CRMD™ is a lightweight, cloud based digital mobile patient engagement platform that can be accessed from any device at any time. This means that we can connect with patients at any point in their care through in-clinic kiosks, text, and email.

Our best practice modules and analytics are ready to go out-of-the-box, so you can get your organization up and running quickly to start collecting patient feedback today

Cross-Continuum Patient Feedback

Your patients are talking. Are you listening?

Through capturing the voice-of-the-patient, care providers are able to identify issues early on and take action in order to provide better care.

Key focus areas include but not limited to:

- Patient Satisfaction
- Patient Reported Outcomes (PROs)
- Observations of Daily Living (ODLs)
- Assessing Social Determinates of Health
- Care Plan Adherence
- Fully-Customizable Modules

CognitivePX™

Take Control of your organization with real-time insights

The Dashboard puts you in the driver's seat of understanding areas of improvement within your organization. Our dashboard is configurable, meaning that out-of-the-box you can easily set your priorities based on your organizational hierarchy.

Engage **patients** | Manage **issues** | Identify **opportunities** | Personalize **care**

Leaders can look out over the entire organization while managers can drill down to their departments. All information and analytics are updated in real time and accessible from any device. With the CRMD™ dashboard, you have anytime access to the data that matters most to you and your organizational priorities, while putting the emphasis on patient retention, outcomes and satisfaction.

Voice-of-the-Patient Comment Stream

Cognitive Computing, Sentiment Analysis and Natural Language Classification create Actionable Insights from Patient Comments

Patients provide valuable feedback during appointments in the form of comments. In the past, the frequency and velocity of these comments made it impossible for organizations to act in a meaningful way until now.

Comment **streams**

Using our Comment Stream, organizations can analyze the unstructured patient comments coming in from their appointments to uncover themes and actionable insights ensuring that the voice-of-the-patient is incorporated into their care.

CRMD™ Caredesk

Close the Loop Feature/Action Manager offers a streamlined workflow for timely, accountable service request resolution.

Feedback from patients can be flagged, assigned and tracked for service recovery. Our embedded artificial intelligence can also scan patient comments for sentiment and alert you to possible service recovery opportunities.

The closed loop feature allows you to keep a historical record of all service recovery cases and offers analytics to see how your organization is doing and what areas can be improved upon.
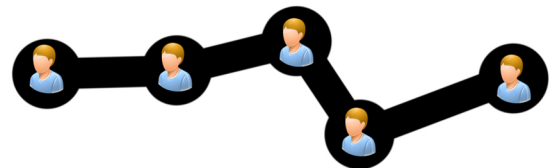
CRMD™ Patient 360 - Care Bios and Journey Mapping

Provide keen Insight into patient relationships during their stay

This single, integrated, 360-degree view of each patient allows for the customization of personalized action plans to help correct ongoing issues creating a better overall care experience.

Patient **journey mapping**

Our patient journey map is a visual representation of each encounter from your patient's point-of-view.

It highlights points of friction, illustrates points of delight, and guides you to the appropriate actions for creating better patient experiences.