPoint offers healthcare organizations a communications platform to formally manage the patient grievance process ...

Enabling a streamlined tool for staff to record, document, and resolve patient complaints and issues.

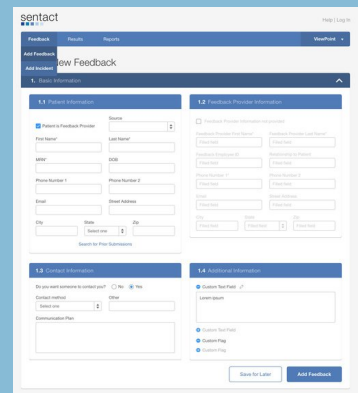
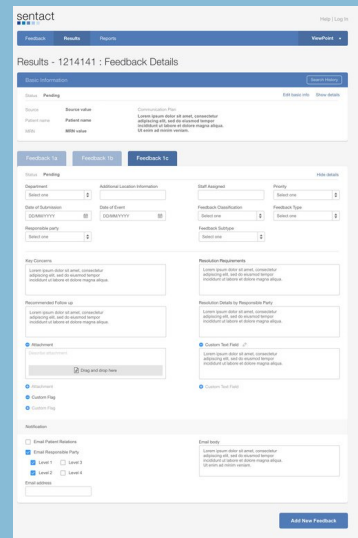
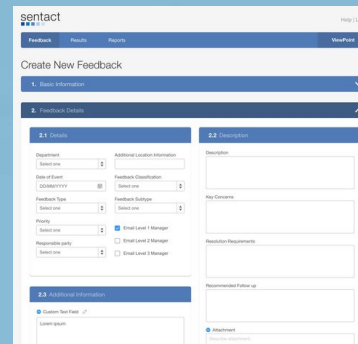


Improve Patient Care

Feedback and corrective actions can be documented and tracked in SentactViewPoint, creating higher patient satisfaction ...

FEATURES & BENEFITS

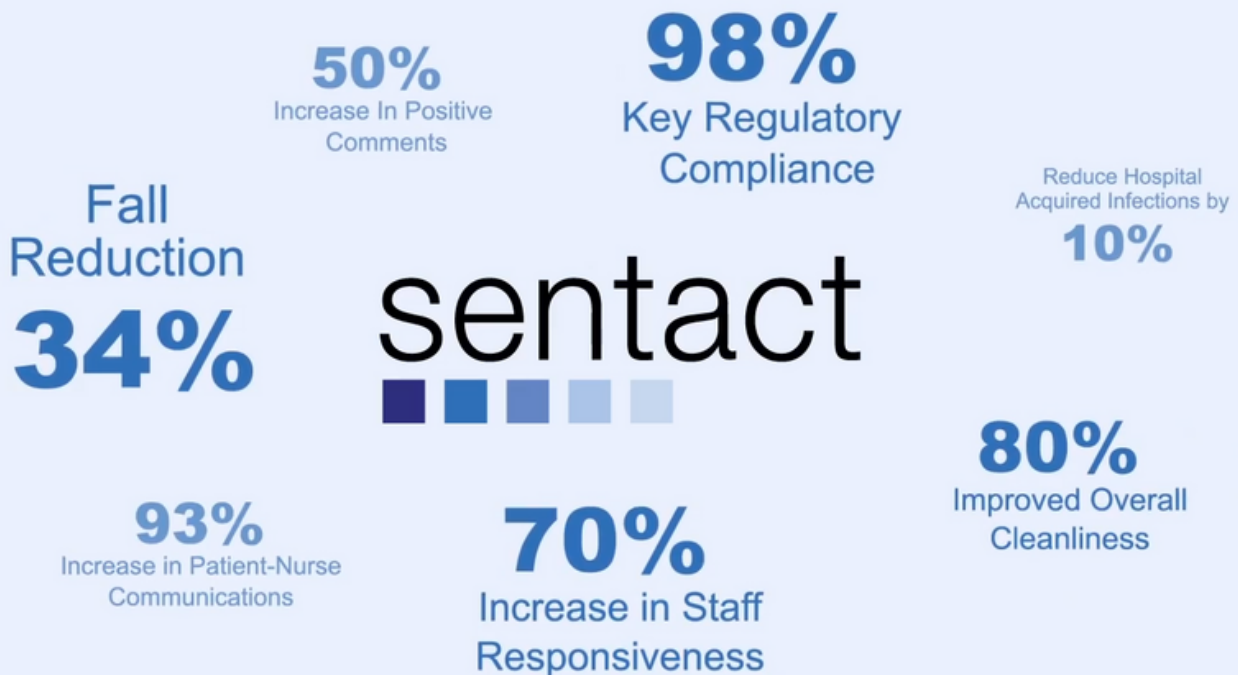
- SentactViewPoint interfaces with your EMR to pull in real-time patient data
- SentactViewPoint reviews and reports common themes associated with patient complaints
- Resolution of grievances are performed in a closed-loop with notifications for targeted timelines
- Grievances can be grouped by type and time record
- Prompts and alerts enable timely patient communications are met in the grievance process
- SentactViewPoint ensures your healthcare organization is compliant in resolving issues within regulatory timeframes and guidelines



Sentact delivers ... Better Experience, Better Outcomes

Sentact helps health systems take control of patient engagement to deliver improved patient outcomes, while simultaneously reducing costs and increasing reimbursement. Our industry leading platform drives improved patient and caregiver satisfaction, safety and quality with a comprehensive set of tools that automate rounding, deliver patient experience improvements, facilitate instantaneous feedback and provide enterprise-wide reporting. Request a demo today, and see for yourself.

- **Improve Quality of Care**
- **Increase Patient and Caregiver Satisfaction**
- **Reduce Safety and Patient Safety Incidents**
- **Eliminate Manual Processes and Reduce Costs**



Sentact's industry leading platform helps hospitals take control of quality, safety, and patient engagement.

SentactRounding | SentactOnDemand | SentactViewPoint | SentactKiosk