



# TELEHEALTH RESEARCH SOLUTIONS BRING EXCELLENCE TO YOUR TELEHEALTH APPOINTMENTS

With telehealth's growing popularity in today's healthcare landscape, PRC offers survey questions that specifically explore the unique telehealth experience. Using our measurements of excellence and loyalty, PRC ensures your hospital offers the best telehealth care for your patients.

## MEASURE THE TELEHEALTH EXPERIENCE

Whether your patients are scheduling virtual appointments in your primary care offices to speak with offsite specialists or connecting with their primary care provider from home, PRC properly adjusts our surveys to meet your telehealth research needs. The right questions reveal the most powerful insights, and every hospital is unique, so PRC's survey design team works with you to determine questions that clearly address telehealth from your hospital and physicians.

## UTILIZE PROVEN RESEARCH METHODS

PRC adds our telehealth questions to the end of patient experience loyalty surveys, providing a seamless transition at the conclusion of the traditional PX survey and upholding the same standard of research integrity across each. During the telehealth portion of a survey, we continue to use our unique "Excellent-Poor" scale to gauge your hospital's quality of care and patient-provider loyalty, employ the same research methodologies to facilitate high response rates, and offer the same levels of data collection and analysis on PRC EasyView®.

PRC keeps a pulse on the latest developments in healthcare to adapt to innovation, while making sure our dedication to healthcare excellence remains constant in all our solutions.

Contact your Client Service Manager or [info@prccustomresearch.com](mailto:info@prccustomresearch.com) to learn more!

