



**Shamseyya**

for Innovative Community  
Healthcare Solutions

# LISTENING TO IMPROVE: THE POTENTIAL OF TECHNOLOGY, INNOVATION AND PEOPLE

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~~INFORMATION~~

NOT A B C D E F G H I J K L M N O P Q R S T U V W X Y Z



# PATIENT-CENTERED CARE



**90%** of patients  
have complaints  
they do not report

2%  
of patients  
complete  
satisfaction  
surveys



HOW CAN MAKE  
DECISIONS?



melior

improve now.

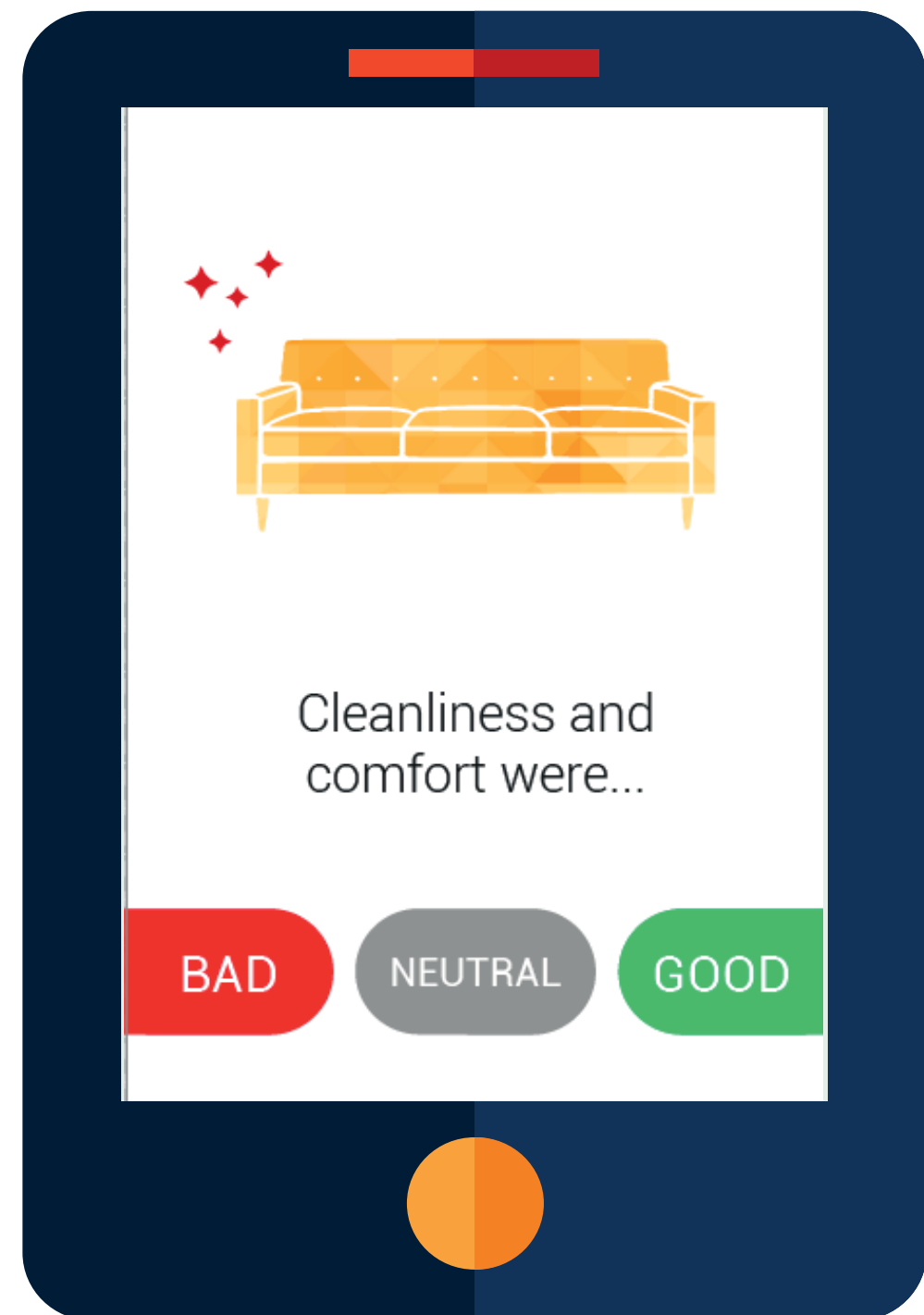




is a smart patient feedback and complaints management system that assists health facility managers improve performance.

