



PATIENT EXPERIENCE SCORE

FAQs



When will I get my report once I subscribe?

- Our team will review the data harvested and analyzed for each provider to ensure accuracy. Your first report will be delivered approximately 3-4 business days after submitting payment.

What data will my first report contain?

- Your first Patient Experience Score Report (PX Report) will be generated on demand at the point of purchase. We have captured and will share your PX data from the previous quarter and previous year.

What can I expect for additional reports?

- Your reports will be delivered on the 1st day of each new quarter.

What if I change my mind and no longer want my PX report?

- You may cancel at any time. Email support@fountain-analytics.com and you will no longer receive a report. Once your account is created and your first PX report has been generated (typically between 3 to 4 business days), we will not be able to issue a refund.

I want a refund, how can that be processed?

- Once your account is created and your first PX report has been generated (typically between 3 to 4 business days), we will not be able to issue a refund.

I don't understand my report.

- Please refer to the Patient Experience Score Report User Guide and video for further information.

There is an issue with my report?

- Contact support@fountain-analytics.com with your issue or question. The Fountain Analytics team will respond as soon as possible, or within 5 business days.

I don't have any reviews. Do I have a PX Score?

- No. Only providers with public, online feedback from patients can have a PX Score.

Why do I see two Healthgrades on my report?

- Healthgrades website presents patient feedback as a Healthgrades rating and a Healthgrades review. We show information from both sources.

How is the score produced?

- To produce the overall score, the Fountain Analytics algorithm combines the scores for each of the 10 key patient experience categories, applies weights to

each of the categories, based on how important patients rate these categories, the average sentiment of the insights, the volume of the ratings, how old the reviews are and the coverage of the online sources of reviews. These category weights differ by specialty for surgical and non-surgical physicians. A sample size multiplier is then also applied to arrive at the overall score. To learn more about the methodology, please visit our fountain-analytics resources page.

What are the 10 Patient Experience Score Categories?

- Thoroughness of Examination
- Ability to Answer Questions
- Clarity of Instructions
- Provider's Follow-Up
- Amount of Time with Patient
- Provider's Attitude
- Provider's Perceived Outcomes
- Patient Loyalty to Provider
- Inclusion in Decisions
- General Feedback

What information does Fountain Analytics use?

- Fountain Analytics aggregates patient feedback from 200+ online sources and then uses a proprietary Natural Language Processing technology to extract insights, categorize feedback and derive a score for 10 key patient experience categories.

Will I receive a receipt for my purchase?

- Yes, you will receive an email notification with the details of your purchase.

How do I update my account information?

- An account is created with the user/name email address and password when you subscribe to your report. After you subscribe, you can log into your account and update your account information.