



Horizon Health is First Behavioral Health Provider to Launch RateMyHospital®

The first mental health and substance use recovery services provider to launch RateMyHospital for real-time patient feedback and service recovery.

BUFFALO, NEW YORK, USA, June 22, 2017 /EINPresswire.com/ -- [Horizon Health Services](#) today became the first mental health and substance use recovery provider to pilot [RateMyHospital®](#), the real-time, mobile patient relationship management tool throughout its care facilities. "Horizon Health has always taken a person-centered approach to the care of mental health and substance use disorders. RateMyHospital now gives us the tools keep improving based on our patients' feedback," said Erin Ryan, Executive Vice President and Chief Financial Officer of Horizon Health Services, Inc.

With the vast majority of Americans owning a cell phone, Horizon Health is leveraging the use of smartphones across all demographics to improve the patient experience by asking for feedback in real-time. "As providers of mental health and substance use recovery services, it is imperative that we get the patient experience right each and every time. Now more than ever, we have to listen to our patients, and RateMyHospital gives us an efficient and effective way to engage with our patients," said Anne Constantino, President and Chief Executive Officer of Horizon Health Services, Inc. "We are happy to be the first behavioral health provider to roll this tool out," she added.

RateMyHospital gives healthcare organizations the ability to instantly receive feedback from patients within minutes after they receive care. This is made possible through the utilization of text messages and smartphone technology to create a dialogue between the provider and their patients. After a text is sent, smartphone users simply press a link allowing them to provide valuable feedback to hospital leadership in real-time.

Quality Reviews is a New York City-based company that launched their flagship product RateMyHospital "to give patients a voice and health care institutions an ear to listen carefully and make faster, more effective care delivery decisions" said Edward Shin, MD, Chief Executive Officer of Quality Reviews. "We are honored to be selected by Horizon Health to pilot RateMyHospital. We look forward to supporting Horizon Health's efforts to improve the patient experience in the mental health care setting," he said.

About Horizon Health Services

Horizon Health Services is the largest and most comprehensive provider of fully integrated mental health and substance use and recovery services, with over 20 outpatient sites serving Erie, Niagara and Genesee counties. In addition Horizon Village, a 50-bed intensive residential treatment facility operates in Niagara County, where a 25-bed Veterans Treatment Facility also operates on the campus. Horizon's Wellness Center which is adjacent to Horizon Village offers medical, psychiatric and recreational services to all campus residents. Delta Village is a 25-bed residential treatment facility on the Sanborn campus as well that focuses on the treatment and recovery of young adults struggling with opiate addiction. Horizon Village Terrace House is located at 291 Elm Street. Terrace House is a detox treatment facility providing care for adult men and women for safe withdrawal from alcohol and/or opiates. There is also an inpatient rehabilitation facility, also servicing adult men and

women to assist with stabilization and symptom management in early recovery. For nine consecutive years Horizon has been named one of the 50 Best Companies to Work for in New York State. For more information about Horizon, visit www.horizon-health.org

About Quality Reviews, Inc.

Quality Reviews, Inc. builds proprietary software to enable healthcare provider organizations to capture, analyze and improve real-time patient feedback via its flagship product, RateMyHospital®. Based in New York City, Quality Reviews, Inc. was founded by leading physicians and entrepreneurs with over 30 years of clinical, healthcare administration, and technology-building experience. Learn more at <http://www.ratemyhospital.com>.

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