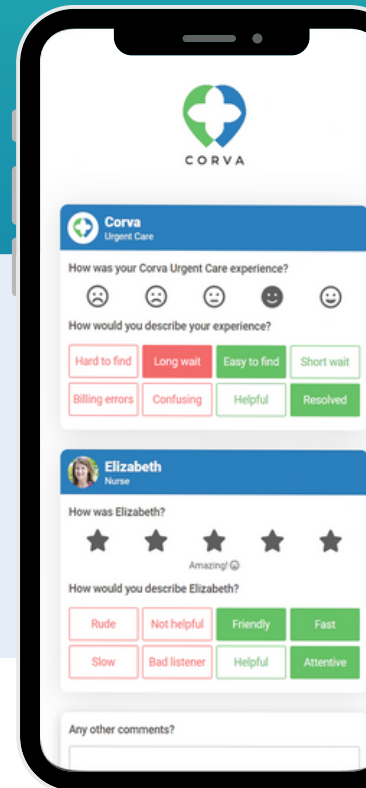




# Radiant AI® for Patient Experience



## Introduction

Radiant AI for Patient Experience (PX) revolutionizes patient care by transforming feedback into enhanced satisfaction and improved facility performance. Our AI-driven platform helps boost HCAHPS and CAHPS scores, strengthens patient loyalty, and elevates your facility's reputation.

## How it works:

Radiant AI's sophisticated process transforms raw patient feedback into actionable insights that drive continuous improvement, increasing patient satisfaction and positively impacting your healthcare facility's key metrics. Here's a breakdown of how it works:



### Seamless Feedback Collection

Radiant AI collects real-time patient feedback through customizable surveys, integrating seamlessly with your EHR (using the FHIR protocol) and HRIS to automate survey distribution based on patient information, scheduling, and procedure data.



### Advanced AI Analysis

Our cutting-edge AI analyzes survey responses to identify trends and pinpoint areas of improvement, providing deep insights into organizational performance and patient sentiments.



### Insightful Categorization

Feedback is categorized by facility, physician, nurse, and staff, directing specific insights to relevant teams, which helps in taking precise improvement actions.



### Targeted Reporting

Customized reports are tailored to the specific needs of physicians, nurses, and office staff, with recommendations for areas directly impacting PX delivered straight to your inbox.



### AI-driven Performance Management

Performance reviews and development plans are automatically generated using patient feedback, manager notes, and LMS data, ensuring precision and consistency.



### HIPAA-Compliant Data Handling

Radiant AI is HIPAA compliant. Data is never used to train our AI models, and is immediately deleted from generative AI servers once analysis and reporting are complete.



### Customization & Adaptability

We tailor our services to meet the unique needs of your healthcare facility, from the formulation of survey questions to the methods of feedback delivery.



 Macorva

BUILT FOR HEALTHCARE

- ✓ Complies with HIPAA
- ✓ Integrates with EHR
- ✓ Provides specialized coaching for clinical staff

Continuous, feedback-driven AI coaching for every team member for less than

**5%**

of manual coaching costs



RADIANT AI  
INTRO VIDEO

# Empowering Better Decisions, Better Experiences, Better Outcomes

Radiant AI PX enhances your healthcare team's ability to improve patient experiences by providing actionable insights from real-time feedback, delivered directly to your email.

## Physicians

Enhance patient relationships and satisfaction through targeted insights on bedside manner, communication style, and treatment clarity, improving specific HCAHPS scores.

OVERALL CARE  
**88%**  
40+ RATINGS



**Patricia Finch**  
Family Nurse  
Practitioner (FNP)

Communication

**78%**

Compassion

**92%**

## Nurses

Use feedback on patient interactions, wait times, and attentiveness to improve comfort and satisfaction, positively impacting HCAHPS scores in the nurse communication and responsiveness categories.

## Office Staff

Streamline administrative processes like scheduling and billing based on patient feedback to proactively address concerns and boost satisfaction in communication and environment categories.

## Administrators

Analyze comprehensive patient sentiment across the entire healthcare experience for strategic improvements and resource allocation, enhancing overall satisfaction and HCAHPS scores.

**By empowering every member of your team to make data-driven decisions based on real-time patient feedback, Radiant AI PX fosters a culture of continuous improvement and patient-centric care. This translates to consistently positive patient experiences, improved HCAHPS scores, and ultimately, higher reimbursements.**

Implement Radiant AI PX to significantly improve your patient experience management. Discover how our solution can enhance patient satisfaction and operational efficiency. [Contact us to get started.](#)