



Orthopaedic Associates is a full-service orthopaedic healthcare clinic that provides diagnosis, surgery and rehabilitation services at multiple locations in Indiana and Kentucky.

“QuickTapSurvey is an amazing tool to gather feedback while the patient experience is fresh. It has increased our survey response rate and motivates employees to provide excellent service.”



Claire Bosma, Marketing Director
Orthopaedic Associates

Challenge: Easily collect patient feedback

Results: Addressed unsatisfied patients immediately

Key Customer Benefits

 High response rate

 Easy to use

 Elegant design



The Challenge

- Find an elegant-looking patient satisfaction survey tool to be used on iPads.
- Collect feedback at the clinic while patients remember details of their experience.
- Replace awkward paper and email surveys with a tool that elderly patients can easily navigate.

The Solution

- Use QuickTapSurvey to display a patient satisfaction survey on an iPad set up as a kiosk.
- Attract patients with a promotional sign that advertises a survey incentive.
- Provide a quarterly reward to the staff department with the highest satisfaction rating.

The Results

- QuickTapSurvey collected the highest number of survey responses compared to other survey methods.
- Survey results enhanced the clinic's reputation by showing a high level of patient satisfaction.
- Manager addressed unsatisfied patients immediately using real-time reports.