

RESTORE  
INTEGRATIVE  
HEALTH

Restore is a healthcare clinic that uses a combination of traditional and modern medicine to help guide patients towards optimal health.

“QuickTapSurvey is an easy to use patient feedback tool that helped us get more favorable online reviews. It’s a modern solution for any clinic that takes patient satisfaction seriously.”






Sapna Flower, Naturopathic Doctor  
Restore



**Challenge:** Gather high volumes of patient feedback

**Results:** Increased positive online reviews

### Key Customer Benefits

-  Easy to use
-  Manager notifications
-  Visually appealing

### The Challenge

- Find a modern patient satisfaction survey tool that yields a high response rate.
- Avoid using paper surveys and social media comments to gauge patient satisfaction.
- Increase the clinic’s positive online patient reviews, while avoiding negative ones.

### The Solution

- Use QuickTapSurvey to display a visually-appealing patient satisfaction survey on an iPad set up as a self-serve kiosk.
- Identify happy patients and ask them to leave a review of the clinic online.
- Notify management via email any time a patient is unsatisfied and follow-up immediately.

### The Results

- QuickTapSurvey enhanced the clinic’s reputation by increasing positive online reviews four-fold.
- The beautiful screens made the survey appealing to patients and exponentially increased the response rate.
- Avoided potential negative reviews by alerting management of unsatisfied patients before they leave the clinic.