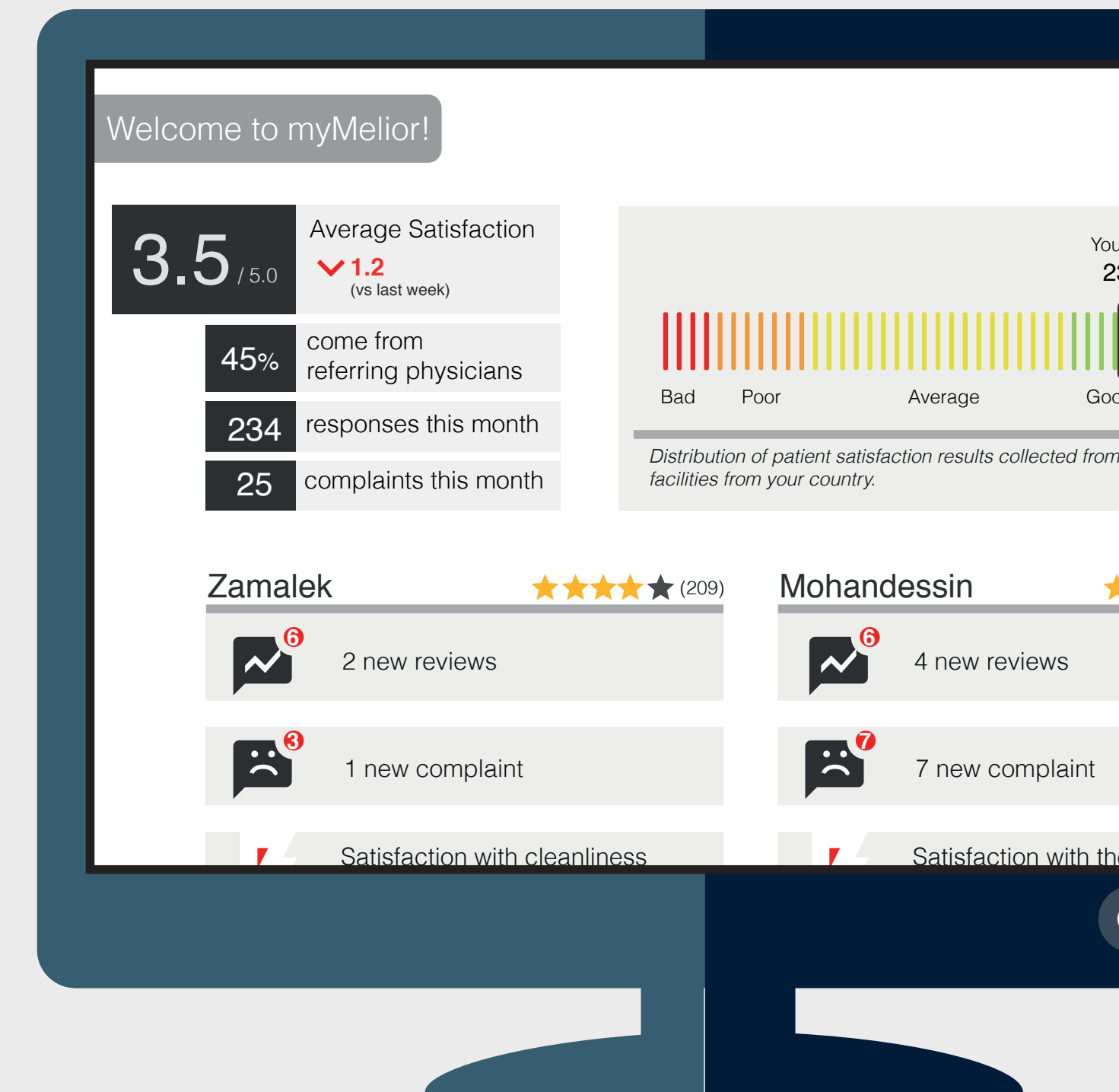


# FOR PATIENTS: THE SMART APP



Smart-device app for collection of patient reviews and complaints.

and a dashboard that provides managers with instant notifications and an easy access to raw and analysed data.



