

Patient Satisfaction Metrics

Why Patient Satisfaction Matters

Beyond clinical accuracy, AI systems should provide positive patient experiences, which correlate with treatment adherence and outcomes.

Satisfaction Dimensions

- Clarity: Was the explanation understandable?
- Empathy: Did the AI show appropriate compassion?
- Completeness: Were all questions answered?
- Trust: Did the patient feel confident in the advice?
- Efficiency: Was the interaction time-appropriate?

Collection Methods

- Post-Interaction Surveys: Rating scales, open feedback
- Implicit Signals: Time spent reading, follow-up questions
- Behavioral Data: Appointment adherence, prescription fills
- Sentiment Analysis: Analyze patient language patterns