

Key Benefits

Used with a hand-held tablet or free-standing device, CipherKiosk provides a digital patient survey solution to gather feedback quickly.

- Collect more patient feedback on all physicians
- Drive quality of care improvements with real-time data
- Overlay CAHPS scores with CipherKiosk data sets
- Collect Patient Reported Outcomes (PROs)
- Administer any assessment (such as PHQ-9s) at the point of care



Open Communication with Patients Helps Uncover Opportunity Areas

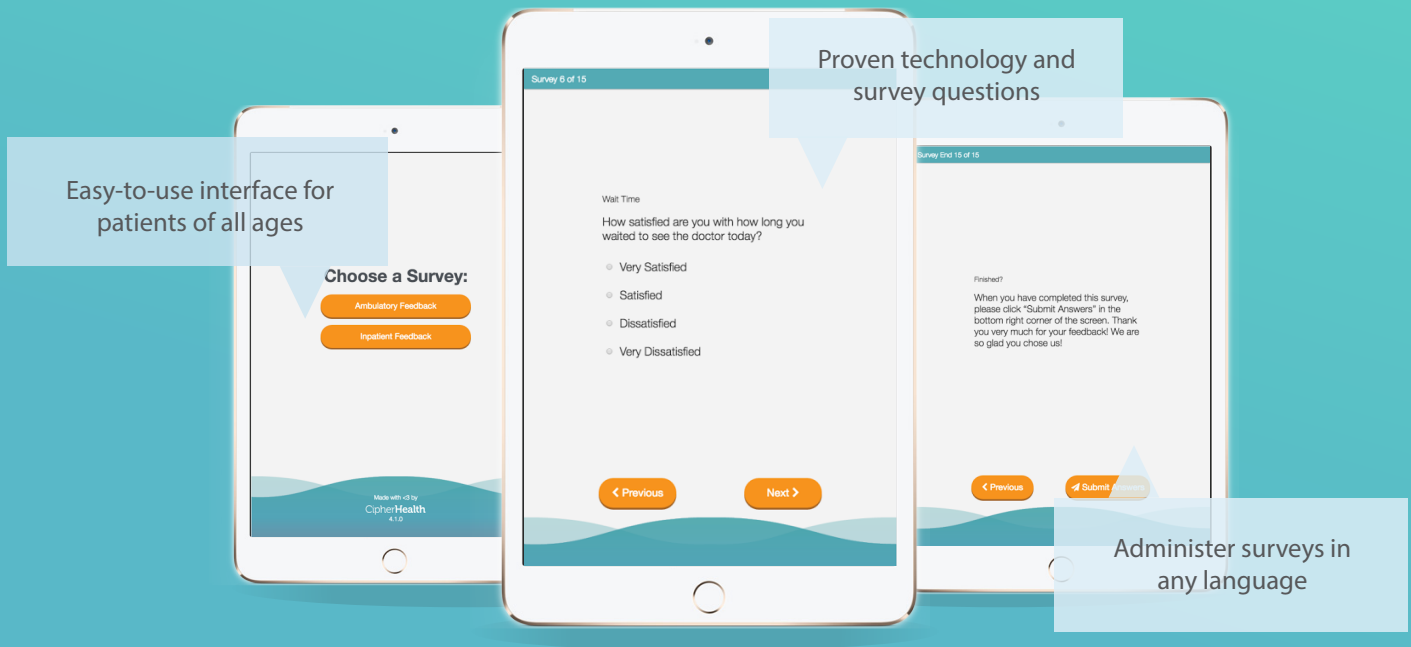
- Ask the right questions at the right time
- Easy administrative access to devices and surveys at different sites
- Users can quickly edit or build new surveys
- Vast catalog of reports that can be delivered on daily, weekly, or monthly intervals

“There is essentially no comparison. Survey responses are now received for 30 to 50% of encounters compared to less than 1% before implementing CipherHealth’s point-of-care survey solution.”

Louis J Wilson, MD, FACC,
Wichita Falls GI Associates

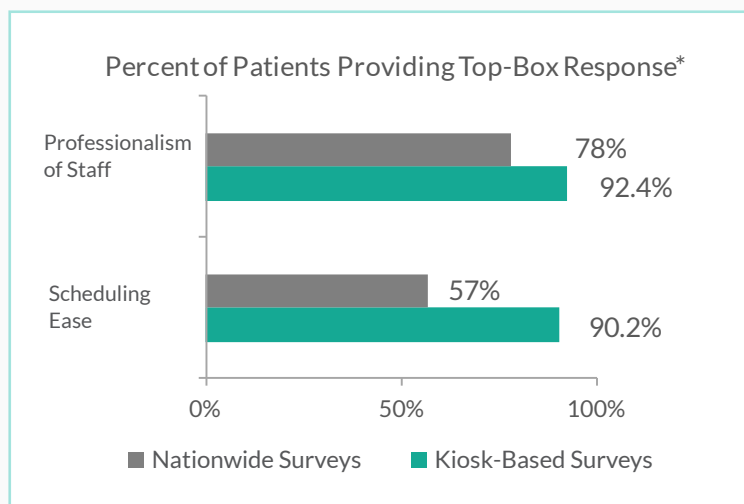
To learn more or request a demo, contact us at primarycare@cipherhealth.com

Provide easy access to patients and view feedback in real-time



CASE STUDY : Patient Satisfaction at Gastroenterology Group Practice

With CipherKiosk, a gastroenterology group practice administered customized digital surveys to patients after their visit. The survey asked ten questions across a broad range of patient experience categories.



1,303 In-Office Survey Responses collected from Aug 2015- Jan 2016

Results

We compared top-box scores from CipherKiosk surveys to the average top-box CG-CAHPS scores for gastroenterology practices nationwide. For Professionalism of Staff and Scheduling Ease, top-box scores from CipherKiosk surveys were **15.6% and 36.8% above average nationwide CG-CAHPS scores**, respectively.