



Nequalsonne
Birmingham, AL
www.nequalsonne.com

Industry:

High Technology

Oracle Products & Services:

Oracle Database
Oracle Application Server
Oracle Discoverer
Oracle Portal
Oracle Application Server
Single Sign-On

“Patient feedback used to come in the form of paper-based surveys filled out just before patients left a facility or after they had checked out. Building on an Oracle technology foundation, NEOlisten allows patients to be heard and problems to be solved before the patients leave the facility. The difference is happier, healthier patients and increased patient retention rates.”

– Randy Jackson, Senior Vice President, Nequalsonne

Nequalsonne Improves Patient Experience with Real-time Feedback Tool

Nequalsonne, a provider of healthcare support and patient feedback tools, assists hospitals, nursing homes, clinics, and large physician practices in their quest to better patients’ overall experience. The company’s flagship product, NEOlisten, is a real-time patient service recovery tool. It delivers critical patient feedback in real-time via pager, phone or e-mail alerts that gives management the ability to improve the patient experience, increase operational excellence and create patient loyalty.

Challenges

- Provide healthcare facilities with reliable, automated, real-time alert system
- Deliver advanced data management and reporting capabilities
- Ensure patient privacy and HIPAA compliance

Solution

- Implemented Oracle 10g technologies on Red Hat Enterprise Linux to create a foundation for NEOlisten
- Established instantaneous feedback loop for NEOlisten that allows healthcare providers to take corrective action within minutes, in some case saving lives
- Built and delivered customizable reports to customers, using Oracle Database 10g, Oracle Discoverer, and Oracle Portal 10g
- Allowed Nequalsonne to rapidly develop Web applications, such as industry standard surveys, as well as offer customers surveys on demand
- Provided customers with a comprehensive view of patient feedback, enabling them to improve operational procedures, facility settings, and patient care
- Increased patient retention rates by improving satisfaction with care
- Offered customers an intuitive, role-specific dashboard to drill down to retrieve valuable data regarding specific business or patient challenges
- Created reports that helped customers meet the healthcare industry’s stringent audit requirements