

10 Tips to Boost the ePatient Experience and Improve Patient Satisfaction

1. Build Partnerships with your Patients

Patients respond better when their care team includes them in the process, sharing insight, asking questions, making sure they are heard. Creating a human connection is important.

2. Streamline Education

In-person seminars have proven to be a costly and ineffectual tool to deliver education. Especially since the start of the pandemic, patients expect more targeted, on-demand educational materials they can consume anytime, anywhere, as often as they need to feel confident.

3. Simplify Information

Most patients don't spend a lot of time with medical issues or information, unless they need to. Consider how to present information in simple, easy to understand terms that will make it more actionable for them.

4. Include Their Support Network

Allow patients to include their caregivers or share their information with others based on their needs. Being a patient can sometimes be overwhelming and a strong support group is always helpful. Having sharable online information makes it easier for patients to share with their caregivers.

5. Encourage Questions

Although doctors are busy, they also need to be accessible to answer questions. If questions are answered up front there are usually less unintended consequences down the line. A patient that comes in for surgery with unanswered questions will likely be less prepared, resulting in cancellations and wasted staff resources.

6. Deliver Information in Multiple Channels

Video, text, documents, stories-patients use different channels to consume information based on their learning style and their digital preferences. Ensure your information is tailored for multiple learning styles in multiple channels.

7. Deliver the right information at the right time

Patients frequently tell us how important it is to get only the information they need at the time they need it. They are not overwhelmed by all their steps, the steps feel achievable, and they become more confident.

8. Measure Results and Feedback

Having well defined mechanisms to consistently collect data from patients is critical to ensuring their success. They allow you to identify and address problems quicker and find patterns to allow you to improve your operations.

9. Keep the Online Door Open

While you can build trust through the personal interaction, you can lose it if you are not accessible 24/7, when the patient needs support. Having information easily accessible and knowing they can reach you via phone, text, email, or online porta.

10. Create Patient Communities

Patients want to talk to other patients who are like them. Provide them an easy way to connect to ask each other questions about their experiences and share success stories. Rather than seeking strangers on the internet, provide a private forum for your own patients to interact.

Learn more from Wellbe

If you're tackling patient experience challenges or want to take the next competitive step to develop your e-patient strategy, but aren't sure where to start, contact us for a patient experience assessment.



What is a Patient Guidance System®?

Wellbe.me's Patient Guidance System® (PGS) is an online, responsive technology which is tailored for each patient journey. It presents the appropriate activity for the patient to complete at the right time in the journey: assessments, forms, education, insurance, questionnaires and more. With automated reminders and a simple interface, patients are more likely to achieve success. And the technology allows providers to track progress with fewer resource hours.



Benefits for Patients:

The online guided treatment program gives patients the clarity, control, and confidence they need to understand and follow their doctor's orders and adhere to the treatment plan. Wellbe.me's ConnectedCare solution speaks for itself. 87% of patients are satisfied, 62% say that ConnectedCare helped to reduce anxiety, and over 95% say they felt prepared for surgery.



Benefits for Provider:

The Guided CarePath™ allows providers to monitor the progress of every patient, make adjustments to patient care plans with a single click, intervene on patients who are slipping in their preparation, automate PROM collection, and overall streamline their work. Programs using ConnectedCare™ have tripled their volume with no additional non-clinical staff.



Benefits for Facilities:

Hospitals turn to the Wellbe.me ConnectedCare solution because it is flexible, affordable, and produces meaningful results. A single investment in a Patient Guidance System® can support multiple specialties across multiple facilities. The system is designed as a stand alone, cloud based solution so there are no IT resources needed. Programs which have implemented the Patient Guidance System® have seen reductions in length of stay by 30% and reduction in readmissions and ER visits by up to 25%.

Wellbe.me, the inventor of the cloud-based Patient Guidance System®, partners with health providers to engage patients to achieve remarkable outcomes. We make it simple and convenient for patients to follow their 'doctor's orders' and speed their way to good health. Our Guided CarePath's empower patients - with the assistance of their caregivers and care teams - to learn and take the actions required to achieve better outcomes at lower costs. To learn more, visit wellbe.me.