



What is your strategic solution for managing perception?

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Perception plays a major role in your patient's decision-making process. Patients expect excellence in all interactions with staff members from the time they schedule their visit through the time they leave. As healthcare continues to evolve into a consumer-driven model, your ability to attract and maintain patients will be reflected by your ability to manage their perceptions.

Voyance's EdgePerception™ is designed to help you manage and optimize patient perception. Utilized by leading providers for over a decade, EdgePerception helps healthcare entities identify the top 2-3 areas they need to improve on to become a top-performer, which is critical in the ever-changing healthcare environment. EdgePerception leverages the power of the Internet to significantly increase the quantity, timing and overall feedback from your patients. The ability to customize surveys ensures the uniqueness of your healthcare entity is considered.

Voyance is a CMS-approved CAHPS® vendor and offers EdgeCG-CAHPS and EdgeH-CAHPS. With staff perceptions providing invaluable insight, EdgeEmployee and EdgePhysician are offered to complete a holistic view of performance and delivery.

- Manage patient perception
- Survey patients electronically and optionally on paper
- Receive monthly, quarterly and annual reports within two business days of the end of the period
- Benchmark your results against similar organizations
- Scores & comments broken out by provider and location
- Immediate notification of patient dissatisfaction and ability to track to resolution
- Comply with regulatory and accreditation requirements
- Access the Leadership Console where multi-entity organizations can evaluate enterprise performance

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