

TOPIC: LEVERAGING PATIENT REVIEWS



You can get patient comments from Vizium for different marketing usage including website, social media, emails etc. The following instructions provide a list of survey responses that can be sorted, searched, or exported into a CSV for additional sorting capabilities in Excel.

 **How to get patient comments from Vizium to use in marketing**
(also includes how to filter survey responses)

1. Login to the Vizium360 RealPatientRatings Portal - <https://portal.vizium.com>
2. Click on the "Practice" option in the left menu.
3. Select the "Surveys" navigation link on the left side of the page (see **Figure 1**).

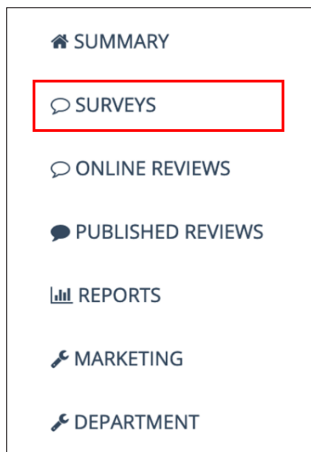


FIGURE 1.

4. On the Surveys screen, you'll see all the survey results with the most recent on top (see **Figure 2**).
5. You can sort the content by clicking on the ascending/descending arrows next to the column heading or use the search field to look for specific keywords (see **Figure 2**).
6. You can see the patient review/comment by hovering over the speech bubble icon in the "comment" column (see **Figure 2**).
7. You can see all the survey question details by clicking on the "view" button next to a survey (see **Figure 2**).
8. You can also download a complete list of reviews using the "Download CSV" button, which can then be sorted/filtered in Excel (FYI, PHI is not included in the download file)

| Date | Type | Rating | Provider | Procedure(s) | Comment | Reply | Patient Name | Visible | View |
|--------------------|--------------------|--------|------------|---|------------|-----------|--------------|---------|------|
| 9/20/2023 05:59 AM | Surgical/Treatment | ★★★★★ | [Redacted] | Gynecological Exams | [Redacted] | Add Reply | [Redacted] | Hidden | View |
| 9/20/2023 05:55 AM | Surgical/Treatment | ★★★★★ | [Redacted] | Pap Smear | [Redacted] | Add Reply | [Redacted] | Hidden | View |
| 9/20/2023 05:38 AM | Surgical/Treatment | ★★★★★ | [Redacted] | Pap Smear | [Redacted] | Add Reply | [Redacted] | Hidden | View |
| 9/20/2023 05:34 AM | Surgical/Treatment | ★★★★★ | [Redacted] | Annual Well Woman Exam, Gynecological Exams | [Redacted] | Add Reply | [Redacted] | Hidden | View |
| 9/20/2023 05:26 AM | Surgical/Treatment | ★★★★★ | [Redacted] | OB Care | [Redacted] | Add Reply | [Redacted] | Hidden | View |

FIGURE 2.