

SafeCare

RateAHospital.com

5th Anniversary

LEXINGTON, KENTUCKY, USA, January 13, 2025/SafeCareGroup.com/-- The SafeCare Group, the company that connects people with great hospitals is celebrating the Fifth Anniversary of its consumer rating hospitals site: <https://www.rateahospital.com> .

In 2019, The SafeCare Group embarked upon one of its most significant products with the introduction of: <https://www.rateahospital.com> for patient experience. Over the past five years, this service demonstrated The SafeCare Group's increased focus and continued investment in developing solutions that bring value to hospital consumers seeking great care.

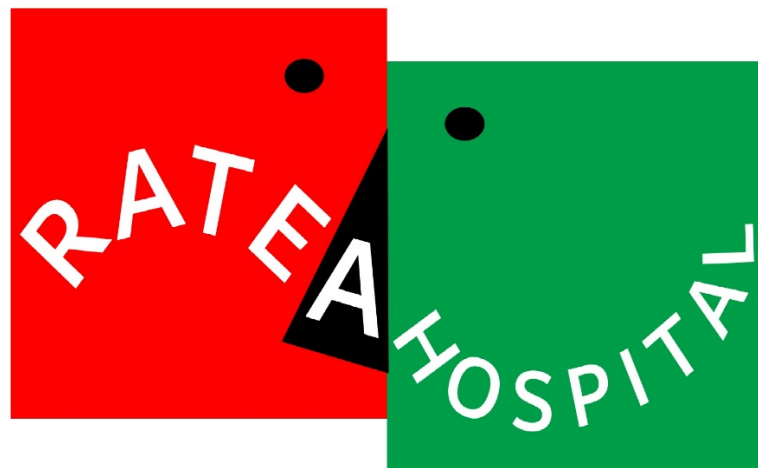
The service exists as an easy tool for hospital consumers to find, compare, and review hospitals. Over the past five years, patient reviews have highlighted serious hospital care issues including unscrupulous billing, patient abandonment, long waits, excessive readmissions, and medical errors. The thousands of reviews address fall into such areas as:

- Grievances Reporting and Accountability,
- Unscrupulous Billing and High Charges
- Botched Care and Poor Outcomes
- Lack of Compassion and Missing Empathy
- Untimely Care and Delays of Treatment

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Chairman & CEO,
The SafeCare Group.**



“Rate A Hospital dot com demonstrates The SafeCare Group’s increased focus and continued investments in developing solutions that bring value to hospital consumers seeking quality healthcare,” Yisrael M. Safeek, MD MBA Chairman & CEO, The SafeCare Group. “With rate a hospital dot com patients have a credible national platform to voice concerns about hospitals and share their experiences. Now, traffic and feedback from healthcare consumers have exceeded expectations.”

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When it comes to healthcare, choosing the right hospital can make all the difference. Unfortunately, not all hospitals are created equal, and some are considered to be the worst in terms of quality, safety, and efficiency of care.

Dr. Safeek continued, “Many acute care, accredited hospitals, often with heavily-touted “awards” purchased from tabloid outlets and other desirable letter grades, are delivering shabby care, horrible treatments, and poor services to vulnerable healthcare consumers.”

Hospital administrators who pre-pandemic was seldom responsive to patient needs have altogether disappeared from the scene, including customer service representatives. In most cases, customer service at a majority of hospitals consists of the same cookbook message beginning with “we are sorry to hear” and ending with “you can email” or “you can call”.

When the patient reaches out, 9 out of 10 times the hospital response does little to resolve the complaint and improve patient satisfaction.



In 2019, [rateahospital.com](https://www.rateahospital.com) became a new way for hospital consumers to share experiences and help others on their healthcare journey, and rate hospitals based on five questions:

- How good is this hospital?
- Do they care about you?
- Do you trust them?
- Did the treatment work?
- Would you go back again?

For more information about Rate A Hospital metrics, visit: <https://www.rateahospital.com>

The site works in tandem with www.100SafeCareHospitals.com site where patients can view ratings of about 5,000 hospitals in 47 metrics.

About The SafeCare Group®

The SafeCare Group is focused on helping patients by extending our products across their healthcare journey - everything from finding a hospital, writing reviews, and staying connected afterwards. In 2019, The SafeCare Group launched <https://rateahospital.com/> to allow patients to share care experiences, and in 2013, <https://www.100safecarehospitals.com/> rankings were created to empower healthcare consumers. Since 2016, The SafeCare Group invested heavily into Artificial Intelligence (AI) platforms known as Intelligent Healthcare™ PaaS by leveraging machine learning and deep-learning capabilities. SafeCare AI® Suite <https://www.safecaregroup.com/intelligent-healthcare.html> fosters a new generation of AI applications, which are able to sense, reason, act and adapt, to address a range of healthcare challenges in areas such readmissions, medical errors, infections, cost, and outpatient utilization. Since 2014, SafeCareSoft® SaaS solutions enable hospitals to take advantage of disruptive healthcare software known as Softwaring Healthcare Excellence® that optimize hospital ratings and regulatory accreditation. The SafeCare Group® was founded in 2010 and is celebrating its 10th anniversary.

For more information about The SafeCare Group, visit www.safecaregroup.com