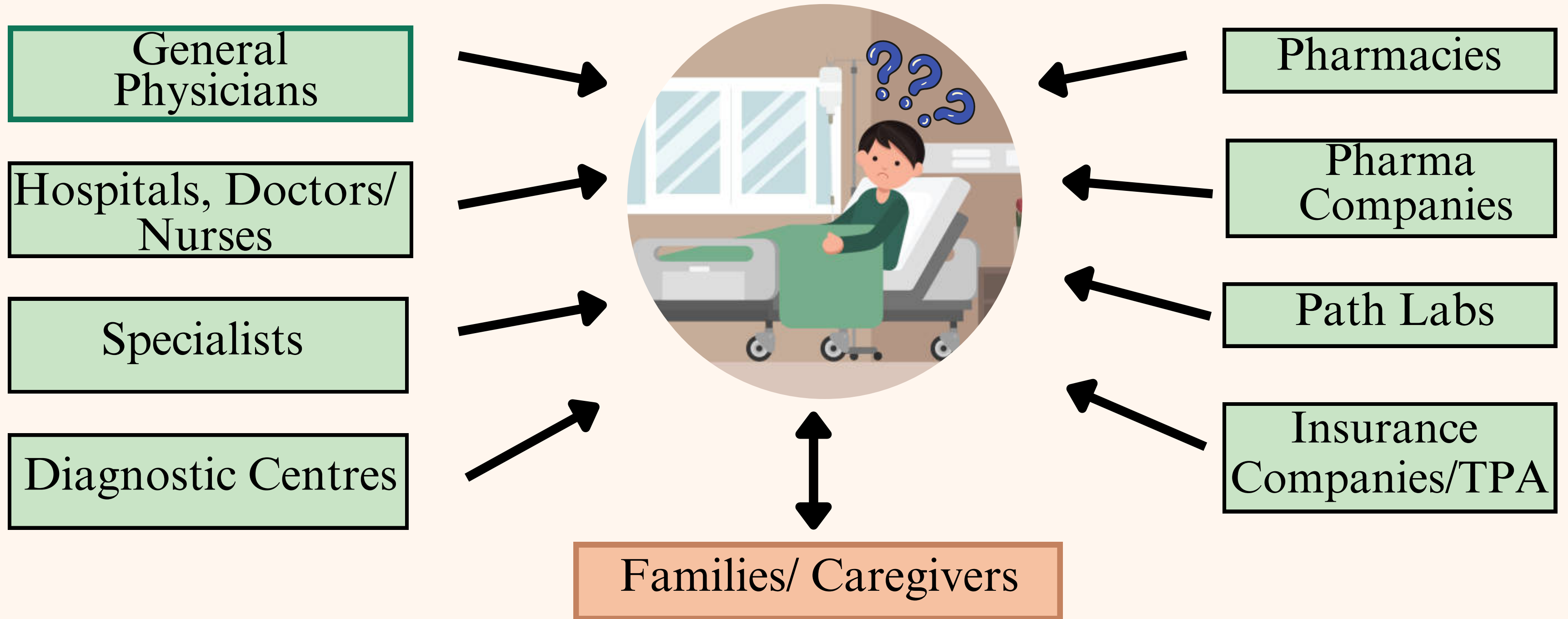


Elevate the Voice of Patients



Patient is a Customer

Several Moments of Truth - In a Patients Journey



Most Interventions focussed on Treatment/ Diseases

Concerns Patients Have

Are my symptoms serious?

What all do I tell the doctor?

Is my diagnosis correct?

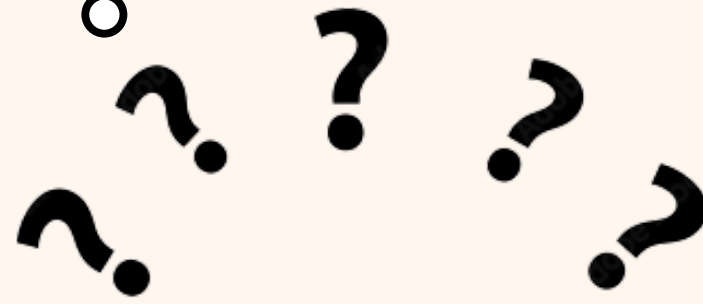
Shall I take a second opinion?
When & How?

Are all the tests required?

