



Initiative Results for Improvement of the patient services application

(Q2 - 2024)

The Target

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This initiative aims to provide opportunities for the development and enrichment of the patient portal through the participation of all beneficiaries from the community in providing feedback and advice

Expected effect

Identifying the strengths and weaknesses of the patient portal will have positive effects on its development and the improvement of the services provided to them. It will also help in better understanding the beneficiaries' needs and expectations, which enables us to provide more efficient and effective care

Results



How satisfied are you with the advertising campaigns and educational materials for the patient services application?



How easy is it to find the information you are looking for in the app?



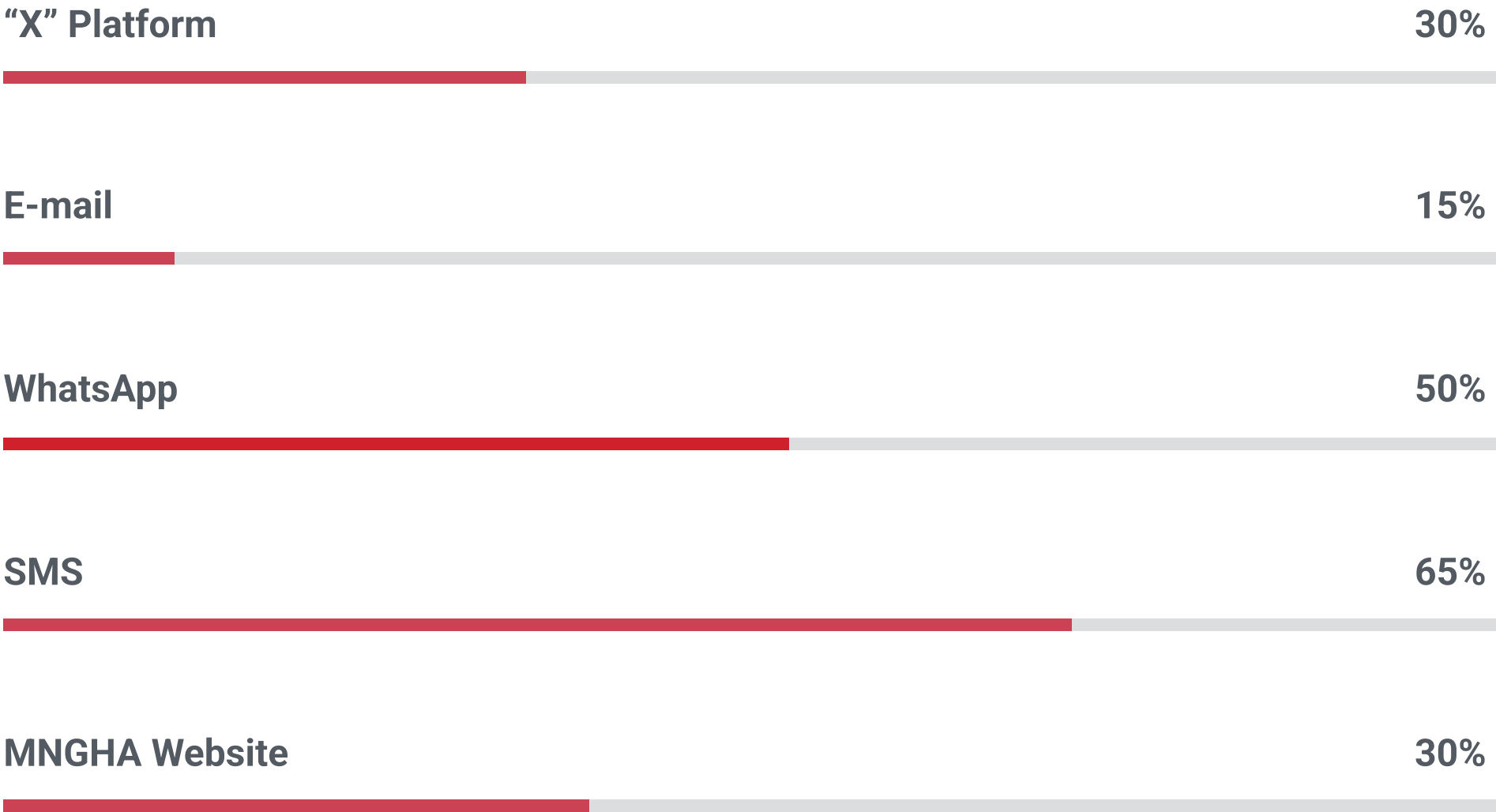
How easy is it to use the app and navigate between services/screens?



