As You Journey Toward Healthcare Equity Empower Those Without A Voice.

Rounds®

Patient Engagement Made Simple™

Here Is How It Works:

Patients are asked 10-12 questions following an appointment. It takes about 2 minutes. They can answer the questions independently or guided by a staff navigator. You choose the questions that meet your local needs, or from TCI's library of over 150 questions.

It takes only 72-hours to set up your program. You can edit your survey 24/7. For example, if you forgot to ask a question in a survey you just printed or published, you can change it or add a new one in minutes. There is no need to re-print or restart your patient engagement process. And that saves you time and money.

Now you can have your patient satisfaction data and patient treatment records all in one place. Rounds real-time results can be viewed in the aggregate group, or you can view patient feedback individually.
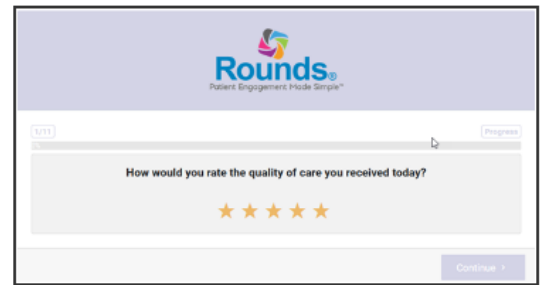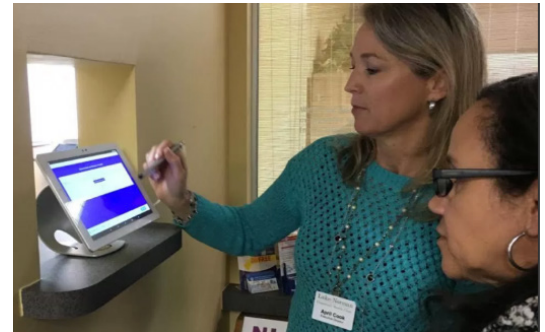
You can download your survey results to your laptop or desktop at the touch of a button.

Users log in through a secure password protected portal and have their own personal dashboard from which they can run their entire program.

Better Accountability

Integrating your patient engagement and feedback with your account is simple. Just click on one box in the Edit view of your patient survey.

Once enrolled in the Rounds software platform customers can track the dollar value of reductions in their patient ER visits and admissions via the Rounds exclusive, built-in ROI Calculator:

The ROI calculator enables users to demonstrate the value their organizations deliver to their local healthcare systems and has been used for both stakeholder reports, grant or other funding requirements.


Better Accuracy

Many organizations find it difficult to include an accurate representation of non-English speaking patients in their performance reports when some of these patient populations can be as much as 41% of the patients served. Rounds can support up to 50 languages:

More Flexibility

Rounds real-time data capture and reporting capabilities can be used to meet a variety of data needs. From tracking patient **COVID-19** testing to **telemedicine** appointment feedback and measuring how social determinants of health (**SDOH**) impact patient access to healthcare, Rounds gives customers the resources they need to have a 360° view of their patients.
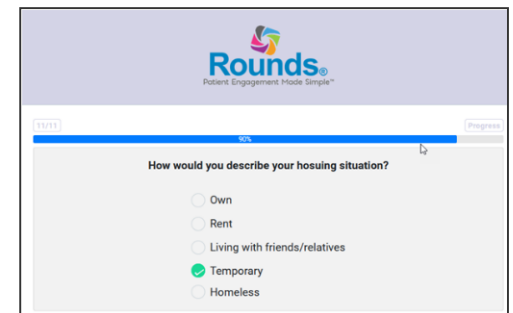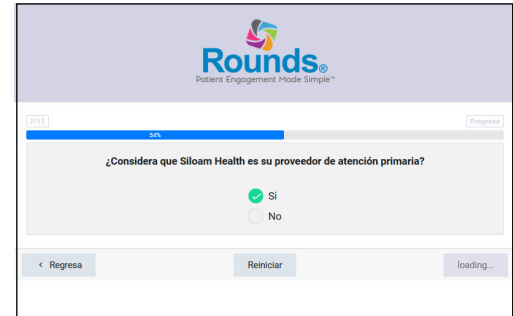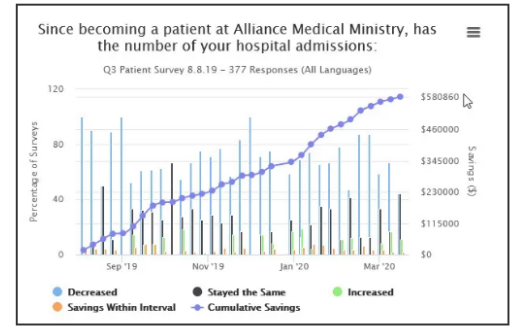
How Do You Compare?

Another exclusive feature of the Rounds software platform is its customizable Aggregated Reporting System (ARS) that enables customers to compare their organization's patient engagement statistics to other organizations nationally.

Rounds®
Patient Engagement Made Simple™

Question	Filtered Clinics Total # of Responses	Filtered Clinics Response Breakdown	All Clinics Total # of Responses	All Clinics Response Breakdown	# Patients	Total Surveys
					2,000,000	19,781
Overall, how would you rate the quality of care you received today?						
5 Star Rating	275	4.55 / 5	10,131	4.82 / 5		
Do you consider us your primary care provider?						
Yes	709	701 98.9%	12,273	11,862 96.7%	1,933,024	19,119
No	709	8 1.1%	12,273	411 3.3%	66,976	662
Where did you get your healthcare before coming to our clinic?						
I was not getting healthcare	748	293 39.2%	9,216	3,917 42.5%	850,043	8,407
The nearest Emergency Room	748	117 15.6%	9,216	2,118 23.0%	459,635	4,546
Local Health department	748	141 18.9%	9,216	1,122 12.2%	243,490	2,408
Private doctor	748	197 26.3%	9,216	2,059 22.3%	446,832	4,419
Since becoming our patient, has the number of your emergency room visits?						
Decreased	526	328 62.4%	11,370	6,957 61.2%	1,223,747	12,103
Increased	526	23 4.4%	11,370	363 3.2%	63,852	632
Stayed the same	526	175 33.3%	11,370	4,050 35.6%	712,401	7,046
Cost Savings: Since becoming our patient, has the number of your emergency room visits?		$467,460		$8,483,856	$1,492,322,955	$14,759,820
Since becoming a clinic patient, has the number of your overnight hospital admissions:						
Decreased	708	441 62.3%	10,975	6,584 60.0%	1,199,818	11,867
Increased	708	39 5.5%	10,975	312 2.8%	56,856	562
Stayed the Same	708	228 32.2%	10,975	4,079 37.2%	743,326	7,352
Cost Savings: Since becoming a clinic patient, has the number of your overnight hospital admissions:		$1,016,505		$17,306,540	$3,153,811,390	$31,192,772
Cost Savings: Total		$1,483,965		$25,790,396	$4,646,134,345	$45,952,592

TCI Partners with athenahealth

Now athenahealth customers can append Rounds survey data to patient records in real-time. This puts patient satisfaction, quality of care, cost savings, SDOH, treatment information and more all in one place.

Email: partner@tcisoftware.com or call 866.903.0799 today.