

# BUSINESS INTELLIGENCE SOFTWARE

## FOR IMPROVING PATIENT LOYALTY ONE EXPERIENCE AT A TIME

Feedtrail is the first patient engagement platform that automates the collection and analysis of patient insights in real time

### Feedtrail facts

- ✓ 43% of executives say that dissatisfied patients are costing them more than 10% of their revenue. You can reverse this trend with Feedtrail's platform in place!
- ✓ Feedtrail uses the power of real-time feedback to crunch deep, AI-based insights all in the name of helping your team provide a great experience for each patient so they decide to come back for future care
- ✓ Our advanced suite of patient retention software was built BY caregivers FOR caregivers and allows your team to focus on what matters most to your patients
- ✓ With Feedtrail in place, no existing workflows are disrupted, team members have a direct path to recover any patient concerns BEFORE they leave dissatisfied, and executives can learn what matters most to their staff and their patients

### How we help



#### Increase NPS score

*The "golden standard" in patient loyalty; we help increase your patients' likelihood to recommend your organization by 12% on average, quarter over quarter*



#### Retain patient revenue

*We help our partner organizations retain an average of \$112,000\* in patient revenue*



#### Increase overall satisfaction scores

*See your yearly survey scores and google review stats jump by 20% after implementing the platform*



#### Reduce patient complaints

*Feedtrail partners using the service recovery add-on reduce patient complaints by an average of 17%\*\**

\*Based on the metric of \$1,120 per 1,000 patient service issues recovered, based on patients coming back for future visits over the next 6-12 months.  
\*\*See case study with Partners Medical Associates

### GET IN TOUCH

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Feedtrail is proud to power the **innovative** healthcare systems that are **changing** the patient experience



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