

(12) PATENT APPLICATION PUBLICATION

(21) Application No.202311079982 A

(19) INDIA

(22) Date of filing of Application :24/11/2023

(43) Publication Date : 29/12/2023

(54) Title of the invention : SYSTEM AND METHOD FOR DETERMINING PATIENT SATISFACTION AT A MULTI SUPER SPECIALTY HOSPITAL

(51) International classification :G06Q0030020000, G16H0050300000, G16H0050200000, G06Q0010060000, G16H0010200000

(86) International Application No :NA

Filing Date :NA

(87) International Publication No : NA

(61) Patent of Addition to Application Number :NA

Filing Date :NA

(62) Divisional to Application Number :NA

Filing Date :NA

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(57) Abstract :

Disclosed herein is a patient satisfaction determination system (100) and method (200) at a multi super specialty hospital, the system (100) comprising a data collection module (102) for gathering feedback through a plurality of structured questionnaires. The system (100) further comprising a processing module (104) that utilizes artificial intelligence and machine learning algorithms for analyzing the collected data and a suggestion module (106) for identifying improvement areas. The system (100) also comprising a scoring module (108) configured to assess and score patient satisfaction based on the data collected and a ranking module (110) configured to rank the hospital departments based on the overall patient satisfaction scores obtained through the scoring module (108). The system (100) also comprising an output module (112) for displaying the results and recommendations.

No. of Pages : 20 No. of Claims : 8