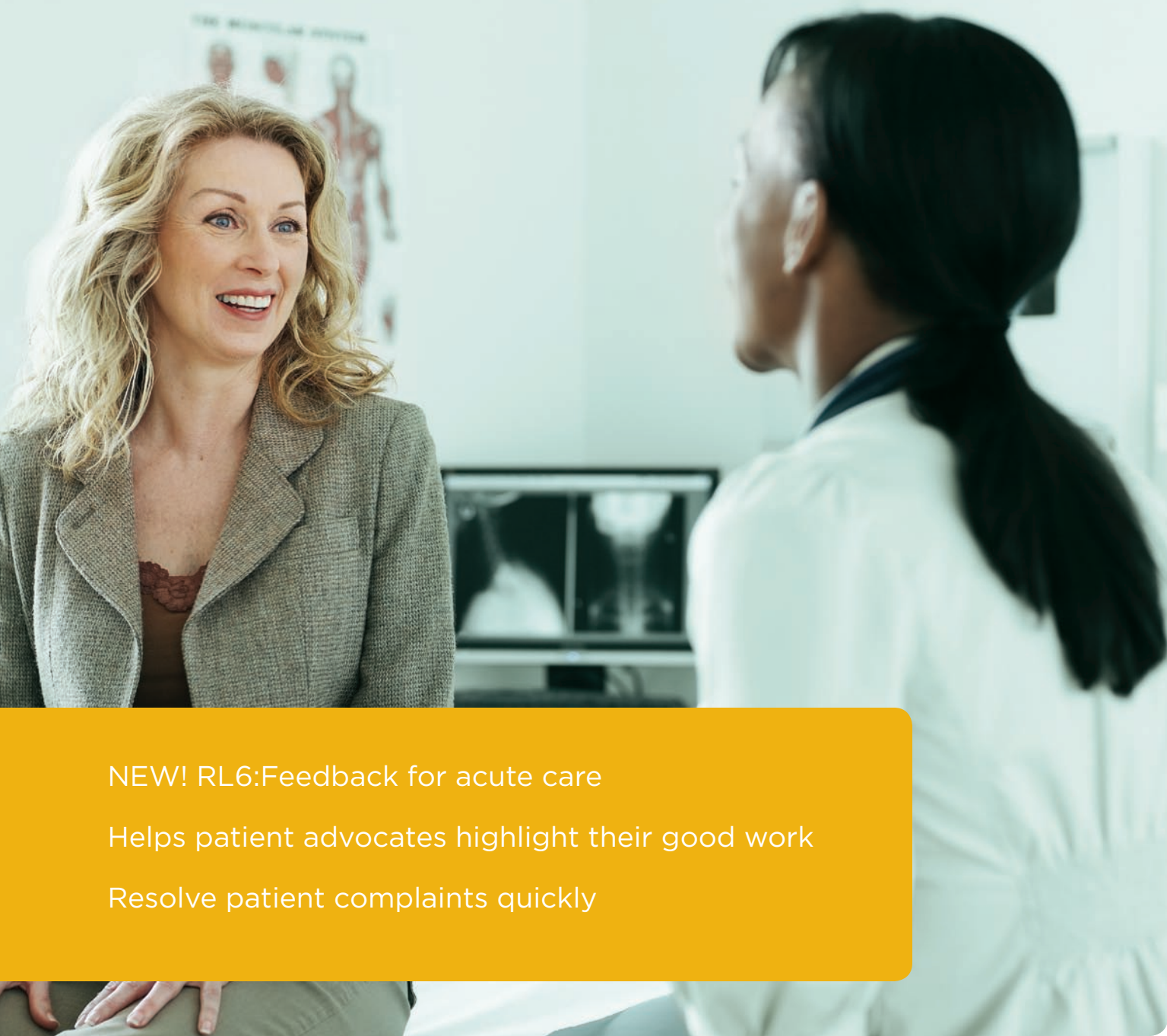


# Patient-feedback software for acute care



NEW! RL6:Feedback for acute care

Helps patient advocates highlight their good work

Resolve patient complaints quickly



RL Solutions is the Founding Corporate Alliance Sponsor of the Society for Healthcare Consumer Advocacy (SHCA). New RL6:Feedback clients will receive a free 1-year membership to SHCA.



## Improve your patient experience

Leading organizations treat feedback as opportunities. They respond, resolve, analyze and learn from feedback quickly. They efficiently collect and manage as much feedback as possible—and that's where RL6:Feedback comes in.

RL6:Feedback from RL Solutions captures, organizes and generates intelligence from patient and staff feedback. Our easy-to-use and flexible software makes it easy to collect feedback and to manage feedback opportunities, from start to finish.

- **Capture complaints and compliments** with simple web forms that let anyone easily enter feedback—patients, staff and even anonymous submitters.
- **Automated form letters** let staff communicate with patients, while reports keep executives and staff up to date on patient trends.
- **Import feedback** from Press Ganey and NRC Picker for a more complete picture of your patient-satisfaction data.
- **Analyze data** using dozens of built-in report templates, or create your own customized reports.
- **Spot trends**, identify areas for improvement and properly allocate resources.
- **Stop wasting time on paperwork**—RL6 has automated to-do lists and alerts.

