

# PATIENT SATISFACTION CHECKLIST FOR HEALTHCARE PROVIDERS



This checklist helps determine just how comprehensive your communications-enabled patient-engagement plan is throughout an entire patient encounter.

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## OPTIMIZE PATIENT CARE

When a patient calls your office, does the patient have call options for scheduling billing and care?

Does your phone system provide custom messages based on day and time, including weekends, holidays, and special events?

Are you able to forward after-hours calls to an answering service?

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## THE SCHEDULING PROCESS

When a patient calls your office, is the call automatically routed to more than one channel (such as a desk phone and a mobile phone)?

Does the patient's information (i.e., patient name, primary physician, etc.) appear automatically on a computer screen when the patient calls your office?

When a patient schedules an appointment, can you send an automated reminder notification (i.e., SMS) with date, time, address, and cancelling/rescheduling assistance as an integrated capability of your current phone system?

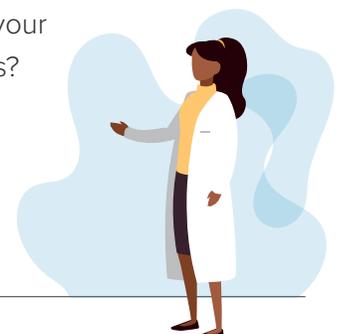
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## INTEGRATION

Are you able to call, fax, message, and respond to patients from one platform?

Are your billing and insurance processes integrated with a cloud communications system?

Does your phone system integrate with your other business communications solutions?



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**PATIENT INTERACTION**

Can your patients interact with you through phone calls, web meetings, video conferences, or web chat?

Do you have an automated text-response system for follow-up appointments and after-care instructions?

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**PATIENT SATISFACTION**

Are you measuring patient satisfaction through surveys? If yes, are they mail-based only?

Are your survey results and ability to respond timely?

How do you measure if your patients are happy with your practice?

If you answered no to any of these questions, we have the prescription for a healthier communications system.

RingCentral provides a robust, HITRUST CSF-certified healthcare communications system that is designed to help you improve patient satisfaction, patient engagement, and patient outcomes.

Learn more about how **RingCentral helps healthcare providers** today.

