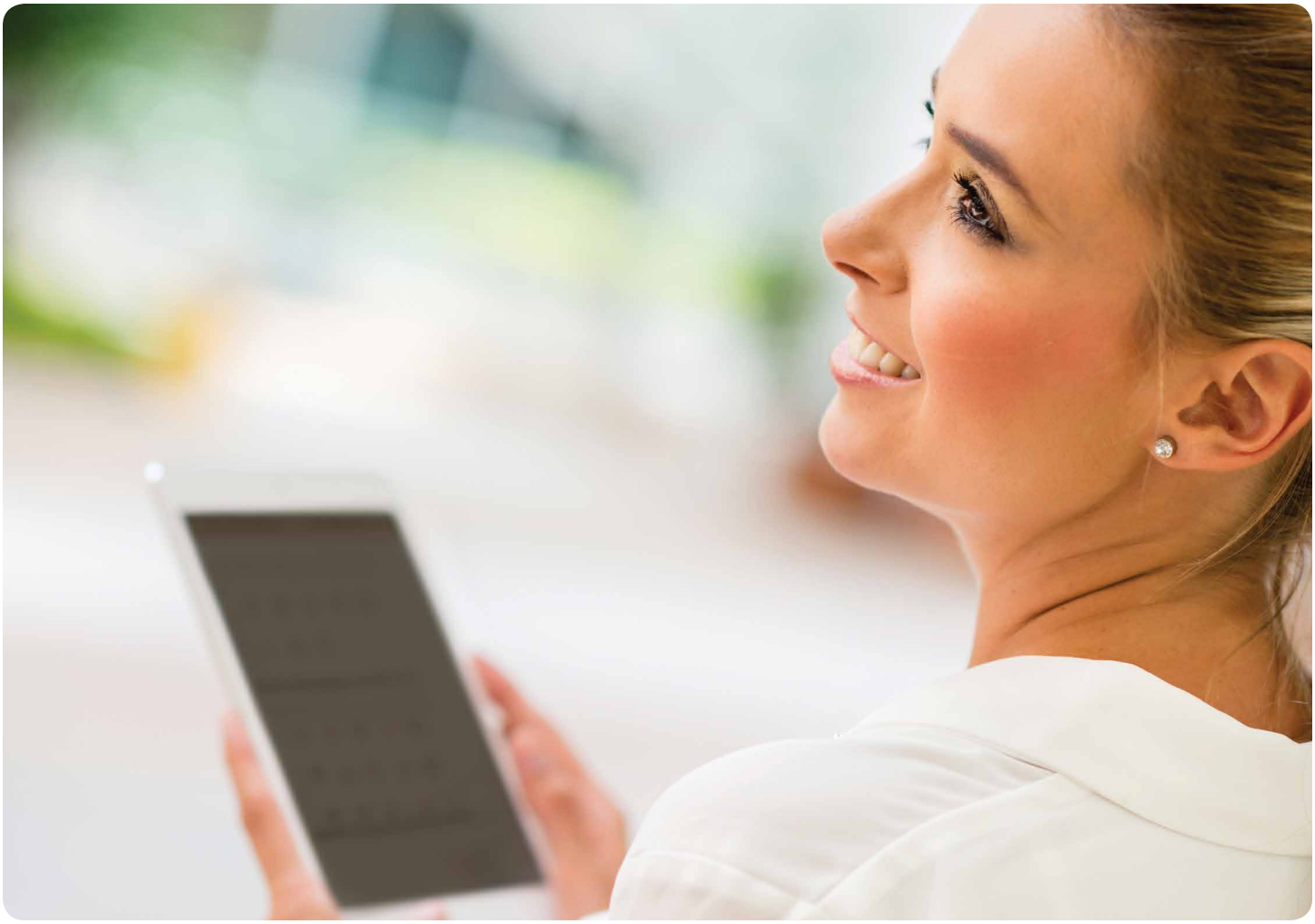
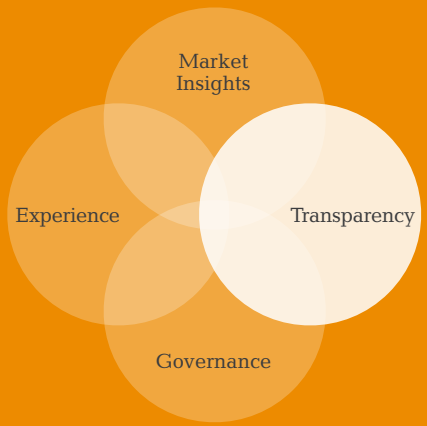
Transparency



Share patient experiences to inform decisions and improve care.



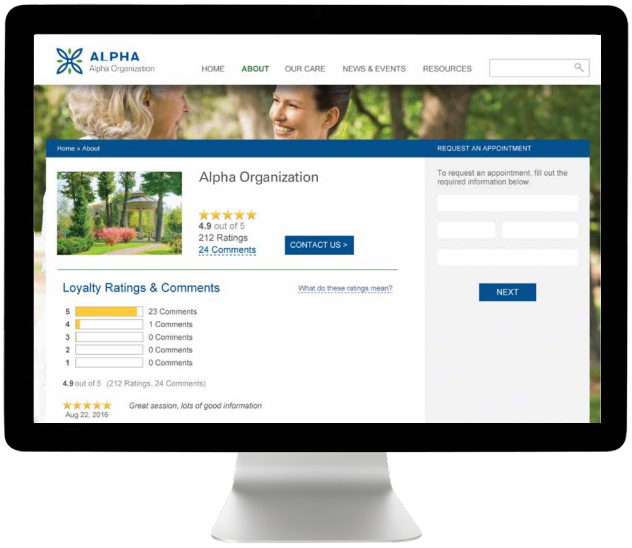
NRC Health empowers healthcare organizations to better understand the people they care for and design care experiences that inspire loyalty and confidence.

The power of sharing

Transparency from NRC Health

Word of mouth has become "word of review" for today's healthcare customers.

NRC Health's Transparency solutions allow our partners to share a true picture of the care their organizations provide and ensure that information reaches those looking for answers. Our star ratings solution enables healthcare organizations to publish their verified patient feedback—from any patient experience data already being collected—to profile pages. This timely and relevant content is what consumers look for.



Profiles with ratings and stories from real patients inform better consumer decision-making. And, sharing this feedback internally illuminates areas of improvement for health service agencies/providers.

Monitor patient voices across the Web

In addition to publishing your own patient feedback, our reputation monitoring solution alerts your organization to ratings and reviews on third-party websites and provides workflows for response and service recovery. With reputation monitoring you can:

- Centralize all reviews from over 40 review sites in one location.
- Send automated notifications of new reviews to your inbox.
- Sort and filter reviews to prioritize strategic follow-up.

Transparency: Top five takeaways

01
The right information

The content in patient reviews aligns with what consumers intuitively search for online, boosting organic Search Engine Optimization.

02
The right places

Being at the top of search engine results—with a star rating included—drives more traffic to your website.

03
An accurate picture

Ratings calculated from patient feedback are typically a full point higher than those found elsewhere online.

04
Share the feedback

Give providers access to scorecards that monitor their improvement as well as that of their peers.

05
Make impactful changes

Use insights from these highly visible patient stories to drive changes that matter most to them.

nrc HEALTH | Human understanding

FOR MORE ON TRANSPARENCY
Call 866 771 8231 or visit nrchealth.ca