

# PREM

*Friendly researches how patients experience healthcare (PREM)*



The time has finally come! Your treatment is over, and it might have been an experience that you would prefer to forget as soon as possible. As a patient (or former patient) who has reached that point, you might prefer to avoid being bombarded with questionnaires. Yet sharing your experience, no matter how good or how bad, is extremely important for patients, healthcare providers and insurance companies.

## This is how it works

It's a virtual assistant in an app that a patient can install on a phone, tablet, PC or TV. It enquires about his or her experience with a treatment. These are validated questionnaires based on Patient Reported Experience Measure (PREM), which measures the patient's perception of his or her recovery, but these enquiries are implemented in a sympathetic, smarter and friendlier form. It is a conversation partner that offers a friendly ear. And unlike a questionnaire that has a demotivating effect because it seems so impersonal and you often don't hear anything after completing it, the app responds to your answers. In a case where something unpleasant has occurred, the app will respond with the following question: "What can we do better in the future?" It is not restricted to providing a patient an opportunity to talk about the experience with his or her treatment. It makes the conversation complete by offering feedback on the responses too.

Besides that, this app offers more than the mere snapshot of the situation we get from the current PREM. The app continues regular enquiries about how things are going for the patient. A clear overview of how you have been feeling recently allows you to see whether your situation has really improved or if some issues occurred again. In addition to that, our PREM is always available for use at a later date if something else comes to mind. In the meantime, therapists and doctors receive the feedback they need for continued improvement in the quality of care and healing.

### Use

- Patient Reported Experience Measure

### Used by

- Hospitals
- GPs
- Other practitioners
- Contracted research
- Health insurance

### Specifications

- iOS / Android
- Smartphone, Tablet, PC, TV

### Particularities

- Accessible
- Increases the response
- Reduces socially desirable answers
- Quick and easy to use
- Available in every language
- Questions are easy to adjust
- Data output in usual formats