



Quality Reviews® Releases New Webinar: Vanderbilt and Walgreens - Great Patient Experience in Retail Medical Clinics

A conversation with Rob Tadlock, Director of Business Operations of Vanderbilt Health Clinic at Walgreens

NEW YORK, NY, UNITED STATES, June 14, 2021 /EINPresswire.com/ -- [Quality Reviews®](#), the leading company that helps healthcare provider organizations improve patient experience through real-time feedback and service recovery, today announced the release of their newest webinar, "[Vanderbilt](#) and [Walgreens](#): Delivering Great Patient Experience in Retail Medical Clinics," featuring Rob Tadlock, RN, BSN, MBA, Director of Business Operations of Vanderbilt Health Clinic at Walgreens, a group of 14 retail medical clinics across the state of Tennessee.

Interviewed by Quality Reviews CEO and Co-founder, Edward Shin, MD, Mr. Tadlock discusses the patient-centric mission of delivering convenient care in a retail medical environment. Focusing on superior patient experience and customer service, Mr. Tadlock outlines the unique challenges and opportunities presented by the Vanderbilt – Walgreens partnership, and stresses his team's patient-first approach to clinic care.

In addition, Mr. Tadlock presents the importance of using real-time patient feedback and service recovery to power both positive patient and staff experience. He highlights the value of sharing positive patient feedback with staff members to maintain a high level of employee morale. This webinar can be viewed on Quality Reviews' website at <https://q-reviews.com/vanderbilt-and-walgreens-delivering-great-patient-experience-in-retail-medical-clinics/>.

About Quality Reviews, Inc.

Quality Reviews, Inc. helps healthcare providers capture real-time patient feedback to facilitate service recovery. Deployed in over 1000 care locations, Quality Reviews has helped improve patient experience in top-ranked academic medical centers, rural and community hospitals, as well as outpatient clinics throughout the U.S. We believe that there is a better way to give patients a voice, and since 2012, we've been singularly focused on helping our clients deliver a better experience to their patients. Learn more at <http://www.q-reviews.com>.

Edward Shin

Quality Reviews, Inc.

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