

**THE AVAYA IR INTERACTIVE VOICE RESPONSE SYSTEM WITH AMERICA'S HEALTHCARE SOLUTION SOFTWARE FROM ACCUVOICE INC.**

# Patient Satisfaction Survey

*" Is there a friendly, accurate way to monitor patient satisfaction?"*

The Patient Satisfaction Survey by Accuvoice Inc. provides a framework for managers to build their own surveys and receive compiled, printed results without ever touching a computer keyboard or incurring the high costs of administering and interpreting paper based surveys.

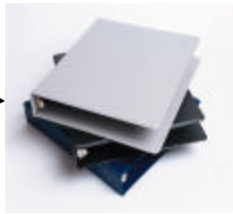
Paper surveys too labor-intensive?



Accuvoice Automated Patient Satisfaction Survey



**How does it work?**  
 This package opens with a series of prompts that guide you through entry of the survey questions and multiple-choice options. Following your set-up, callers to the survey hear questions and are prompted to select answers using their touch-tone phones. The Patient Survey package stores the result of each survey and generates reports on these results.



**Application Administration**

- Administered by a touch-tone telephone
- Administrator can have up multiple surveys at one time with multiple questions on each.

**Benefits**

- Available 24 hours a day, 7 days a week
- High response rates because it is easy for participants to complete survey quickly and anonymously

**Benefits Cont.**

- Immediate, real time survey feedback plus cumulative, longer-term feedback.
- Strength lies within the collection and reporting capability and the ability to segment the data. Elimination of errors and costs associated with input transcription since the transcription step is eliminated.
- Optional Voice capture and retrieval modules are available to record any voice message that the patient wants to leave.