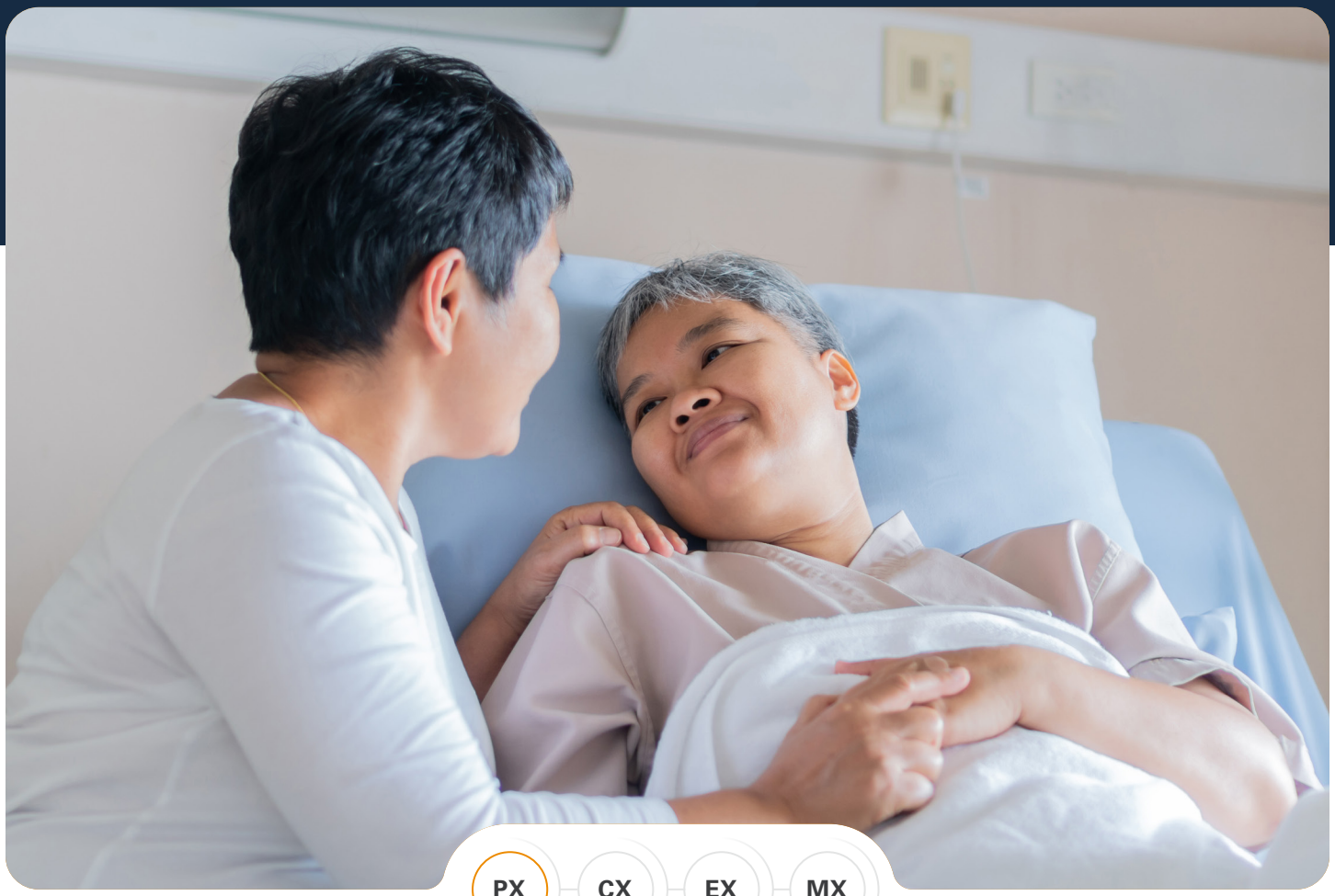
Patient Experience

nrc HEALTH

THE *MOST HUMAN* WAY TO CONNECT WITH YOUR PATIENTS

The power to listen and act on what matters most



PX | CX | EX | MX

PATIENT | CONSUMER | EMPLOYEE | MARKET

Healthcare's most comprehensive experience management platform.

NRC Health gives healthcare organizations the technology and intelligence to create the most human healthcare experiences for patients, consumers, employees, and the markets they serve–to help eliminate friction, improve outcomes, and drive business results.

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Patient Experience

THE *MOST HUMAN* WAY TO CONNECT WITH YOUR PATIENTS

When we view patients as unique humans, we build trust and empathy, paving the way for more meaningful connections. Humanizing the healthcare experience fosters better communication, which leads to better outcomes. This vision of seeing people not just patients, drives us to innovate with purpose. We provide you with the tools to listen and act when it matters most, so you can deliver Human Understanding® to every unique individual who walks through your doors. Actively create deeper human connections in the care environment that foster engagement, safety, quality outcomes, and patient loyalty.

Patient Experience Capabilities

ENABLE ACTION TO POSITIVELY IMPACT SCORES
Collect feedback quickly through post-encounter outreach, post-discharge IVR programs, and leader rounding to drive timely action, then complement with CAHPS-compliant surveys for full regulatory support.

EMPOWER TEAMS & AN EXPERIENCE CULTURE
Equip frontline teams with face-to-face leader rounding tools and automated communications that turn feedback into daily coaching and recognition opportunities at scale.

ACT FASTER WITH AI SUPPORT
Reduce administrative burden while surfacing opportunities using AI built for the intricacies and data sensitivities of healthcare. From triggering service alerts and suggested responses to enabling conversational search that scans thousands of patient comments in seconds, AI can help your team act faster and smarter.

NRC Health is Your Partner in Better Patient Experiences

PX OFFERINGS

- **CAHPS & Post-Encounter Outreach:** Explore what's happening day-to-day with post-encounter outreach and act before sending CAHPS-compliant surveys.
- **Discharge Calls:** Automate post-discharge calls with an IVR program, flagging only those that require assistance, helping reduce readmissions without extra work.
- **Rounding:** Support real-time, personal interaction that uncovers deeper insights, builds trust, and allows immediate action.
- **nGage:** Address critical moments outside of care that impact patient satisfaction, like scheduling and billing, with cross-journey listening.

AI SUPPORT

- **nAct:** AI-generated scripts for service recovery and patient follow-up.
- **nQuire:** Ability to ask narrative questions and instantly receive clear, evidence-based summaries drawn from thousands of your patient comments.
- **AI-Powered Rounding Insights:** Rounding summaries highlighting positive and negative themes, current experience summary, and suggestions for future interactions.

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For more on these real-world use cases, check out **go.nrchealth.com/PX**