# FOR FACILITY MANAGERS: THE DASHBOARD

## Zamalek progress



## Zamalek



Progress



Complaints



Reviews

## Mohandessin



Wednesday, November 21st, 2017

Day

Week

Month

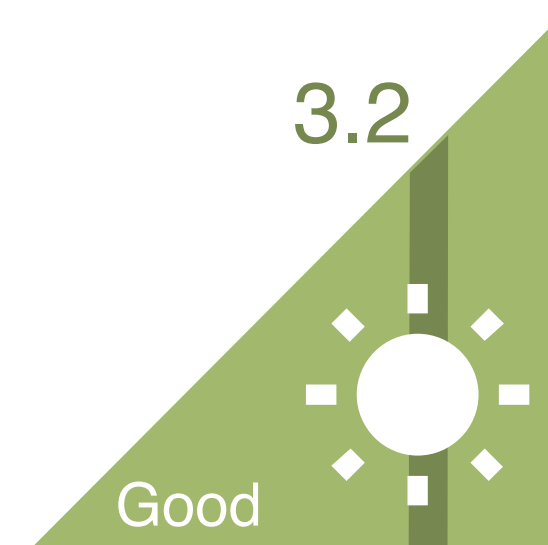
Year

## Overall satisfaction

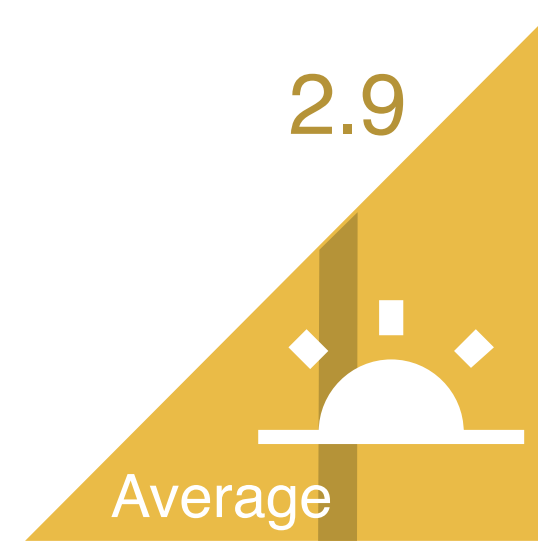
Today's average

3.9 / 5.0

▼ 0.6 (compared to the same day last week)



