

The Power of Conversation™

Understanding the patient's perspective is critical in creating engaging and relevant Emmi® programs. This is one of the reasons why all Emmi programs are built on a communication platform that documents the interaction between the patient and Emmi. Patients also have the opportunity to complete a survey at the end of each program and to provide comments on their Emmi experience. Below are the results of nearly 50,000 patient surveys and a sample of these comments.

Survey Results

- 96% of patients said Emmi improved their understanding of an upcoming medical procedure
- 90% of patients said viewing an Emmi program increased their comfort level
- 92% of patients received new information about their upcoming procedure
- 87% of patients experienced increased confidence in their physician
- 90% of patients had a better understanding of what to expect before and after their procedure
- 84% of patients said information covered risks that they didn't know about previously
- 80% of patients said viewing an Emmi program answered questions to which they would have typically called the doctor's office

What Patients are Saying

Increasing Patient Satisfaction

“I love Emmi and am so glad that my doctor has chosen to participate in this program. It is extremely comprehensive, the voice used is very soothing and conversational, I felt like I was interacting with a friend. I wish every patient had an opportunity to experience Emmi.”

“I found Emmi much more informative than the pamphlets on the procedure. I like the way the procedure was explained (and with pictures), including all the risks that may or not apply. In short - I think Emmi is great!”

“My sister in law had this same procedure done at another health facility and she did not receive any thing like this. I was not sure which doctor to see but I am happy that I chose this hospital.”

“I was so very impressed and grateful for the information AND the sensitive and wonderful way it was presented. I would like to have this for every possible medical procedure and health issue!”

Improving Quality & Safety

“My surgical instruction form has the scope for the left knee. It is the right knee that has the problem.”

“What I liked was the in depth discussions of “why” after the risks.
The more you know the better prepared you are.”

“I am scared of getting the surgery and I liked that it provided other alternative information to surgery that I can now ask my doctor about. I did like that it told me of the risks during and after surgery. I was completely not aware of what could happen.”

“I take Coumadin but we didn’t discuss the reason. I have an autoimmune disease called ‘Antiphospholipid antibody syndrome.’ I get blood clots. Will this interfere with the procedure? No one asked me about my general health.”

“While listening to this I realized that I do have allergic reactions to some metals, especially nickel, and sometimes stainless steel.”

Increasing Confidence in Physicians

“My doctor is superb, and with the use of current technology and this program, I feel that it increased my awareness and confidence in his professionalism.”

“The fact that the Dr. used the internet to disseminate this information makes me think that he is using leading technology in his procedures.”

“This is a great welcome to the 21st century. Nice to see a small town Dr. so up on modern times.”

“I thought Emmi was fantastic! I felt better knowing my doctor and the practice cared enough to put this information in electronic format that I could share with family & friends.”

Enhancing Operational Efficiencies & Reducing Call Volume

“It answered a lot of questions I would have had for the doctor and it gave me a better understanding of the procedure.”

“I really love that Emmi was available, I had several questions before I watched Emmi but I don’t now, this is a great tool.”

“What a wonderful program. It saved me driving three hours one way for the class.
THANKS SO MUCH!”

“This way of receiving information is helpful. Many times, a person does not know what to ask during a consultation.”

“It was extremely informative. Didn’t need to ask the doctor too many questions”