

**HEALTHCARE  
MARKETING SUMMIT**

*Sponsored by SocialClimb*

# SocialClimb & RLDatix



# RLDatix



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# RLDatix = Patient Safety

RL6  
Verge  
Galini Archival

## Patient Experience + Safety

- Patient Experience
  - Patient surveys
  - Staff surveys
  - Ratings and Reviews
  - CAHPS surveys
- Real-time inpatient feedback (Q&A)



Here is a list of services to make your stay as comfortable as possible:

Learn What to Expect

Hospital Amenities

Login to Patient Portal

Digital Documents

Issues or problems with your stay?

Leave Feedback

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Which type of feedback:

Issue with Amenities

Issue with Care

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Report Issue with Care

Date & Time of Event

Event Type

Description of Event

Submit Report

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## Service Recovery Engine



Issue Assigned for Follow-up

- Service recovery feature highlights
- Instant notification to the right teams
- Sentiment analysis on all written answers to increase responsiveness
- Reporting to ensure all issues are addressed