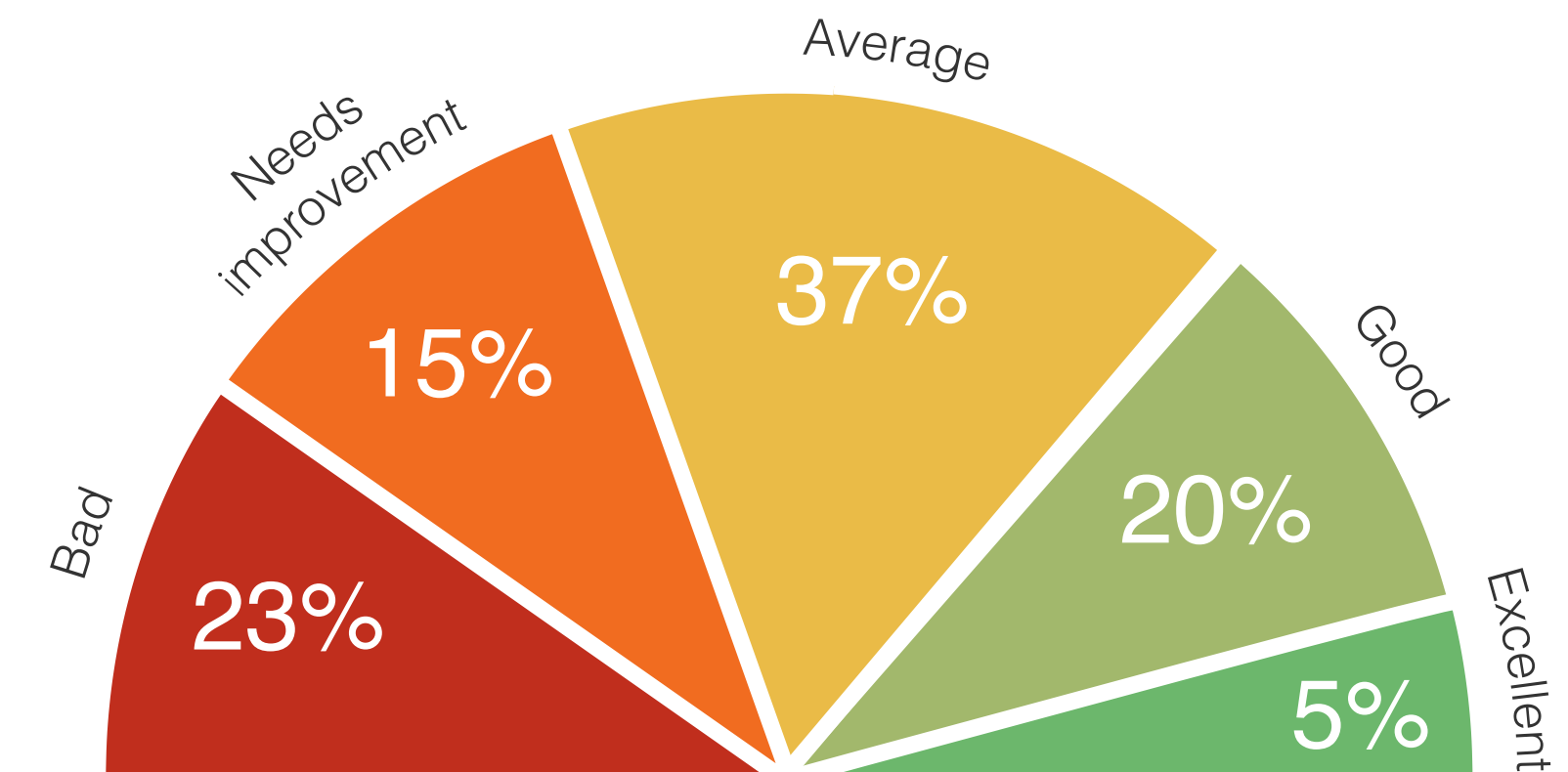
Morning shift average



Afternoon shift average

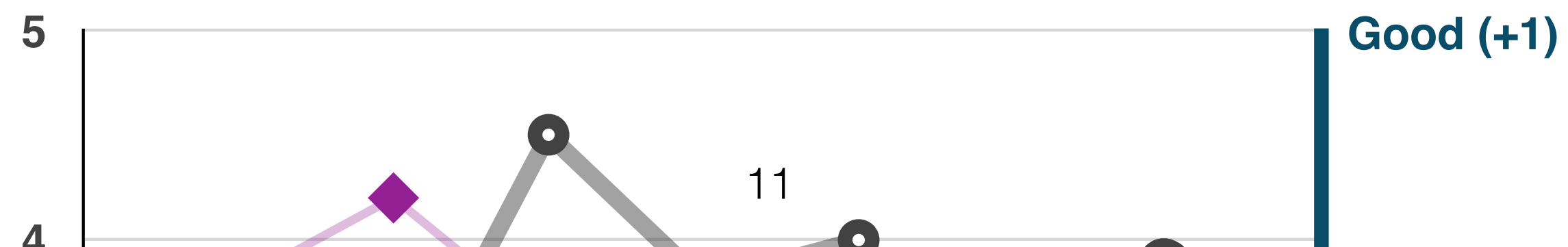


Evening shift average



