

# ***M3PatientExperience***

**Measuring, Monitoring, and Maximizing  
Patient Retention and Patient Loyalty**



## ***M3PatientExperience: Advanced Technology***

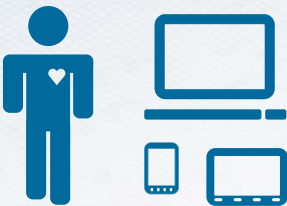
M3 continuously monitors, measures, and assists front-line leadership with maximizing patient retention and patient loyalty.

M3's service-recovery functionality equips front-line managers with timely, actionable patient feedback, allowing them to create and sustain a culture of service excellence.

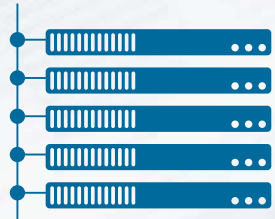
Physicians, front-line support staff and other decision makers receive comprehensive reporting, on-line, identifying outstanding performance and service improvement opportunities.

- Real-time notifications to leadership
- On-demand reporting 24/7
- "FLASH" Reports and Dashboards
- Benchmarks to national comparative database
- Actionable information to effect positive change

## ***M3PatientExperience: How it Works***



Patients take the practice's M3 survey from their computer or compatible mobile device.



M3 technology transforms the results, sends applicable alerts and provides real-time reporting.



Practice leadership receive email alerts and access M3 reporting 24/7.



Practice managers are delivered actionable information and execute an immediate positive change.

***"M3-Patient Experience is the right tool at the right time for HCAPS. M3 captures patient feedback the same day as the patient's visit, or soon afterwards, and provides real-time actionable information to our practice managers and other leadership that use the information to create and sustain a culture of service excellence."***

Jeff Rydberg, COO, HCA Physician Services



## ***M3PatientExperience: Powerful and Proven***

M3's real-time reporting improves or sustains the highest levels of customer service. Your practice manager will be able to:

- Retain loyal patients
- Reward outstanding performance
- Recover potential service failures



# M3PatientExperience: Valid and Reliable

M3 questions Are Presented Separately,  
Maximizing Statistical Validity & Reliability.

Patient feedback is captured electronically,  
eliminating manual survey tabulation.  
Survey results are delivered real-time via  
GPSMapping®, MedicalGPS' Business  
Intelligence Solution.

- Survey same day as patient visit
- Surveys each segment of the patient's experience
- Multi-lingual surveys
- 94.7% Completion Rate



***"I liked all the questions in your survey and could honestly not think of anything I felt was not covered. It is really an electronic work of art. You are to be highly commended. I can recommend it highly, and you can quote me on that!"***

Fred Lee, author of, "If Disney Ran your Hospital 9 ½ Things You Would Do Differently"

## About MedicalGPS, LLC

M3-Patient Experience is one of many products and services offered by MedicalGPS, delivering patient feedback since 1995. Founded by Marty Hudson and Jerry Stone, MedicalGPS, LLC Group Practice Solutions have been field tested in healthcare organizations nationwide and deliver measurable results.

MedicalGPS holds significant ownership in Core Business, LLC, our information technology company. Core Business has provided exclusive support and creative processes behind MedicalGPS technology since 2003.

Unique to MedicalGPS' service and product offerings is GPSMapping®, MedicalGPS' proprietary business intelligence information system. Developed entirely by Core Business, GPSMapping harvests raw data from source systems and delivers actionable information to the fingertips of decision makers. GPSMapping is the business intelligence application supporting M3-Patient Experience capturing data and delivering secure, real-time results to practice leadership.

Contact MedicalGPS to schedule a live demonstration of M3-Patient Experience via email at [info@medicalgps.com](mailto:info@medicalgps.com) or call 615.467.6338. Visit us on the web at [www.medicalgps.com](http://www.medicalgps.com).

M3-Patient Experience – Going Far Beyond Ordinary Patient Satisfaction Programs!

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