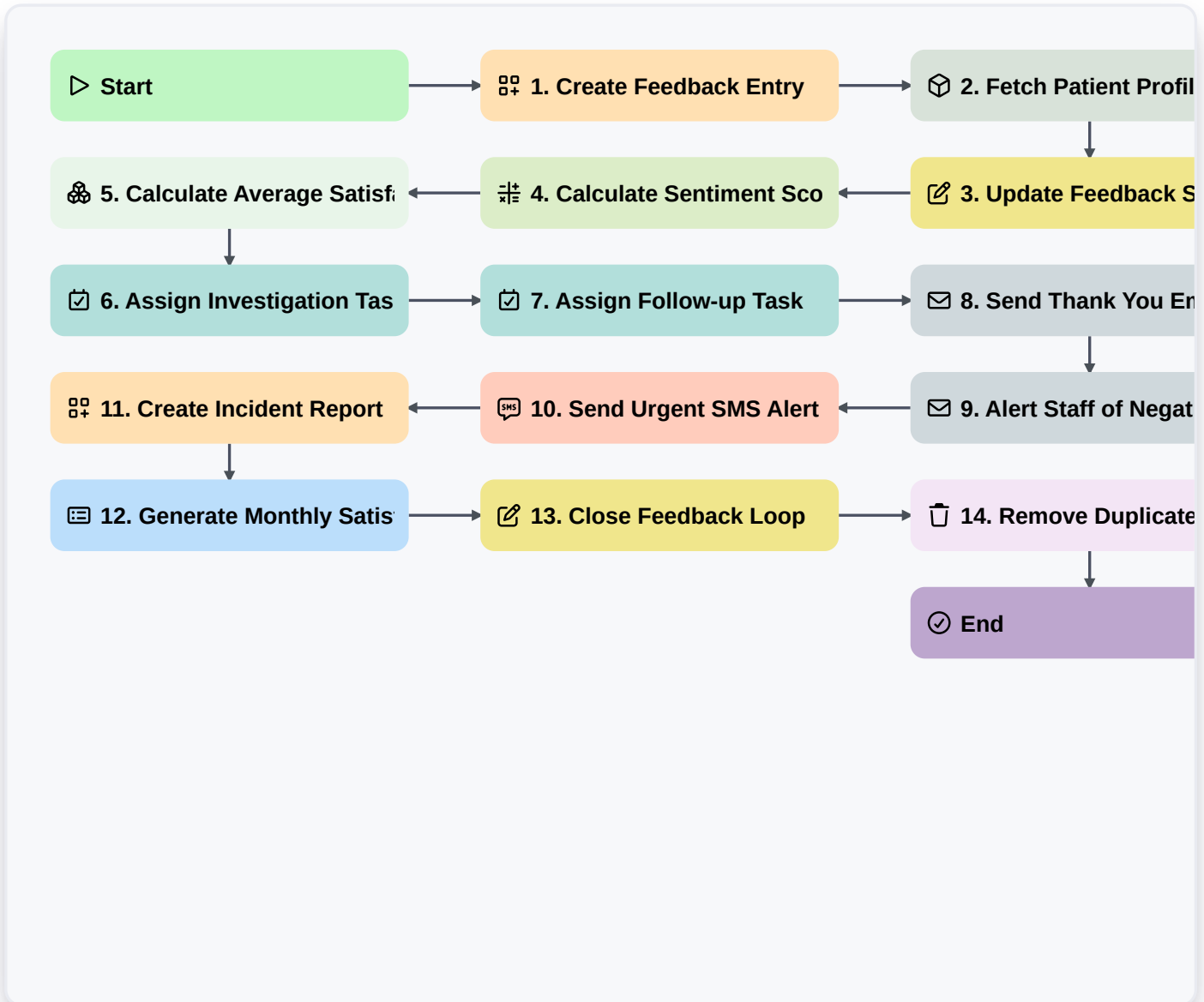


Patient Feedback And Satisfaction Management



▷ Start

Start of the Workflow/Process.

🗄️ 1. Create Feedback Entry

Initialize a new feedback record when a patient completes a survey or submits a complaint.

📦 2. Fetch Patient Profile

Retrieve patient contact details and visit history associated with the feedback entry.

✍️ 3. Update Feedback Status

Change the status of the feedback (e.g., from 'New' to 'Under Review' or 'Resolved').

📊 4. Calculate Sentiment Score

Apply a formula to numerical rating fields to derive a weighted satisfaction score.

📊 5. Calculate Average Satisfaction (CSAT)

Aggregate all recent feedback entries to calculate the average satisfaction score for the clinic.

📋 6. Assign Investigation Task

Create a task for the Clinic Manager if the feedback score is below a certain threshold.



7. Assign Follow-up Task

Create a task for the Patient Relations Officer to call the patient for further discussion.

8. Send Thank You Email

Send an automated thank you email to the patient for providing their feedback.

9. Alert Staff of Negative Feedback

Send an urgent email notification to the department head regarding a low satisfaction score.

10. Send Urgent SMS Alert

Send an SMS to the on-call manager if a critical complaint is filed.

11. Create Incident Report

Automatically create a new entry in the 'Incident Log' data model if the feedback contains specific keywords.

12. Generate Monthly Satisfaction Report

Generate a monthly PDF report summarizing all feedback trends, averages, and resolved cases.

13. Close Feedback Loop

Update the original feedback entry to 'Closed' once the follow-up task is completed.

14. Remove Duplicate Entries

Delete duplicate feedback entries identified during the data cleaning step.

End

End of the Workflow/Process.