



QliqSOFT

Product Update

November 19, 2025

qliqSOFT

What's New

- SOC II, Type II certification
- Quincy for Patient Reviews

What's Improved

- Quick Forms enhancements
- Attribute enhancements
- Data quality enhancements
- Campaigns enhancements

What We are Working On

What's New



Access Trust Center on qliqsoft.com via
resources menu or Footer



SOC 2 Type II

**TESTED &
ATTESTED BY**



**PRESCIENT
ASSURANCE**

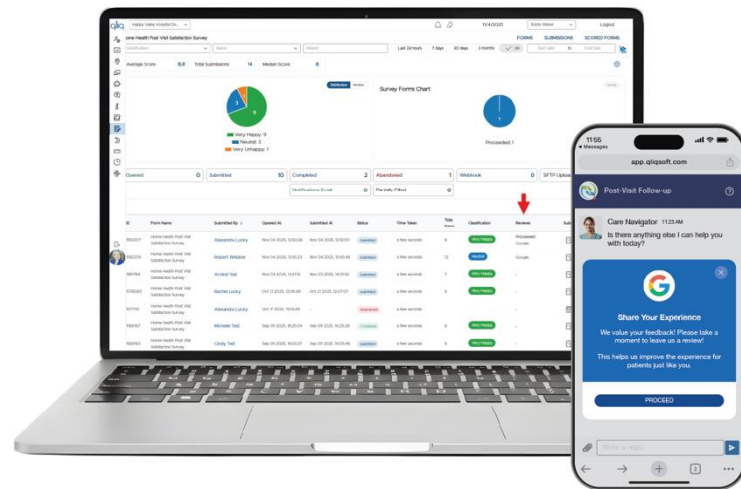
90% of healthcare consumers in a Software Advice survey said online reviews were a part of their decision-making process.



Medicare



- Patients receive a **Simple Check-in Survey**
- **Boost Care Quality** by tracking patient satisfaction
- **Grow Your Reputation** by making online review completion simple
- Internal teams can **Respond Quickly to Feedback Trends** to strengthen care quality and satisfaction.



qliqSOFT Capabilities Used for Patient Reviews



HIPAA-Secure Texting

Patients

Physicians

Outbound and Inbound

Video calls or Screen Sharing



Robust Data Capture

Custom Forms

Add data to PDF

Scored Forms

Online Review Integration

Step-by-step Forms*

EHR Integration*



Workflow Automation

Chatbots

Widgets

Campaigns

Escalation to a Human

***Optional features used**

Let's Take A Look

- **Enterprise clients pay a one-time \$1000 implementation fee**
 - Workflow and configuration guidance
 - Complete Initial build – forms, widget, campaign automation, Google Review set up
- Optional purchase for non-Enterprise clients
- Contact us for more information



What's Improved

● What it Does

- Select the questions that should be scored
- Captures a score for individual answers
- Automatically totals the form score
- Match the total score to a category
- Includes summary and detailed reporting

● Sample Uses

- Scored instruments (e.g., PHQ-9)
- SDoH issue management
- Satisfaction surveys
- Medication adherence

This is a purchased feature for all but Enterprise clients

- Proactively manage your response based on patient risk classifications
- What's new
 - Chatbot design studio enhancement
 - Tailor real-time chatbot responses to patient answer classifications

Patient Health
Questionnaire - 9

* Trouble falling or staying asleep, or sleeping too much

☐ Never

☐ Several days

☐ More than half the days

☒ Nearly every day

* Feeling tired or having little energy

☐ Never

☒ Several days

☐ More than half the days

☐ Nearly every day

* Poor appetite or overeating

☒ Never

☐ Several days

☐ More then half the days

Route Workflow by Scored Form Classification

PHQ-9
UUID: 53ec7a7fd32d4225bfb496685b2ac57

Running
CHECKLIST
JSON
TRANSLATION
PREVIEW
DOWNLOAD
PUBLISH

Message

We would like you to complete this brief survey.

Message

This helps us understand how you've been feeling—like if you've been sad, worried, or having trouble enjoying things you used to like.

