

Resolve Patient Issues Faster — Anyone, Anytime

Capture and manage complaints and grievances in real time through seamless, compliant workflows.

ViewPoint offers healthcare organizations a comprehensive communication platform to formally manage complaints and grievances reported to any staff member. With ViewPoint, everyone - from your frontline team to leadership - has a streamlined tool to record, document and resolve patient complaints and issues.

What We Offer



Effortlessly capture complaints and grievances submitted to any staff member

Automate the acknowledgment and resolution process

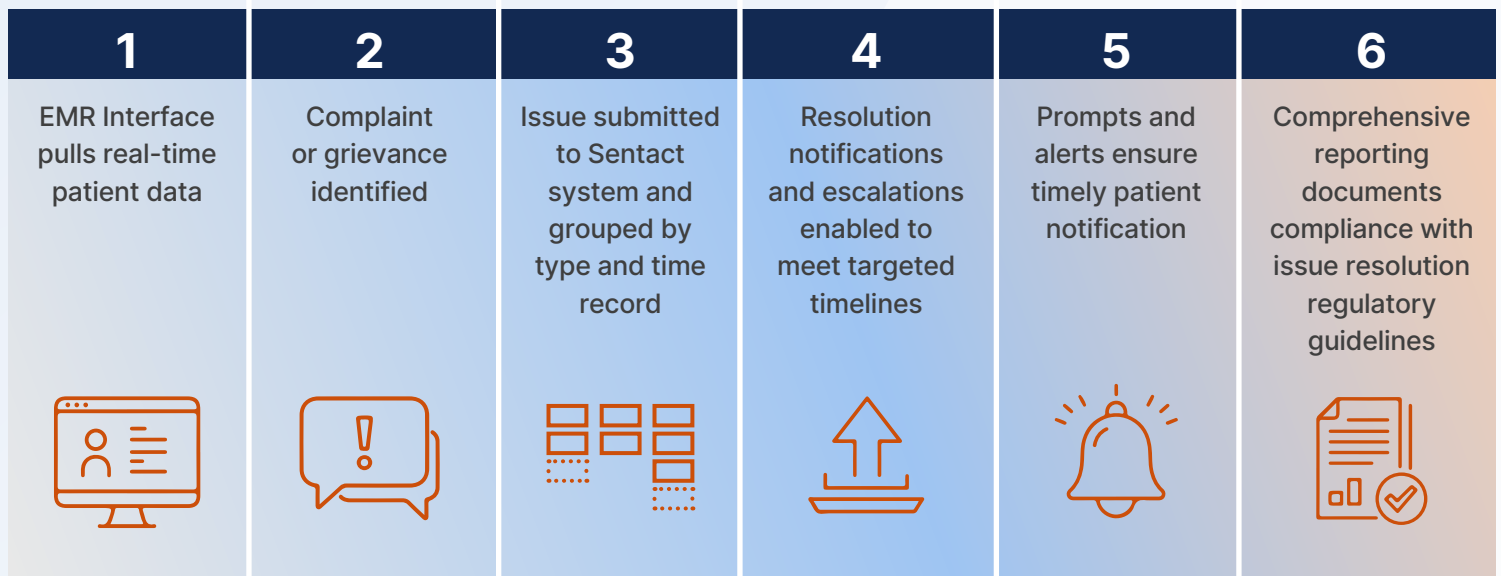
Easily analyze, track and trend grievance data

Meet regulatory standards for grievance management

Support patient safety initiatives and improve the patient experience

How It Works

ViewPoint provides 24/7 staff support to instantly document and manage complaints and grievances from any tablet, smart phone or computer. The Sentact workflow engine interfaces with your EMR and enables prompts and alerts to ensure timely patient communications are met. Resolution is tracked in a closed loop with associated notifications to meet targeted timelines. With ViewPoint, complaints and grievances are addressed, and data trending and reporting provide leadership the insights needed to ensure your organization is compliant with regulatory timeframes and guidelines.



Work With Us

With 20+ years of experience and 800+ facilities contracted across the country, Sentact is helping healthcare leaders deliver high reliability for every aspect of care.

Sentact includes a full suite of applications—covering rounding, safety huddles, service request management, patient and staff feedback, compliance tracking, and more—so you can address every aspect of care and operations. Explore the complete Sentact solution suite to see how it can transform your organization.

Want to See it in Action?

Schedule a 15 minute introductory call: <https://info.sentact.com/contact-us>

Schedule a demo: <https://info.sentact.com/learn-more-sentact>

Visit our website: <https://sentact.com>