



# Initiative Results for Improvement of the patient services application

(Q1 - 2024)

# The Target

## The Target

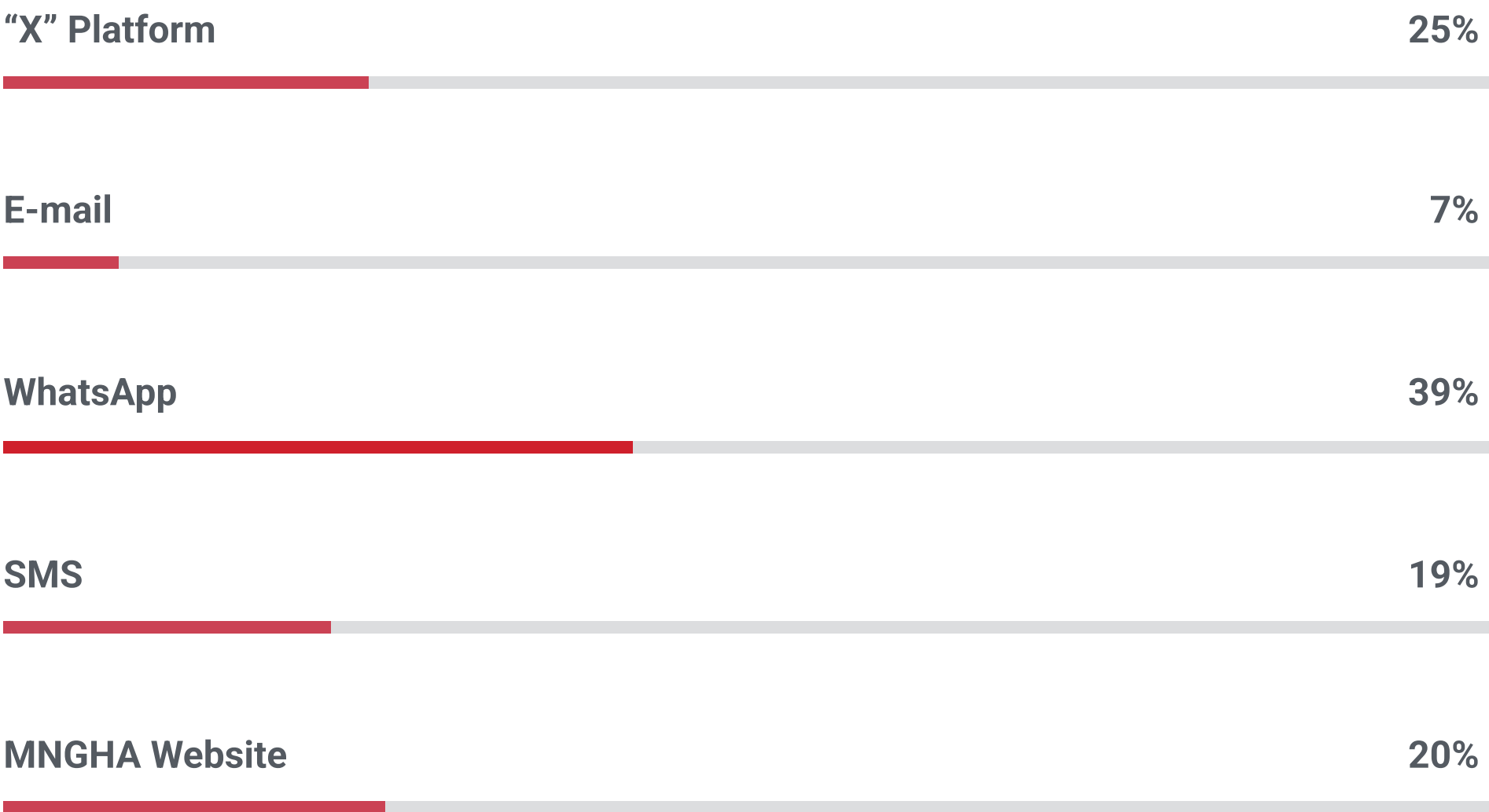
This initiative aims to provide opportunities for the development and enrichment of the patient portal through the participation of all beneficiaries from the community in providing feedback and advice

## Expected effect

Identifying the strengths and weaknesses of the patient portal will have positive effects on its development and the improvement of the services provided to them. It will also help in better understanding the beneficiaries' needs and expectations, which enables us to provide more efficient and effective care

# Results

What is your preferred method to follow news of updates to the patient services app?



# Results



How satisfied are you with the advertising campaigns and educational materials for the patient services application?



How easy is it to find the information you are looking for in the app?



How easy is it to use the app and navigate between services/screens?



How satisfied are you with your knowledge of the services provided in the Patient Services application?



# The Impact

Based on the initiative's results, participant feedback was taken into account. Consequently, efforts are underway to update the WhatsApp service. Meanwhile, a decision has been made to proceed with the second option and launch an advertising campaign to disseminate news and updates regarding the patient services application via the X platform



# Thank you

