



## Your REPScore

Reputation Score (REPScore) demonstrates your commitment to supporting healthcare facility requirements. The higher your score is (out of 100%), the better. Events can be added by authorized users at your facilities or are automatically generated based on your general behaviors toward facility policies.

*Here's a key tip:* We find that following all facility check-in and check-out protocols nets higher REPScore percentages.



## Calculating REPScore

REPScore is a simple percentage calculation. It is the total number of Positive REPScore Events in the last 365 days over the total number of all REPScore events in the last 365 days. Your REPScore is visible only to your healthcare facilities and, if you are connected, your Corporate Administrator.

$$\frac{\text{Positive Events}}{(\text{Positive} + \text{Negative}) \text{ Events}} = \text{REPScore \%}$$



## REPScore Events

Most [-] negative REPScore events occur when members forget to sign out of a facility. If you feel you have received an unfair negative event, you may ask for the event to be reviewed by the facility issuing it. [-] Negative events may only be disputed within 30 days after it was posted. All events reset after 365 days.