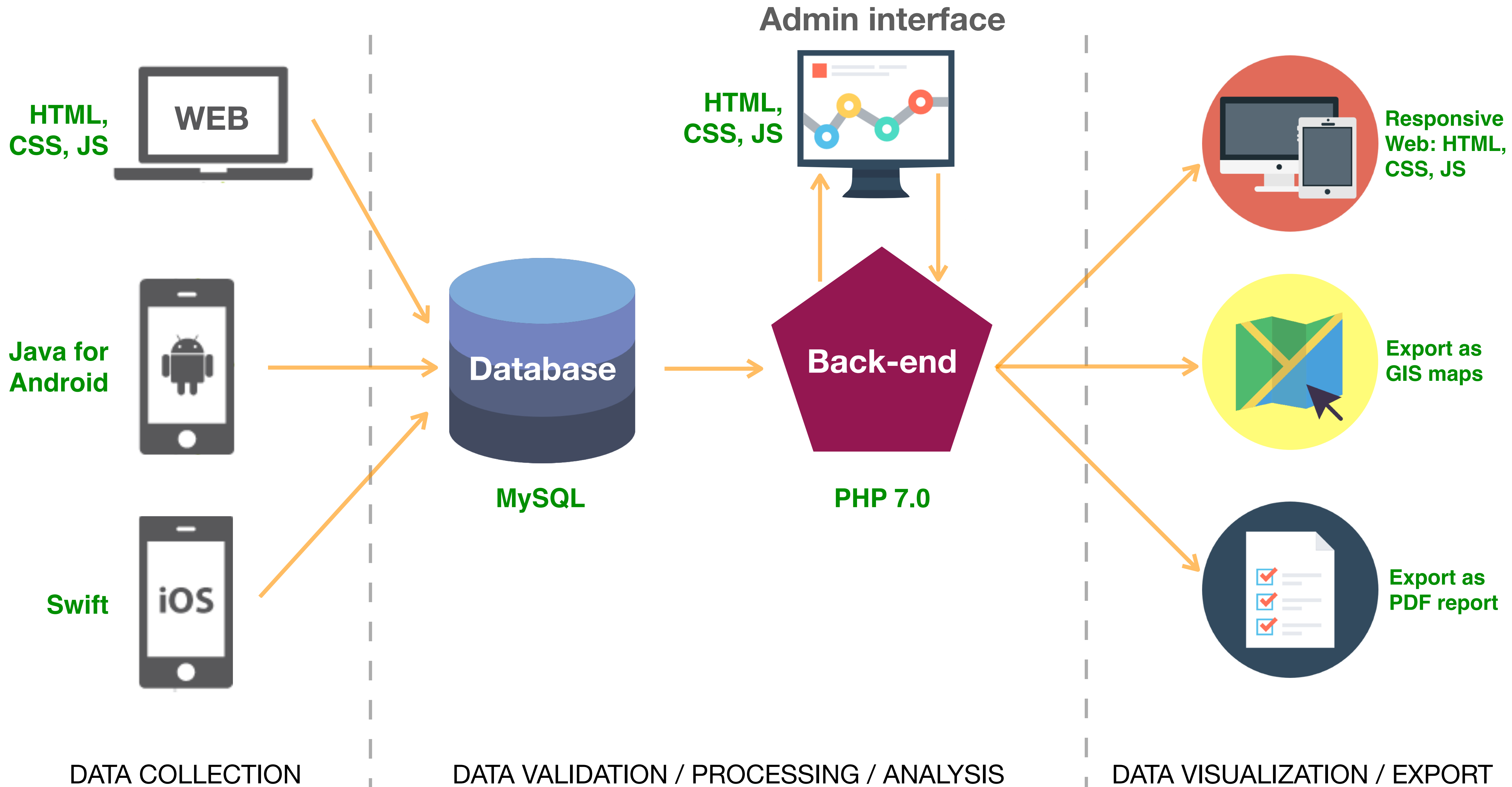
Total of 26 reviews today

## Progress



Show on graph

Overall satisfaction





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