



## PRESS RELEASE

1<sup>st</sup> July, 2013.

### IPSS Accredited by International Medical Association

In an Australian coup, Insight Patient Satisfaction Solutions (IPSS) has been selected by the prestigious **American Board of Hair Restoration Surgery (ABHRS)** to provide its members with a web-based "Patient Experience Survey" solution. With an already-expansive portfolio of Australian and international clients, the appointment is the company's first by an international medical association and reflects their experience and expertise in the medical arena.

ABHRS Diplomates, as part of their certification process, are required to provide a minimum number of completed patient questionnaires, covering various aspects of the experience with the practice and practitioner. Topics range from professionalism and courtesy of the staff, consultation procedures, to clinical outcomes and post-operative care.

IPSS has created a one-stop solution for practitioners to efficiently distribute the questionnaires to their patients, allowing patients to complete the survey on-line at their convenience and with complete confidentiality and security. The e-survey solution also provides ABHRS Diplomates access to their completed surveys, which are suitable for inclusion with their membership certification submission.

'Our e-survey solution can be adapted for any medical specialty and marks a significant step-up in regard to what medical practitioners were using previously,' says Mr Kerry Bielik, managing director of IPSS. 'Not only does the solution ease the secure distribution and collection of survey responses, it also facilitates the analysis of what can be overwhelming amounts of data.'

The IPSS e-survey solution is enhanced by an in-built reporting function that collates and analyses the questionnaires. 'This provides practitioners with critical performance data that can help streamline operational issues impacting overall patient satisfaction that may otherwise have been overlooked,' says Mr Bielik.

**The U.S. based ABHRS has granted its accreditation to IPSS and recommended the e-survey solution to its worldwide membership of over 160 Diplomates.**



'We are delighted and honoured to have been selected by the ABHRS to assist its members,' adds Mr Bielik. 'Whilst we already provide patient experience survey solutions to a number of overseas clients, this is our first accreditation by an international medical association. It mirrors our recent similar arrangement with the Australian College of Cosmetic Surgeons.'

For further information, contact Mr. Kerry Bielik

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