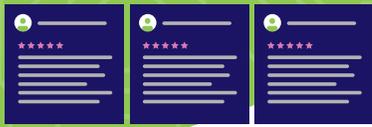


Inspire confidence in new patients with TeleVox Reputation Management. With our state-of-the-art solution, take control over negative reviews and enable patients to route positive reviews to the channel of your choice.

71%  **OF PATIENTS**

use online reviews to find a new doctor¹

Enhance patient decision making with more online reviews



More is better when it comes to patient online reviews. In fact, research shows that the volume of reviews has a greater influence on patient decision making as well as how recent the rating is.³



5.3 YEARS

is the average age of a physician's online rating²



OUTPATIENT VISITS

Study: Improvement in online reviews correlates with an increase in outpatient visits³



To help you achieve higher response rates in patient satisfaction surveys, TeleVox Reputation Management automates the entire process. After the visit, it delivers the survey right to the patient's phone. Stop wasting time manually soliciting reviews.



How TeleVox converts patient feedback into action

After the visit, TeleVox drops a survey into your patient's SMS. Based off the patient's rating, our tool initiates the best next action.

POSITIVE

 **Jenny Smith** | Some of the best care I've received in my life! 

Toot your horn:

Glowing reviews trigger a prompt for patients to share their amazing experience on your preferred platform — Google, Yelp, Facebook, your choice!



NEGATIVE

 **Tony Wilson** | I feel worse now than before I went to the Dr. 

A low rating activates a prompt for detailed feedback. TeleVox lets you be the first to know when a patient is dissatisfied. Resolve and rectify complaints *before* patients decide to air them publicly.



43%

of patients are willing to go out of network to work with a physician with a positive review²

66%

of patients say they would want a direct response to a negative review²



Reporting & Leveraging Insights



PRIORITIZES

Flags and pushes negative reviews for real-time feedback and resolution.



SYNTHESIZES

Word clouds maintain a high-level overview of patient feedback for at-a-glance tracking.



REPUTATION REVITALIZED:

Promote your excellence in patient care but resolve incidents promptly and with compassion. That's our proven formula for taking control of your practice's online reviews. With TeleVox Reputation Management it's effortless and actionable.

Sources:
 1. Software Solutions | How Patients Use Online Reviews
 2. Johns Hopkins Carey Business School | Making online physician reviews more effective
 3. Journal of Medical Internet Research | How Online Reviews and Services Affect Physician Outpatient Visits