

# PATIENT SATISFACTION SURVEYS

**You need to do it. We want to do it. And we do it well.**

RMS is a CMS-approved CAHPS® survey vendor with a specialty focus in obtaining patient experience results. Ranked as one of the largest patient satisfaction measurement firms in the country by Modern Healthcare magazine, RMS is home to QualiSight, a high-capacity call center where we've been conducting CAHPS surveys onsite since 2006. Our experienced team follows strict CMS guidelines, and is HIPAA-trained & HIPAA-compliant.

**Ready to enhance your patients' experience? We are.**



**VALUABLE FEEDBACK THROUGH MAIL, PHONE OR EMAIL SURVEYS**



**DETAILED FINDINGS REPORT**



**ONGOING CONSULTATIVE RELATIONSHIP**

**"RMS made us feel reassured, were readily available, organized, timely, reliable, approachable, efficient, supportive, & accessible."** —UR Primary Care

**"Very easy to work with. RMS was able to provide any data...or custom report requested."** — Healthcare facility, Georgia

