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Digital Engagement to Improve the Fertility Journey

Hi There,

Great experience and engagement are now top drivers for patients when they are deciding their provider for their IVF care. Experience is important across the IVF care journey, not just at the first consultation. A study showed that 78% of patients who under went IVF treatment, stated that quality of communication and being involved in treatment decision making were critically important to patients.

That is why Quality Reviews is bringing together a panel of IVF leaders to share how their practices approach and address patient experience and engagement. They will also share the importance of digitally engaging patients during the IVF journey.

Panelists:

Danielle Soltesz, MPH, MBA - President, Operations, RMA of New York
Colin Thomas, VP of Practice Operations, Ivy Fertility
Paul Verrastro, SVP, Operations, First Fertility

Webinar Details:

Date: March 27, 2024

Time: 4:00 PM ET -5:00 PM ET

Topics Covered:

- Current gaps around patient engagement and experience
- Value of real time feedback and service recovery
- Integration of patient engagement tools for IVF
- Where digital technologies can address patient needs
- How to improve patient experience and engagement, without adding more workflows to clinical and administrative teams
- Importance of sharing data around experience
- Evolution of patients expectations over the years and what to expect going beyond 2024

Q&A Session: Have your questions answered directly by Danielle, Colin, and Paul during the Q and A session.

Join us for this thought-provoking webinar - we look forward to your participation!

Best regards,
Quality Reviews

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