Message

When you feel down or stressed, it can affect your sleep, energy, and even your ability to manage other health conditions.

Quick form

Please complete this brief survey

PATIENT HEALTH QUESTIONNAIRE - 9

PREVIEW

Auto open disabled

MAY NOT NEED DEPRESSIVE TREATMENT

MILD DEPRESSION

MODERATE DEPRESSION

MODERATELY SEVERE DEPRESSION

SEVERE DEPRESSION

Settings

MESSAGE TYPE

Quick form

BOT MESSAGE

Simple

Please complete this brief survey

33 / 1000

FORM

Patient Health Questionnaire - 9

Auto open

PREVIEW

SAVE

1

2

3

Let's Take A Look

Scored Form

Chatbot Design Updates

Scored Form Dynamic Report

UI Refresh

Attribute Enhancements

- Attributes are recipient-specific fields
- Standard & Custom
- Allows you to
 - Personalize messaging (forms, chatbots, campaigns)
 - Display relevant recipient information (QuincyCHAT)
 - Reduce recipient data entry burden (forms)
 - Reduce staff data entry burden (forms)

Uses Your Organizations Patient Attributes

Field Customization

Required: ☒

Field Label: Patient

Autofill with:

- None
- First Name (patient.firstName)
- Last Name (patient.lastName)**
- Middle Name (patient.middleName)
- MRN (patient.mrn)
- Mobile Number (patient.mobileNumber)
- Email (patient.email)
- DOB (patient.dob)
- Groups (patient.groups)
- Sex At Birth (patient.sex)
- Timezone (patient.timezone)
- Address (patient.personalAddress)
- City (patient.city)
- State (patient.state)
- Zip (patient.zip)
- cohortgroup (patient.cohortgroup)
- department (patient.department)
- Encounter start time (patient.encounterStartTime)
- Parent first name (patient.parentFirstName)
- Patient parent last name (patient.patientParentLastName)
- Prescription 1 (patient.prescription1)
- Provider (patient.provider)

Manage Data Quality

Personalize the Attributes You See

Add Patient Attribute
×

Attribute Name must follow the next rules:

- Letters, numbers, and underscores are permitted
- Cannot start with a number

Attribute Name

Variable Name

String

String
Number
Phone Number
Email
Boolean
Date

Patients

ADD A PATIENT
IMPORT VIA CSV FILE
EXPORT TO CSV

Patients
Invalid Patients

Search

☐	Patient Name	MRN	Mobile Number	Email Address	Created By	Created At
☐	Alex Test		Hidden		Maggie Doyle	Nov 10 2025, 16:38
☐	Andrew Test		Hidden		Bobbi Weber	Nov 06 2025, 15:36
☐	Michael Test	25658822A	Hidden	Hidden	Bobbi Weber	Nov 06 2025, 13:09

