



DrScore Fact Sheet

Method

- Cards are handed out to each patient
- A personalized letter is offered to e-mail to patients
- Signage is placed in waiting & exam rooms
- "Feedback" buttons linking patients to physicians' individual DrScore pages can be placed directly on the client website

Reports

- Individual Provider Report
 - Overall Rating with national & specialty comparison data
 - Composite Score of 0-100 – including a break-down of scores for key patient issues
 - Targeted Area for Improvement information
- Practice Report
 - Overall Rating with national & specialty comparison data
 - Composite Score of 0-100 – including a break-down of scores for key patient issues
 - Targeted Area for Improvement information
- Internal benchmarking tool: We can insert a column providing mean scores for all practices within larger groups, add that number into the table, and create a standard reporting text that would tell you each practice's relative standing compared to others in your group.
- Provides areas of strengths and weaknesses
- Individual patient comments collected separately in "verbatim" format
- Reports generated 4x/year

Program Advantages

- Survey can be completed in 3 – 5 minutes online
- No data collection for medical departments
- Comparisons to benchmarks both nationally and by specialty
- Multiple location tool – allows patients to choose different locations for providers – especially helpful for providers who practice at Immediate Care locations
- Measures performance of staff and overall clinic facilities, as well as covering referral issues
- Safeguard in place to ensure multiple surveys are not entered, creating inaccurate results
- Surveys can be conducted year round and changes tracked quarterly

Marketing & PR

DrScore is dedicated to promoting the importance of patient satisfaction nationwide. We regularly analyze and publish data on national and regional patient satisfaction trends. In addition, our team supports the marketing and public relations efforts of all our clients. We will work closely with you to ensure that promotional materials for patients seamlessly integrate into your existing efforts. In

addition, we can support you with public relations strategies that promote the quality care you provide.