

Delivering a **Quality Patient Experience**

Dr. Fogle created a comprehensive strategy with PatientPoint® patient engagement technology, including digital waiting room and back office screens and interactive exam room touchscreens, that helped promote patient-provider discussions and improve the patient experience.

“Our decision to go with PatientPoint was really based on the variety of content, the quality of the content and the different options that were available for getting the message out to the patient.

It may start in the waiting room on a waiting room monitor, but the option of having interactive screens in the exam room was also something that was really very compelling.”



DR. MARTIN FOGLE
Chief Medical Officer, Prima CARE , P.C.

PatientPoint Patient Engagement Solutions in Prima CARE Offices

36
digital waiting room screens

Specialties:
Primary Care, Cardiology, OB/GYN

19
interactive exam room touchscreens

Specialties:
Primary Care, Rheumatology

22
digital back office screens

Specialty:
Primary Care



Creating a Better Patient Experience

Whether it's at a one-physician practice or a large multi-specialty health system, delivering a quality patient experience has become part of delivering quality patient care.

Dr. Martin Fogle believes that educating and informing patients at every stage in the patient journey is the key to improving the patient experience.

"What I've come to realize is that much of the patient experience is covered by the response of the patient to the unknown. **A patient who knows what to expect will find the entire experience much more pleasant, much less frightening.**

Informing a patient about what's coming next takes a lot of the fear away, it makes the patient much more engaged, much more cooperative, and the entire experience—and the visit—turn out to be more satisfying, actually, for everyone."

“ ”

In my experience PatientPoint has really brought the message to the patient in a way that's better than we've ever done it before.

PatientPoint is a patient engagement solutions company passionately committed to making every doctor-patient engagement better[®]. By harnessing the power of technology, our omnichannel platform more effectively educates and empowers patients, caregivers and staff to deliver improved health outcomes and an enhanced patient experience.

About Prima CARE, P.C.

Prima CARE, P.C. is a multi-specialty group with facilities in Fall River, Somerset, Tiverton, Westport and Dartmouth, Mass. With over 160 professionals, they provide primary care, specialty care and full diagnostic services to their communities.

Since 1991, Prima CARE, P.C. has been committed to the doctor-patient relationship through humanism, communication, empathy, compassion and mutual respect, all joined together by trust.

Ready to improve your patient experience?

Visit us at PatientPoint.com or contact us at learnmore@patientpoint.com.

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