How expensive is the treatment?

How should I keep my records?

Where can I get answers to these questions?



Patients are Customer - and more

A customer is someone who pays for a product or service she/he receives

Patients are Customers but much more

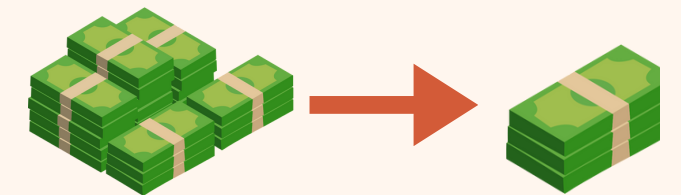
- Do not come by choice; are compelled/ is an Emergency



- Do not understand the complexity of either illness or treatment

- They are Anxious; Concerned; Disturbed; Vulnerable

- The Healthcare expenses are sudden, unknown & unplanned



- All Family members affected and in distress



- Depends on good faith and trust in the Healthcare provider.



Only expectations is safe & and quick recovery, attention, and empathy

Patients and Caregivers can help to improve safer outcomes?



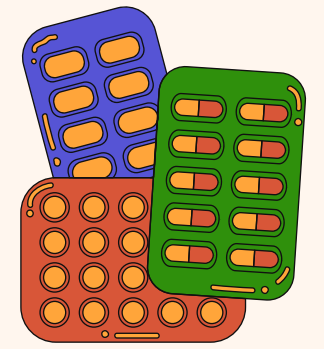
Being Alert - Asking Questions



Providing Complete Information



Following Prescriptions/ Advise



Keeping Track of Medication/ Symptoms



Getting a Second Opinion; Building Trust

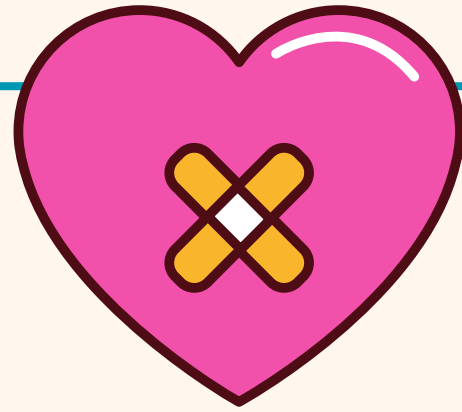


Keeping Updated Medical Records

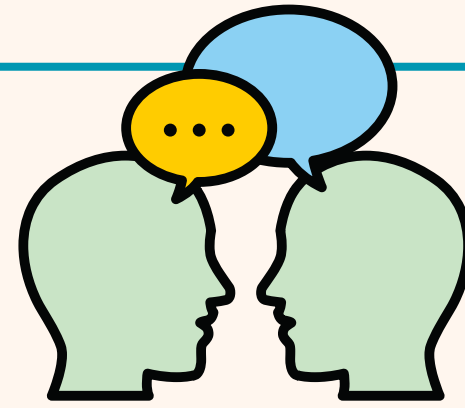


Giving Valuable Feedback

