

# OFFERING OVERVIEW

## PatientMyth

Action through insight



### Company Information

Converge Solutions (Pty) Ltd | 2017/541163/07

[www.converge-solutions.com](http://www.converge-solutions.com)

[hello@converge-solutions.com](mailto:hello@converge-solutions.com)

#### Points of presence

#### South Africa

Pretoria  
Cape Town  
Durbanville

#### Greece

Athens

#### Singapore

Singapore

#### UAE

Dubai

## CONTENTS

---

<b>CONTENTS</b> .....	<b>1</b>
<b>1 Executive Summary</b> .....	<b>1</b>
<b>2 About Converge</b> .....	<b>1</b>
<b>3 About Patientmyth</b> .....	<b>1</b>
<b>4 Value Proposition</b> .....	<b>4</b>
<b>5 Conclusion</b> .....	<b>4</b>



## 1 Executive Summary

---

**“Ex malo bonum”** - latin for “from bad comes good”.

We can all agree on three fundamental facts:

1. Patient satisfaction is critical to our current and future success
2. The journey from feedback to action is not always easy
3. We cannot keep everyone happy all the time, but with the right tools, we can make a big difference.

Patientmyth offers a revolutionary approach to patient experience, transforming negative feedback into a catalyst for positive patient experiences. Our platform is differentiated by offering intelligent, real-time intervention capability as a result of negative feedback, paired with an innovative (de)escalation management system. While numerous hospitals rely on traditional survey platforms or even web-based form systems that are often not POPIA compliant, Patientmyth offers a compliant, modern, effective solution to soliciting and acting on patient feedback.

What sets Patientmyth apart is our commitment to your most valuable business element – your patient. Patientmyth is designed to integrate with ease into your existing systems, elevating your patient experience process as an embedded function within your business, as opposed to a separate function. Patientmyth is currently used to measure and manage patient experience of more than 1000 patients daily.

## 2 About Converge

---

At Converge, we are deeply committed to advancing healthcare technology by delivering innovative solutions that address the critical needs of healthcare providers.

Our success lies in empowering healthcare facilities to achieve excellence in patient care through technology. Put differently – customers partner with us due to our dedication to their interests and the interest of their customers.

With a robust foundation in healthcare informatics and a commitment to research and development, Converge stands as your trusted partner in traversing the complexities of modern healthcare challenges.

## 3 About Patientmyth

---

Patientmyth is an experience management and intervention platform designed specifically for the healthcare industry, that measures feedback and delivers immediate intervention capability through



advanced notification capability. Patientmyth is a single platform able to perform automatic event-driven surveys (embedded in your ADT process) as well as elective surveys such as employee or vendor assessment. Designed to meet the specific needs of the healthcare industry, the rich analytical layer provides deep insights into the experiences of your patients, with the ability to take corrective action when negative feedback is provided. Patientmyth takes patient feedback and complaints management to a new level of efficiency.

How?

- Patientmyth enables PLO's to engage with patients individually, or
- (integrated with your HIMS) can send patients feedback requests at various points throughout the patient journey, allowing patients to provide feedback on their own time, using their own device.
- Alternatively, you can make QR codes available through your facility allowing patients, visitors or staff members to provide you with input or feedback.
- Patientmyth gives you full control of the patient experience.

### *Integration*

Patientmyth seamlessly integrates with your Hospital Management Information Systems (HMIS) via its REST API layer, streamlining the process of deploying surveys in response to specific triggers such as admissions and discharges. This integration facilitates the automatic collection of vital information, including patient names, contact numbers, and age, thereby eliminating the need for patients to re-enter this data. This efficiency not only enhances the user experience but also ensures that your surveys are timely and relevant, improving the quality and accuracy of feedback collected.

### *Ease of use*

Patientmyth offers the capability to conduct automated surveys, eliminating the necessity for manual intervention, thus guaranteeing that every patient's feedback is captured and valued. Additionally, Patientmyth provides a user-friendly interface for conducting manual surveys (elective surveys), enabling value-adding patient engagement points such as “intentional rounding” throughout the hospital. Furthermore, the platform allows for the effortless creation and customization of surveys without the need for coding, ensuring that your hospital can easily adapt and tailor the survey process to meet evolving needs and enhance patient care.

