Automated Patient Follow-Up System

Mobile clinics of all types often lose contact with patients after discharge, missing valuable opportunities for follow-up care. However, with the Smart Discharge Survey...

Our automated Smart Survey System keeps you connected and ensures your company remains the first choice if patients need to re-admit. Additionally, if a discharged patient indicates a highly positive interaction, the system automatically prompts and redirects them to leave a 5-star Google review!
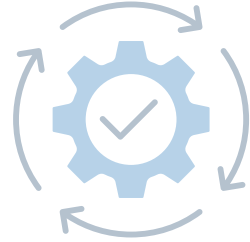
Why Choose This Solution?
This system is significantly more cost-effective than building out a full CRM and hiring salaried employees to monitor and manage responses. It saves time, reduces overhead, and ensures no potential readmits fall through the cracks.

How It Works: Simple, Automated, Effective

Patient Enrollment: Automatically enroll discharged patients into our customer-built email or SMS workflows built off a series of custom-branded smart surveys.

Automated Email Workflow:
- **Weeks 1-4**: Weekly surveys
- **Month 2**: Bi-weekly surveys
- ***Months 3-6**: Monthly surveys

Survey Responses: Collect real-time patient feedback to track their health and ensure early intervention when needed.

Notifications: Assign a team member to receive real-time alerts if the smart survey detects a patient indicating their condition has worsened. For patients reporting a 5-star experience, the survey automatically redirects them and prompts them to leave a glowing Google review.

Build Trust: Maintain communication to ensure your company is top-of-mind for patients when they need further care. By fostering positive experiences, you can also turn previous patients into enthusiastic word-of-mouth marketing advocates for your business.

Scope of Work: Building and Maintaining the Automated Post-Discharge Survey System

Initial System Setup:

- **CRM Integration**: I task my **HIPAA-compliant** CRM system with the automated survey platform to enroll discharged patients automatically.

- **Workflow Creation**: Develop and configure the automated email workflow for sending out surveys:
  - Weekly emails for the first 4 weeks
  - Bi-weekly emails in the second month
  - Monthly emails for months 3-6 or for as long as you wish.

- **Survey Design & Customization**: Create tailored survey templates tailored to your company's brands and needs.

- **Team Notifications**: Configure the system to notify selected team members of completed surveys and any patients indicating they may need further care.

- **Compliance**: Ensure that all patient data is managed securely in line with HIPAA requirements.

Automation and Testing:

- Fully automate the system to run without manual intervention.
- Test the system to ensure correct enrollment, survey delivery, real-time data collection, and notification processes.

Continuous Support and Monitoring:

- **Performance Monitoring**: We regularly monitor the system to ensure that surveys are being delivered and responses are collected without errors.
- **Adjustments & Updates**: Make any necessary adjustments to survey content, email scheduling and or SMS, and notification settings.
- **Support**: Provide ongoing technical support to resolve any issues and ensure smooth operation.
- **Monthly Reports**: We provide reports and metrics on how many surveys have been completed and if they have led to any specific outcomes.

Service Summary:

Our Smart Discharge Survey Alert System offers an efficient, cost-effective solution to streamline post-discharge care, enabling actionable follow-ups and client feedback management.

Contacts us for a demo!

Contact Details

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