

Resolve patient feedback *with confidence and compliance.*

Record, track, and resolve patient concerns on time while surfacing insights that improve the patient experience.

Centered

PATIENT VOICE CAPTURED

Intelligent

AI-POWERED TRIAGE & SUMMARIES

Secure

HIPAA-COMPLIANT INFRASTRUCTURE

→ Designed for complaints & grievances workflows, with the patient voice at the core.

CORE CAPABILITIES

Everything patient relations needs. Nothing it doesn't.

**Improve Patient Experience**

- Capture concerns directly
- Integrate the patient voice
- Find hidden signals in the data
- Never miss an acknowledgement deadline
- Treat patients as care partners

**Enhance Care & Workforce Resilience**

- Share compliments with staff
- Learn from positive experiences
- Reduce burden in recording concerns
- AI-generated overviews per submission

**Advanced Analytics for Decision-Making**

- Identify similar submissions system-wide
- Surface trends and themes across locations
- Proactively identify emerging patterns
- Leverage AI Tagger, Similarity, and Trends models

COMPLIANCE & WORKFLOW

Keep every team on time, every time.

Automated classification

Auto-classify events with consistent, system-wide categorization.

Real-time notifications

Instantly notify managers when a concern is submitted.

Compliance tracking

Track acknowledgement and response status with due dates on every record.

EMR integration pre-populates patient data for faster, more accurate submissions.

SAFE TOWER Search Events

Home Submit Review Insights Reports Help Bria Daniels Admin

Submit Patient Concern

BD
Bria Daniels

Hide My Identity

By selecting "Hide My Identity," other users will not be able to see that this concern was submitted by you. You will still be able to add and resolve follow-up about this concern.

Patient(s) involved

Search for patient(s) by MRN

Can't find the patient?

Who is reporting the concern?

Name
Add name

Relationship to the patient
Select

What was their method of communication?
Select

Contact information

Email Phone OPTIONAL

GETTING STARTED

Four steps to go-live.

01

Data onboarding

Legacy data mapped automatically. No manual re-entry.



02

Configure & integrate

SSO, EMR, and Directory Service connected. Workflows configured to your needs.



03

AI activation

All AI models go live. Routing and classification begin immediately.

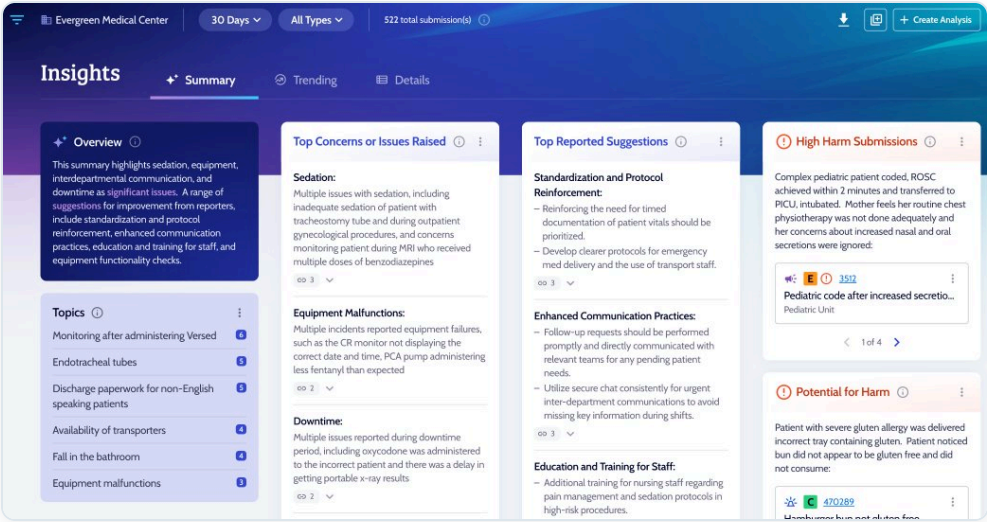


04

Ongoing refinement

Models retrain continuously. Accuracy improves with every correction.

From every feedback, actionable intelligence.



Move beyond case management with analytics that reveal trends, recurring themes, and emerging risks across your organization to support faster, more informed decision-making.

AI FEATURE & MODELS

AI FEATURE AI-Generated Overviews At submission, AI auto-tags submissions and generates a title and narrative summary. During review, follow-up entries generate a follow-up summary.	AI MODEL  Tagger Auto-classifies concerns from free-text narratives. Learns from corrections.	AI MODEL  Similarity Surfaces related concerns across departments and locations.	AI MODEL  Trends Clusters submissions system-wide to surface emerging patterns early.
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SSO, EMR & Directory Services integration supported	1+3 AI feature & models — overviews, Tagger, Similarity, Trends	Real-time Alerts Instant manager notifications on every submission
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WHO IT'S FOR

Built for patient relations teams at every level.

PR Patient Relations Professionals Full access to complaint and grievance workflows — AI summaries, acknowledgement tracking, response due dates, anomaly alerts, and digest emails.	QL Safety & Quality Leaders System-wide visibility into complaint and grievance trends, culture signals, and emerging patterns — with AI-flagged anomalies ranked by priority.	EX Executives Executive dashboards and AI-generated summaries for a fast, clear read on patient complaint and grievance performance across the organization.
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