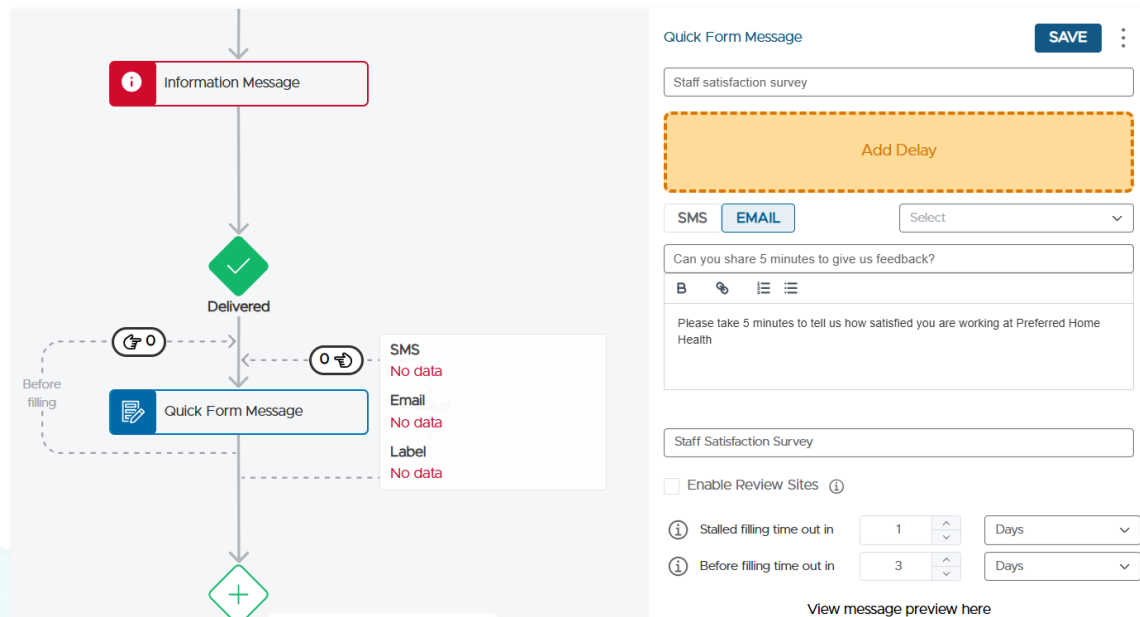
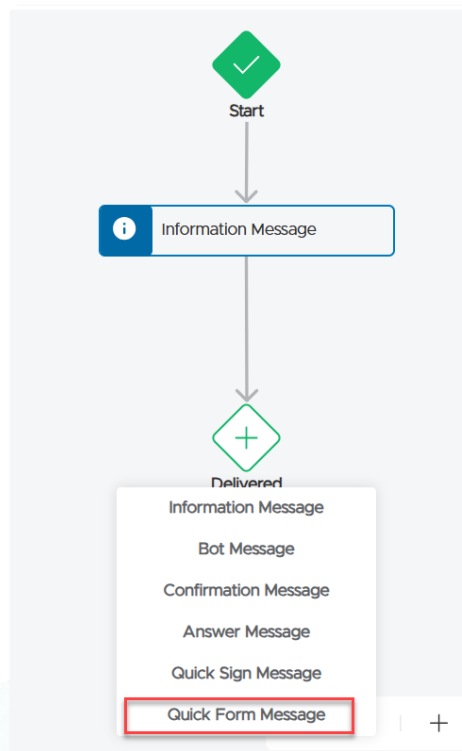
☒ All
Patient Name
MRN
Mobile Number
Email Address
Created By
Created At
Patient group