How satisfied are you with your knowledge of the services provided in the Patient Services application?

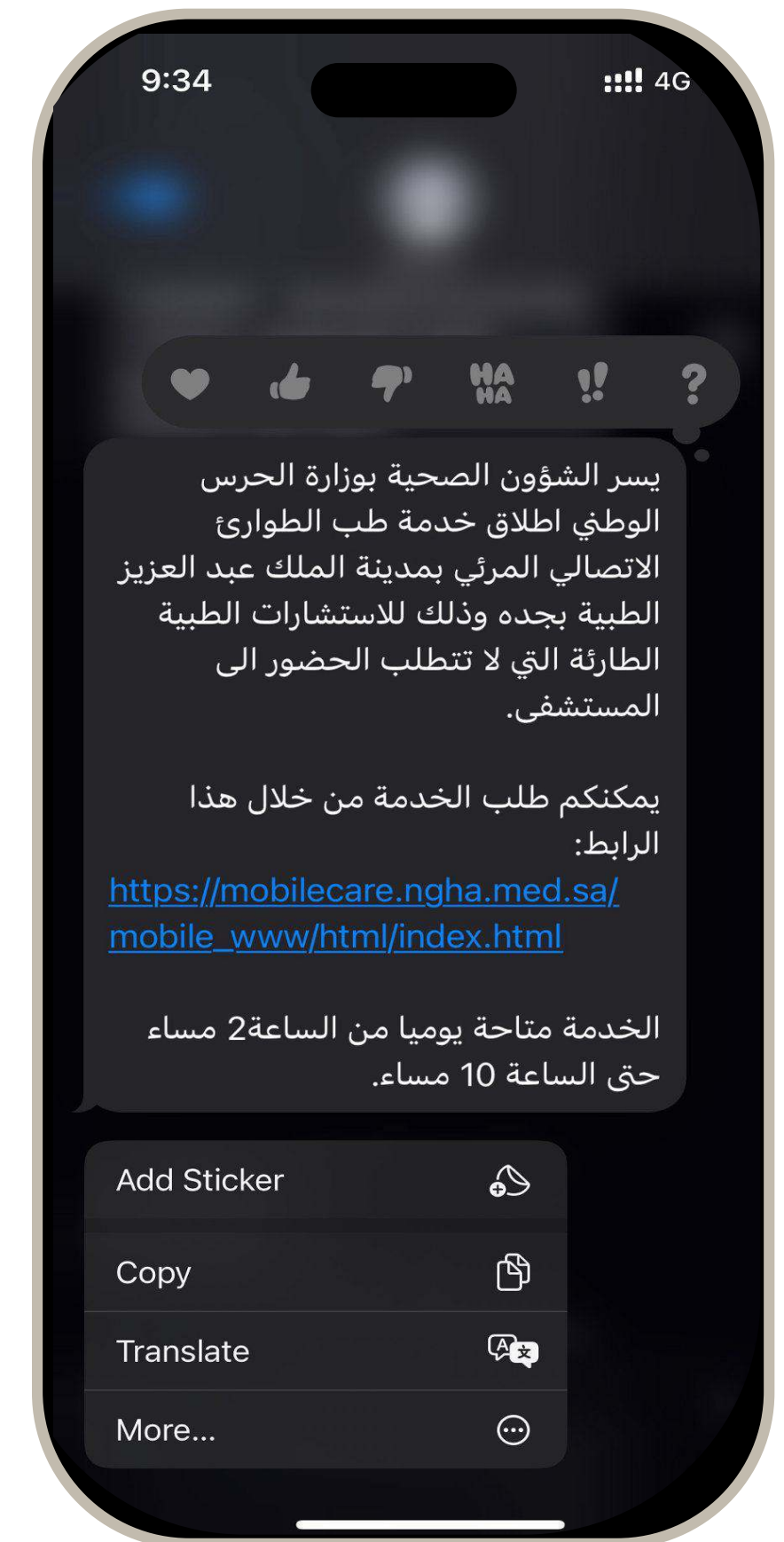
Results

What is your preferred method to follow news of updates to the patient services app?



The Impact

Based on the initiative's results, participants' feedback was taken into consideration, and as a result, we have implemented the dissemination of news and updates for the patient services application via SMS.



Thank you

