

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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