

Patient Relations

The Patient Relations module permits you to track patient complaints and commendations, attribute the concern to a department, employee, or provider, and make immediate referrals to risk management or other related departments. Follow-up outcomes can be logged and categorized, making reporting easier than ever.

Automate real-time notification of patient admissions with an unresolved complaint, a history of complaints, or a poor satisfaction survey. This real-time worklist notification system allows the patient representative to follow-up with selected patients immediately upon admission. The Patient Navigator can also be used to review past data entries.

Features and Benefits

- Intuitive, online patient complaint entry through customized browser-based forms, allowing for real-time data collection
- Increases the reporting of complaints and commendations
- Decreases the time between the date of the complaint and notification of Patient Relations staff
- Includes collection of non-patient occurrences
- Easily deployed on the hospital intranet, no additional password required
- Data collection forms are easy to customize
- Once submitted, the complaint cannot be retrieved or edited from the browser-based entry function
- The entry is immediately available in the MIDAS+ Patient Relations module to trigger user-defined worklist rules for notification, follow-up and reporting by department managers
- E-mail alerts notify staff that occurrences have been added to their Worklists for follow-up
- Occurrences that are not addressed within the defined follow-up time can be forwarded immediately to appropriate managers

"Implementing RDE (Remote Data Entry) for Risk & Patient Relations was one of the easiest things we've ever done with MIDAS. Not only did staff transition well to the new system, but we were able to reduce our training time from 2.5 hours to about 15 minutes. Reporting increased and allowed us to produce useful reports and increase management accountability. No passwords meant less calls to the Help Desk and less maintenance overall. Definitely a very positive experience for the entire organization!"

*Saint Joseph Regional
Medical Center
Plymouth, IN*