Let's Take A Look

Custom Attributes & QuickSign Attributes

Campaign Enhancements

New Quick Form Option

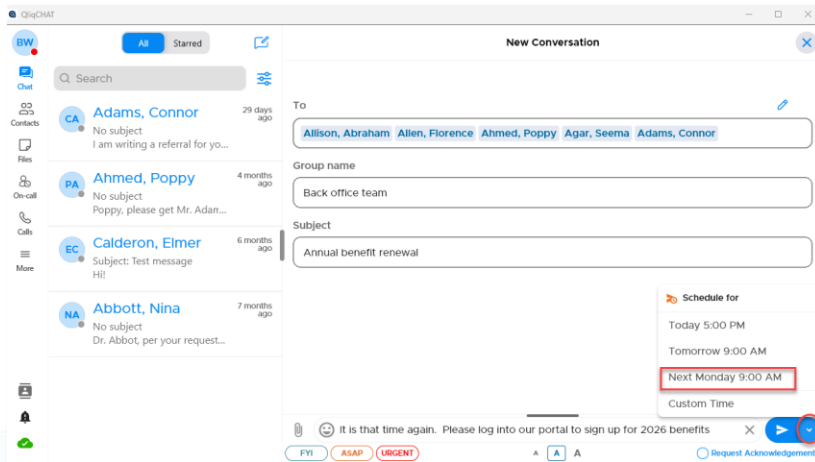


Forms Enhancements Licensing

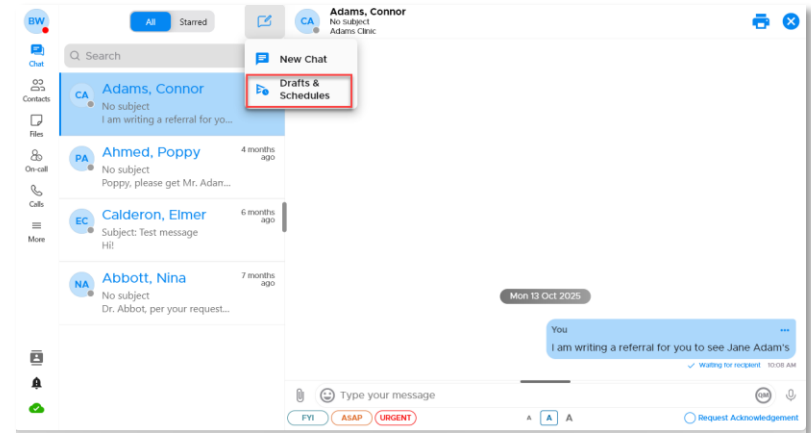
Your current license	Quick Forms UI enhancements	Scored Forms Branching Logic	Quick Sign Attributes
Enterprise	Complimentary	Complimentary	Complimentary
Chatbots and Quick Forms	Complimentary	\$	\$
QuickSign (PDF)	\$	\$	Complimentary
QuincyCHAT Patient Texting	\$	\$	\$
QliqCHAT Staff Texting	\$	\$	\$

QliqCHAT Enhancements

Users are now able to draft messages and schedule them for future delivery



Create and schedule for future delivery

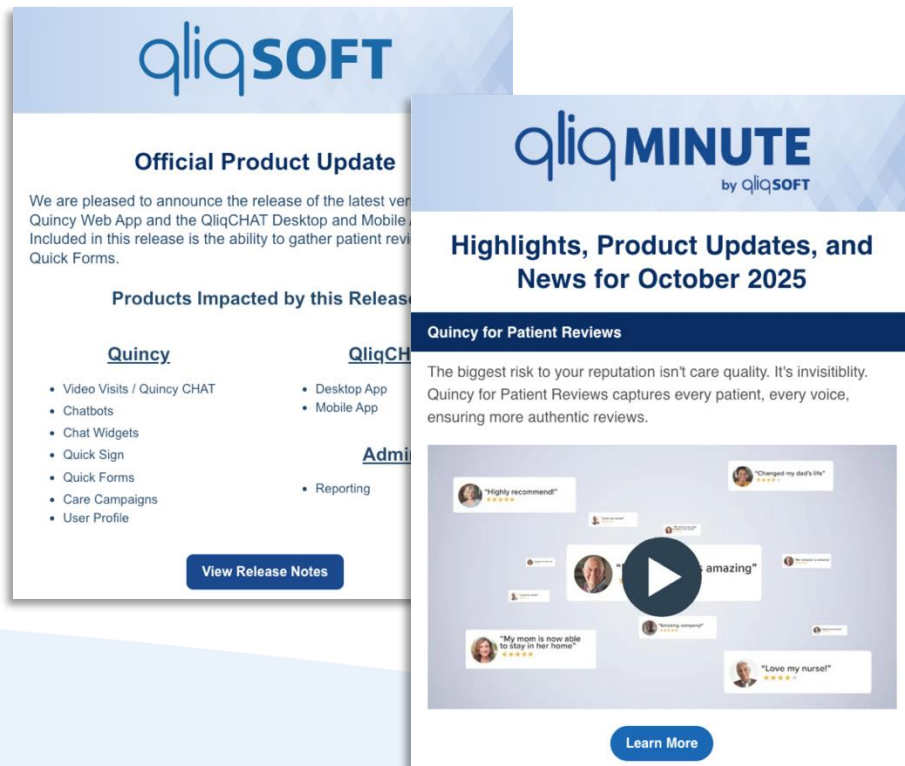


Edit a draft or schedule

- Bulk management: archive, unarchive, delete
(Has no impact on message storage in QliqSTOR)
- Image annotations

Quincy

- Supporting standalone scored forms in campaigns enhancement
- Voice agent that can converse with a patient, gather information, and then take action,
- Real-time language translation while texting in QuincyCHAT
- Single sign-on enhancements with Azure Active Directory and Okta



*Be sure to whitelist
marketing@qliqsoft.com*

Thank You

