

Increased Patient Satisfaction

By transforming every patient interaction into a rich exchange occurring in modern digital channels, the WELL™ Health patient communication hub empowers providers to elevate the patient experience and improve satisfaction scores.



WELL™

In the United States, even before the pandemic, 71% of patients reported being "frustrated" with their healthcare experience. Low patient satisfaction is an epidemic among providers, and one of the key reasons is poor patient communications.

- Tied to legacy systems developed years or even decades ago, communications between providers and patients have been limited to phone calls.
- Many patients regard making phone calls as tedious. They often lack the time or desire to call in order to engage with their provider.
- Even if they do pick up the phone, patients end up on hold or embroiled in long cycles of "phone tag." They often dropped off early.
- Additionally, patients are wary of calls from unknown phone numbers. They frequently won't answer when providers try to call them from unrecognizable numbers.
- These communication problems lead to poor patient satisfaction ratings. Providers' reputations take a hit, resulting in a loss of revenue.

The WELL™ communication platform optimizes patient-provider communication and reliably improves patient satisfaction. Regardless of age, income, or geography, patients are universally responsive to a two-way texting system.

Once the WELL™ communication hub is integrated, providers can better serve their patients by communicating with them through their preferred digital channel and device.

VISTA COMMUNITY CLINIC

is a Southern California-based, federally-funded healthcare organization that sees over 270,000 patients every year across eight locations. The clinic was experiencing appointment issues with its rigid legacy system. Even after switching to a solution that could send text blasts, patients remained generally unsatisfied with a one-way communication system.

86.4%

With WELL, VCC's overall patient satisfaction score grew from 83.2% to 86.4% within a year of implementation.

ALTURA CENTERS FOR HEALTH

is a Federally Qualified Health Center (FDHC) located in Tulare, California that sees 140,000 patients annually. Such a large client base translated to tens of thousands of phone calls every year which their legacy vendor was failing to handle. Patients were spending too much time on hold, leading to a two out of five patient satisfaction rating.

2X

In WELL ALTURA found a user-friendly communication platform that solved all their communication woes. Shortly after implementation, ALTURA's patient satisfaction rating more than doubled.

MEMORIALCARE MEDICAL FOUNDATION (MCMF)

is a healthcare organization operating out of Southern California, employing 380 physicians. The institution regularly offers post-appointment surveys to patients to determine if they were satisfied with their experience. However, a low proportion of patients were clicking on the surveys, and an even lower proportion of those who did click were completing the surveys. WELL™ helped MCMF radically improve how surveys are delivered and presented, enabling them to collect the information needed to improve the patient experience.

25%

After implementing WELL, clicks on the patient satisfaction surveys increased by 25%, and the number of patients who participated after clicking increased by 20%.



SANTA MONICA ORTHOPAEDIC AND SPORTS MEDICINE GROUP (SMOG)

caters to an extremely diverse patient population at various clinics throughout Los Angeles. Communication issues were a permanent fixture, thanks to old desk phones and phone tree menus. When patient traffic spiked, it placed enormous stress on an already stressed staff. This resulted in long waiting times, which was damaging SMOG's patient satisfaction ratings.

With WELL, SMOG has been able to answer a higher percentage of incoming patient calls and leverage two-way texting. Patient satisfaction scores have risen dramatically.

COLUMBIA PAIN AND SPINE INSTITUTE

is an Oregon-based healthcare organization specializing in pain management and interventional spine practice. The institute's patients were consistently complaining about the quality of communications. Medical assistants were struggling with a high volume of calls and often failing to get back to patients. This resulted in a 2.6 star Google rating – a clear reflection of poor patient satisfaction.

3.2*

With WELL, Columbia Pain and Spine Institute improved their Google rating from 2.6 stars to 3.2 stars in less than four months.

