



Allegiant Loyalty Program

Your key to insuring ongoing quality to your customers and ongoing success to your business

How It Works

1. The patented handheld devices are handed out to patients or family members. They are attracted to the easy-to-use technology and conveniently input their survey responses.
2. The trays are docked at the end of the day. After hours, the docking stations connect to our data center and transfer all survey data
3. Pre-designed reports are generated and available online on a real time basis.

How do you currently monitor patient and family member's satisfaction?

800-NUMBER SERVICES Incentive required. Experience is evaluated hours or days after the fact. This tool will not attract all demographics represented in your establishment. Therefore, the results you receive may not be a fair representation of your patients views.

ADMINISTRATION INTERACTION Only effective if administrators consistently visit the majority of the patients and effectively probe for satisfaction information. This is rare at best and is difficult to tabulate performance or trends.

STAFF INTERACTION Third party information. You hear their version if and when they choose to share it with you.

WEB SURVEYS/PAPER COMMENT CARDS Too few to matter. Usually will only capture extremes, i.e. Very Satisfied or Very Dissatisfied.

Why should you choose our satisfaction assessment services?

HIGHEST RESPONSE RATES Our patented, easy-to-use technology ensures the highest quantities of survey responses.

VALIDITY Our survey system guarantees a valid cross-section of your patients and family members. Our data is tamper-proof and electronically recorded and stored.

PERFORMANCE BENCHMARKING Our surveys are designed to establish performance benchmarks for each area of your facility.

DAILY PERFORMANCE REPORTING Keep your finger on the pulse. If satisfaction slips below a benchmark target, you NOW have the ability to interject change, BEFORE it has a long-term, negative impact.

VALUE With these powerful & cutting edge features at a monthly fee significantly less than traditional survey methods, our assessment service is value-packed.

WHAT WE PROVIDE:

- Survey System Hardware
- Survey Consulting and Design
 - Multiple Survey Capability
- Data Report Consulting and Design
- Daily Report Generation
- On-Site Implementation Guide
- 24/7 Support
- Total Data Security
 - Strict Confidentiality
 - Off-Site Data Back-up

WHAT YOU PROVIDE:

- A dedicated analog phone line or internet port with outside access.
- A commitment from your management and staff to implement the survey system into your day-to-day operation.
- A commitment to collect and dock all survey devices each night at closing.