



# Well iQ helps Excelsior Orthopaedics Patients Live the Excelsior Dream

Improved patient experience and staff engagement

## At a glance

Excelsior Orthopaedics chose Well iQ to provide an easy-to-use patient feedback solution that included real-time feedback on patient experience, reduced administrative burden, and improved public ratings and reviews.

### Patients Love Well iQ

"Excelsior patients love how seriously we take patient feedback and how important it is to our staff to provide an excellent patient experience. Our public reviews have improved because we have real-time information about how a patient visit is progressing and can ensure excellence at every step of their visit"

Sandra S  
Manager, Registration and  
Customer Advocacy  
Excelsior Orthopaedics



**2,100+ NEW GOOGLE REVIEWS**  
4.7 star average rating



**225,000+ SURVEYS SENT ANNUALLY**  
Customized for their practice

## CHALLENGES



Excelsior was using paper surveys that were shared after the patient visit was complete. The surveys had to be mailed, reviewed, and the data manually entered. Patients that did not have an optimal experience had to wait weeks for resolution and turned to public channels to share any complications that arose during the office visit which negatively impacted public ratings and reviews.

## SOLUTIONS



Excelsior Orthopaedic's wanted a solution that would provide real-time feedback from patients from the moment they checked-in until they finalized billing.



**Real-time Service Recovery**



**Every Patient Touchpoint**



**Intuitive Administration**

## BENEFITS



### Real-time Patient Feedback

Excelsior is able to engage with patients during every step of their office visit and fix any service or communication issues as they happen. Patients are thrilled at how important patients are to Excelsior and how seriously feedback is taken.

### Easy Administration

Reducing administrative burden was a key factor for selecting Well iQ. The simple administrative dashboard and easy set-up has enabled the Excelsior team to easily follow-up on survey results and include over 600 employees in the survey platform.

### Staff Love Feedback

Feedback, kudos, and quotes recorded in the Well iQ platform are regularly shared with staff via newsletters, emails, and reviews. The quotes are patient direct and the kudos can be from patients or peers. The positive feedback energizes staff and drives them further.



Well iQ  
[www.welliq.org](http://www.welliq.org)