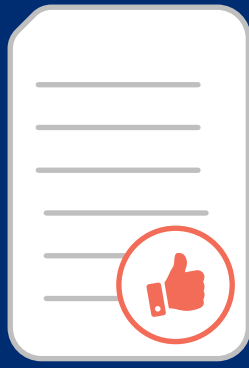


Hospital Complaint and Process Management

A hospital's **number one** focus should be the health and safety of its patients. A complaint management and workflow solution like Issuetrak can **streamline** complaint and case management, defining processes and procedures for every incident or investigation.

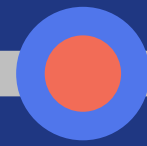


CASE MANAGEMENT

Capture **entirety** of all cases and investigations. Use tasks to manage investigation steps, with date and time stamped updates, and final resolution captured.

UP-TO-DATE INCIDENT PROGRESS

Allow stakeholders to stay on top of incidents at all times. Auto-assignment and escalation features ensure **nothing slips through the cracks**.



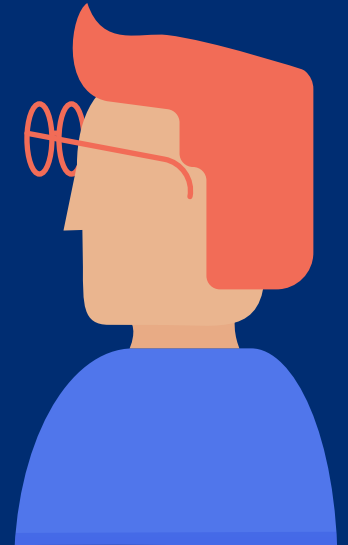
ORGANIZATIONAL EFFICIENCY

Automation and tracking capabilities enable manufacturers to achieve **optimal efficiency** covering the entire business, resulting in better productivity and ROI.



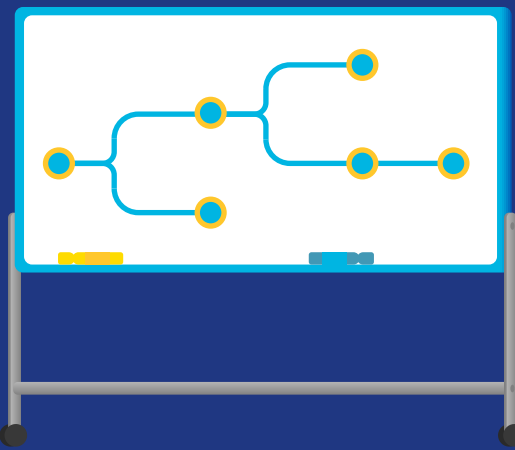
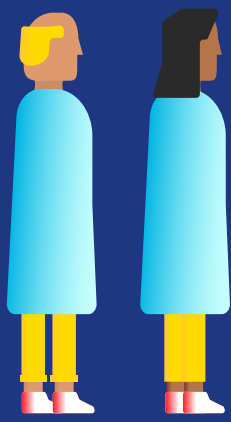
TOTAL VISIBILITY

Provide oversight across **entire** complaint process, from initial submission, and assignment, through workflow, escalation, and final resolution.



CUSTOMIZED PROCESSES

Create **unique** workflows for different incidents, whether simple checklists or branching procedures like detailed case investigations.



COMPREHENSIVE REPORTING

Dashboards offer granular insight into case status, open incidents, average response times **and more**.



HOSPITALS NEED TO RUN EFFICIENTLY.

A complaint and process management solution introduces automation and visibility into case, complaint, and incident management, streamlining critical processes **from beginning to end**.

To learn more about how Issuetrak can help you and your team, please call **866.477.8387** or visit us at **issuetrak.com**.