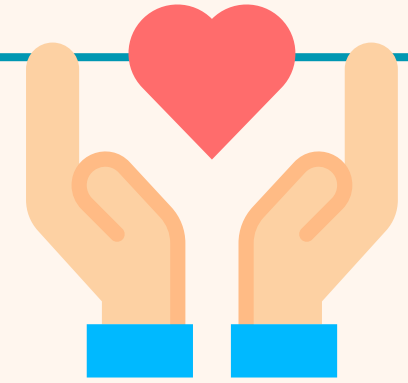
Expectations of Patients



Safe and Quick Recovery



Clear and Effective Two-way Communication



Receive Empathy, Respect, and Dignity



Access to Information to help decide



Encourage Questions & Respond

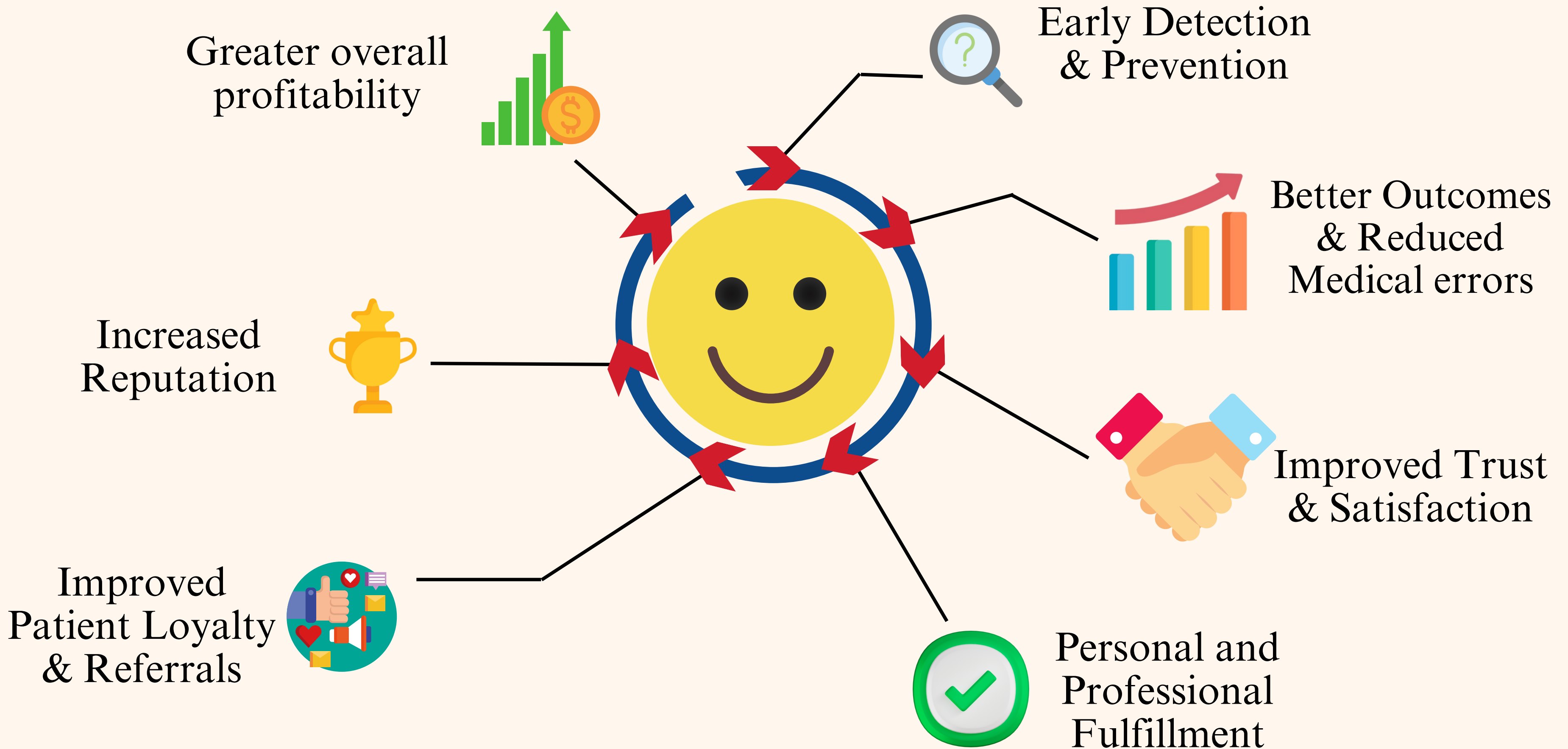


Coordination of care across specialties



Transparent & Consistent billing - faster discharge

Advantages of Patient-Centricity

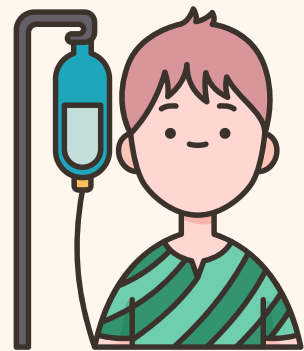


How will PFPSF help the cause



Make patients understand their Rights and Responsibilities

Risk & Causes of Medical harm, Guidelines to help prevent



Guidance on the Role that Patients can play

Provide alerts, tips, and advice for a Safe Patient Journey



Knowledge of healthy lifestyle choices



Patient is a Customer



A customer is **the most important visitor** on our premises, he is not dependent on us.
We are dependent on him.

He is not an interruption in our work.
He is the purpose of it.

He is not an outsider in our work.
He is a part of it.

We are not doing him a favor by serving him.
He is doing us a favor by giving us an opportunity to do so.

Let's all become Patient Centric