Patientmyth is pre-delivered with certain standard content, which can either be adopted, discarded or adapted to speed up your delivery.

### *Configuration*

Patientmyth is delivered as a browser-based solution, eliminating the requirement for any software installations and offering a streamlined deployment process. This platform provides complete configurability of surveys and escalation protocols directly from the admin interface, negating the necessity for programming. This flexibility ensures that surveys remain current and relevant, effortlessly eliminating outdated content and enhancing the efficiency and effectiveness of patient feedback mechanisms.

### *Authorisation and Protection of private & sensitive information*

Patientmyth utilizes the cutting-edge capabilities of Amazon Web Services, a leading cloud-based platform, to offer unparalleled data management and security for healthcare facilities. This strategic choice in infrastructure underpins our commitment to ensuring the utmost protection and confidentiality of your data, as well as that of your patients.

By adopting Amazon Web Services, Patientmyth benefits from a highly secure, reliable, and compliant environment, which is essential for handling sensitive healthcare information. This platform provides advanced security features that comply with healthcare regulations and standards, ensuring that your data is protected against unauthorized access, breaches, and other cyber threats.

We use a “light-touch-self-authorisation” approach, meaning, patients do not need to create accounts in order to engage with the platform securely. The system automatically authenticates each patient based on our unique approach, making the system secure and simple to use.

### *Internal surveys and questionnaires*

Patientmyth empowers your teams to conduct internal surveys, utilizing a distribution list feature for targeted engagement. These surveys can be scheduled to operate within specific timeframes, facilitating regular check-ins with your staff. The platform's customization capabilities allow you to deploy a variety of surveys, ranging from staff satisfaction questionnaires to hand hygiene quizzes, without the necessity for investing in additional systems. This functionality not only streamlines your internal feedback processes but also enhances operational efficiency by consolidating survey management into a single, versatile platform.

### *Reporting and analytics*

All Converge's platforms are delivered with a rich reporting layer that aims to enlighten and empower. Reports are completely interactive, allowing authorised reporting users to engage with the reports to identify specific issues, trends or improvements.

Reports can also be scheduled to be delivered into the inbox of recipients, on an agreed frequency. Below are just some of the examples of the reports that are delivered as part of the standard solution.

### *Escalation matrix*

We understand that some patients may require a number of touchpoints with various levels of seniority throughout the hospital, before their pain or concern is addressed. Patientmyth facilitates this whole process, with a complete audit trail and escalation model to ensure the right people have visibility of a situation from origin to resolution.

## 4 Value Proposition

---

**Automatically Escalate Negative Feedback:** Instantly identify and escalate negative responses to the *relevant stakeholders*, ensuring that critical issues are addressed promptly, improving overall satisfaction and trust.

**Conduct Customized Surveys with Ease:** Tailor surveys to meet your specific needs, whether for detailed patient care assessments or staff service evaluations, allowing for deeper insights and more targeted improvements.

**Real-Time Feedback Escalation:** Our platform doesn't just collect responses; it acts on them instantly. Negative feedback is escalated in real time, ensuring that urgent issues are brought to attention immediately for swift resolution.

**Enhance Patient and Staff Relationships:** By responding rapidly to feedback, you demonstrate a commitment to excellence in care and service, fostering loyalty and positive sentiments.

**Embedded AI:** our AI module gives you the added benefit of interpreting positive or negative free-text responses. It also classifies and weighs the severity of the feedback, giving you unparalleled response times.

## 5 Conclusion

---

Patientmyth is unmatched in its ability to source, direct and address patient feedback in near real-time, supporting your management team to put evidence-based processes in place, dealing with immediate and collective concerns from patients.

As part of our Quality and Safety Suite, Patientmyth, IMPI and Triton offers a comprehensive 360 degree suite aimed at predictable and improved healthcare outcomes.