

Hassle free, interactive surveys  
*ANYTIME, ANYWHERE*



*Digivey — Easy, Effective, Efficient*

### PRODUCTS USED IN THIS PROJECT

- DIGIVEY SURVEY SUITE™  
COMRPISING OF THE MODULES:
  - DIGIVEY COMPOSER™
  - DIGIVEY LAUNCHER™
  - DIGIVEY ANALYZER™
  - DIGIVEY DATA SHUFFLER™

**digivey™**  
**CASE STUDY**

### BUSINESS SITUATION

CREOSO's customer, one of the largest healthcare providers specializing in physiotherapy was looking for new ways to automate and streamline their patient feedback system.

The growing number of patients requiring a three-step follow-up survey made it increasingly difficult for the Quality Assurance team to keep up with data entry and reporting required with the paper survey system. The customer stated: "One of the biggest challenges we were faced with was not receiving our patients' feedback in-time for their follow-up appointments. In order to improve the situation, the clinic's Quality Assurance team was looking for a computer-assisted survey system that would let therapists retrieve past patient feedback quickly and conveniently and did not require storage of patient data outside of their own organization.

### SOLUTION

The Digivey Survey Software tested out as the ideal solution for both therapists and patients and was installed on the clinic's own tablet PCs.

### BENEFITS

- Patient-friendly, quick and easy survey completion either self-administered or assisted by the therapist, dependent on the patients' physical capabilities.
- The use of a touch screen-based survey system and Digivey's customizable button sizes and fonts makes the survey system easy to use for everybody
- Significant reduction of workload with minimal staff time
- Availability of survey interrupt and resume feature in order to cope with the 3-step patient check-up process
- Easy filtering of data by a wide variety of criteria
- Quick and easy reporting and cross-tabulations
- Advanced raw data export to compile additional reports
- Paperless and environmentally friendly survey process

For more information about self-managed handheld survey systems:

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