



PATIENT EXPERIENCE

The importance of online reviews.



Review is a medium by which a person surveys the product or service and writes about their personal opinion or views. Today all companies have an online presence and hence it is easier for people to review online in a few clicks. Post-COVID people are increasingly online and make decisions based on product/ service reviews.

It is therefore very important that we are conscious of the patient experience and aim for positive reviews as that will ensure higher footfalls.

What should we do to ensure a Good Review :

- Be attentive and guide patients well through the visit. Introduce yourself with your name so that they connect with you.
- Ensure we speak in an appropriate tone of voice and choice of words.
- Make them comfortable during their treatment so that they remain positive.
- Ensure that we update them regularly on the dates of the next visit.

By these short but simple methods, you are creating an experience that will be remembered

90% of consumers read online reviews before visiting a business.



88% Of Consumers Trust Online Reviews As Much As Personal Recommendations.



86% of people will hesitate to purchase from a business that has negative online reviews.



72% say that positive reviews make them trust a local business more.





Few Center Reviews

Indira IVF Bangalore

3rd Floor Woody's Building, Next to Bangalore Central Mall, 45/1-1, 17th Main Rd, Marenahalli, 2nd Phase, J. P. Nagar, Bengaluru, Karnataka

[Write a review](#)

4.9 ★★★★★ 625 reviews ⓘ

Most relevant

Newest

Highest

Lowest



Amruta Terdale

1 review

★★★★★ 6 days ago **NEW**

Thanks a lot Indira IVF team, for making my dream come true... wonderful experience, Thank you so much Dr Shyam and all staff. I would highly recommend Indira IVF hospital to the couples who are in Urge of Motherhood...

👍 Like

Response from the owner 6 days ago

Hello Amruta,

Indira IVF Hyderabad

SHOP NO - 8, Athena 2nd floor plot no 8, Rd Number 12, near Century Hospital, Banjara Hills, Hyderabad, Telangana

[Write a review](#)

4.8 ★★★★★ 336 reviews ⓘ

Thank you for giving us a 5-star rating. We are glad you had a wonderful experience with us.



Tripathy's kitchen

2 reviews

★★★★★ 4 weeks ago

The experience of Indira Ivf is excellent. All staff are very co-operative and friendly. They treat all patients like family member. so highly recommend to go to this Center as they understand the problem of each and every patient and give their best.

👍 Like

Response from the owner 4 weeks ago



Few Center Reviews

Indira IVF Lucknow

Shalimar Logix, Ground Floor,, 4A, Rana Pratap Marg, Hazratganj, Lucknow, Uttar Pradesh

4.8 ★★★★★ 1,015 reviews

People often mention

All team 65 ivf center 47 happy 36 sir 20 +6

Sort by

Most relevant Newest Highest Lowest

**Dr. Mohd Qasim**
1 review
★★★★★ a week ago **NEW**
Thank you Dr. Tanya And Dr. Pawan for this great feeling being Parents.
Best Hospital IVF.
And Staff of Hospital is most supporting And Very good Doctors.
Thanks Indira IVF team.



Indira IVF Gorakhpur

1st & 2nd Floor, Trimurti Plaza, 9-Park Road, Opp. Bismil Park, Mohalla-Araji Chhavni, Gorakhpur, Uttar Pradesh

4.5 ★★★★★ 120 reviews

Sort by

Most relevant Newest Highest Lowest

**Ritesh Gupta**
Local Guide · 12 reviews · 20 photos
★★★★★ 4 months ago
Best IVF centre in Eastern Up. Latest IVF technology followed
Very dedicated Doctors, and very helpful staff.
Bringing happiness to the family





Few Center Reviews

Indira IVF Pune

Anand Emerald, Sakore Nagar, Symbiosis Rd, Near Airport Road, Near Symbiosis College, Viman Nagar, Pune, Maharashtra

[Write a review](#)

4.9 ★★★★★ 2,989 reviews ?

People often mention

All result 108 sir 49 cooperative 49 girl 43 +6

Sort by

Most relevant Newest Highest Lowest

G Ganesh g
1 review

★★★★★ a week ago **NEW**

Indira IVF will always have a special place in our hearts. Our journey took a bit longer than some and everyone at the clinic felt like family. I'll never forget the hugs, prayers, and kind words we received every step of the way. Thank u so much for everything.

Indira IVF Dadar Mumbai

6th floor, office no. 601, Diamond Plaza Chabildas Road, Near Tilak Bridge, new street no. 1, Dada Saheb Phalke Marg, Mumbai, Maharashtra

[Write a review](#)

4.7 ★★★★★ 39 reviews ?

People often mention

All cooperative 9 nurse 6 happy 6 team 5 feel 3 pregnancy 3

Sort by

Most relevant Newest Highest Lowest

S Swati Bandi
1 review

★★★★★ a day ago **NEW**

Its a wonderful experience with Indira Ivf. I was struggling for 5 years to concive. That struggle ends in Indira Ivf. In 1st attempt only I got success. All staff and doctor are very helpfull. Thanks to Indira Ivf.