“What we’re doing is very simple: we’re listening to our patients. RL Solutions’ patient-feedback software is just the tool we use to collect the data.”

**Dusty Deringer**, Service Excellence Director,  
Providence Hospitals

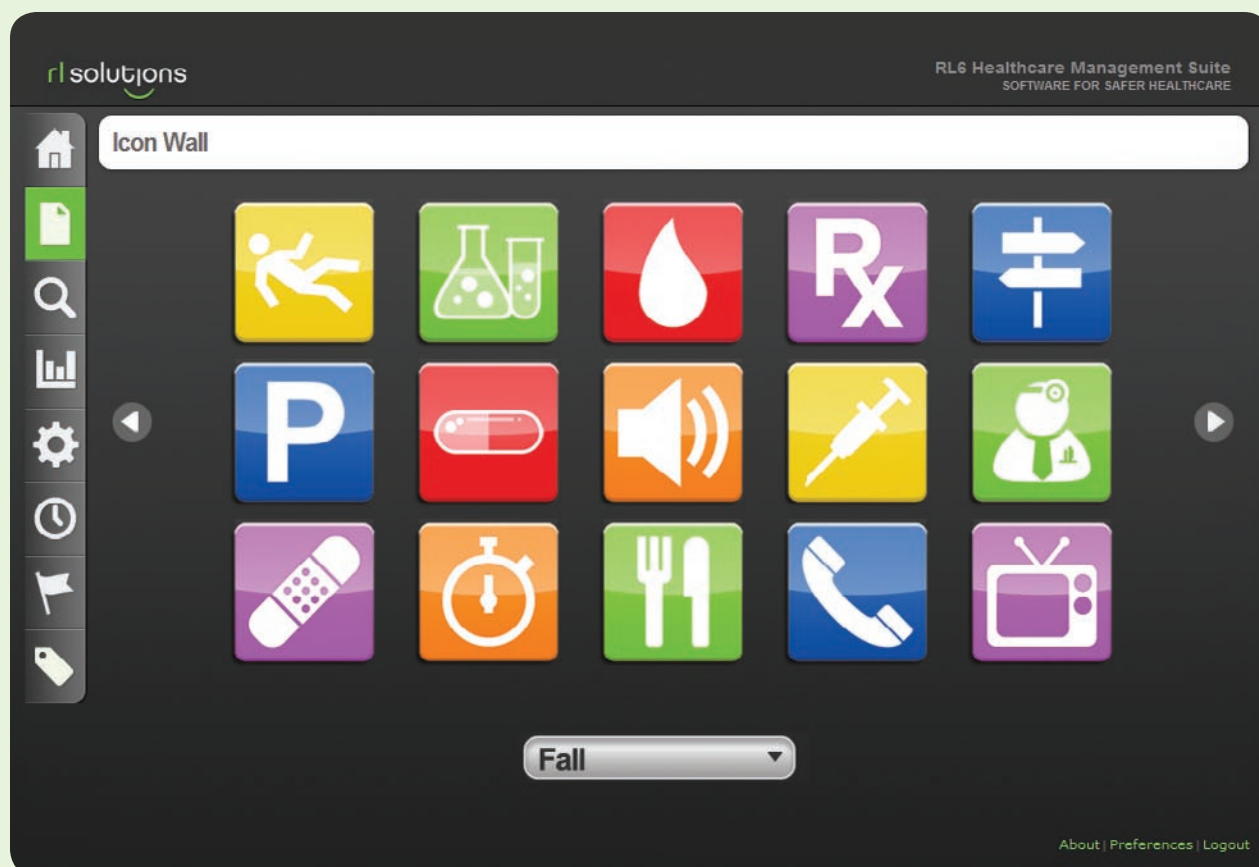
### **RL6:Feedback is great for:**

Guest-relations professionals  
Customer-service representatives  
Quality managers  
Patient advocates and representatives

# Easily capture feedback

RL6 is easy to learn—and easy to use

1. Surprisingly **easy entry**. Eye-catching graphics and intuitive screens make it easy to submit feedback.
2. Your forms, your way. Choose **best-practice forms** out of the box or build custom forms to suit your needs.
3. **Do-it-yourself reports**. Select and build the reports you need—without IT assistance. User-friendly wizards guide your every step.
4. Dynamic drilldown. **Dynamic reports** always show the latest data and allow for drilldown on any field.
5. Personalize the experience. **Customize RL6 screens** to suit personal tastes and style.
6. **Real-time alerts**. Notifications and escalations automatically get sent to the right people, so issues can be dealt with quickly.



RL Solutions designs innovative healthcare software for patient feedback, incident reporting and risk management, infection surveillance and claims management. At RL Solutions, nurturing long-lasting relationships with our clients is what we do best. We have over 600 clients, including healthcare networks, hospitals, long-term care facilities and more. RL Solutions is a global company with offices in Canada, the United States, Australia and the United Kingdom.

Want to know more?



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