Elithair

PATIENT SATISFACTION

2022

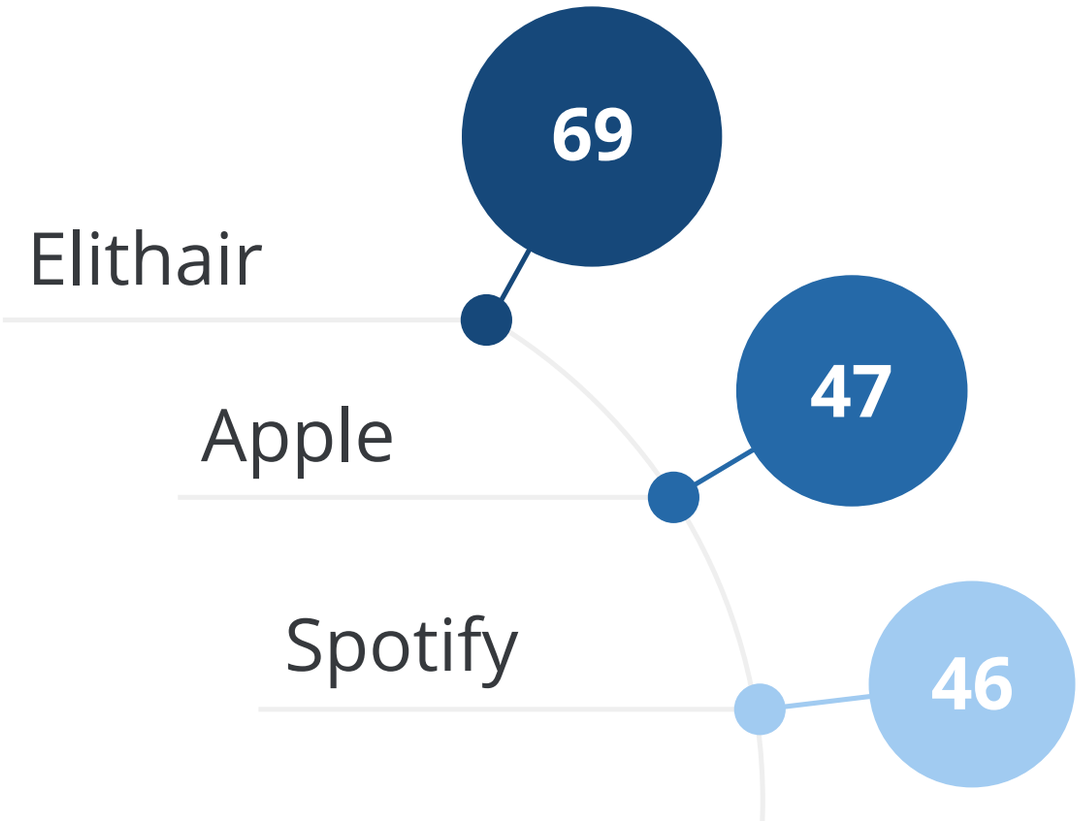
Compiled results
21 October 2022

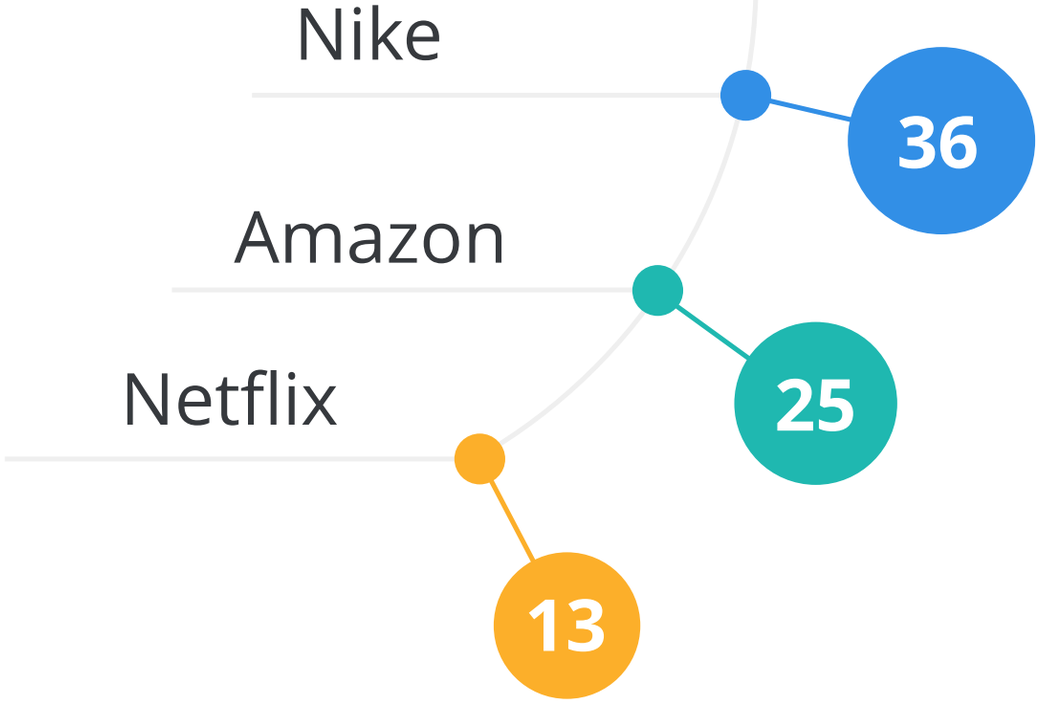
What is the Net Promoter Score (NPS)?

The Net Promoter Score ("NPS" for short) measures **customer satisfaction.** To determine the NPS, customers take part in a simple survey in which they indicate how likely they are to **recommend** a company to their friends or acquaintances.

The range of the NPS score is -100 to +100. A **high NPS** score is **above 50.**

NPS of different companies:





69 *our NPS score*

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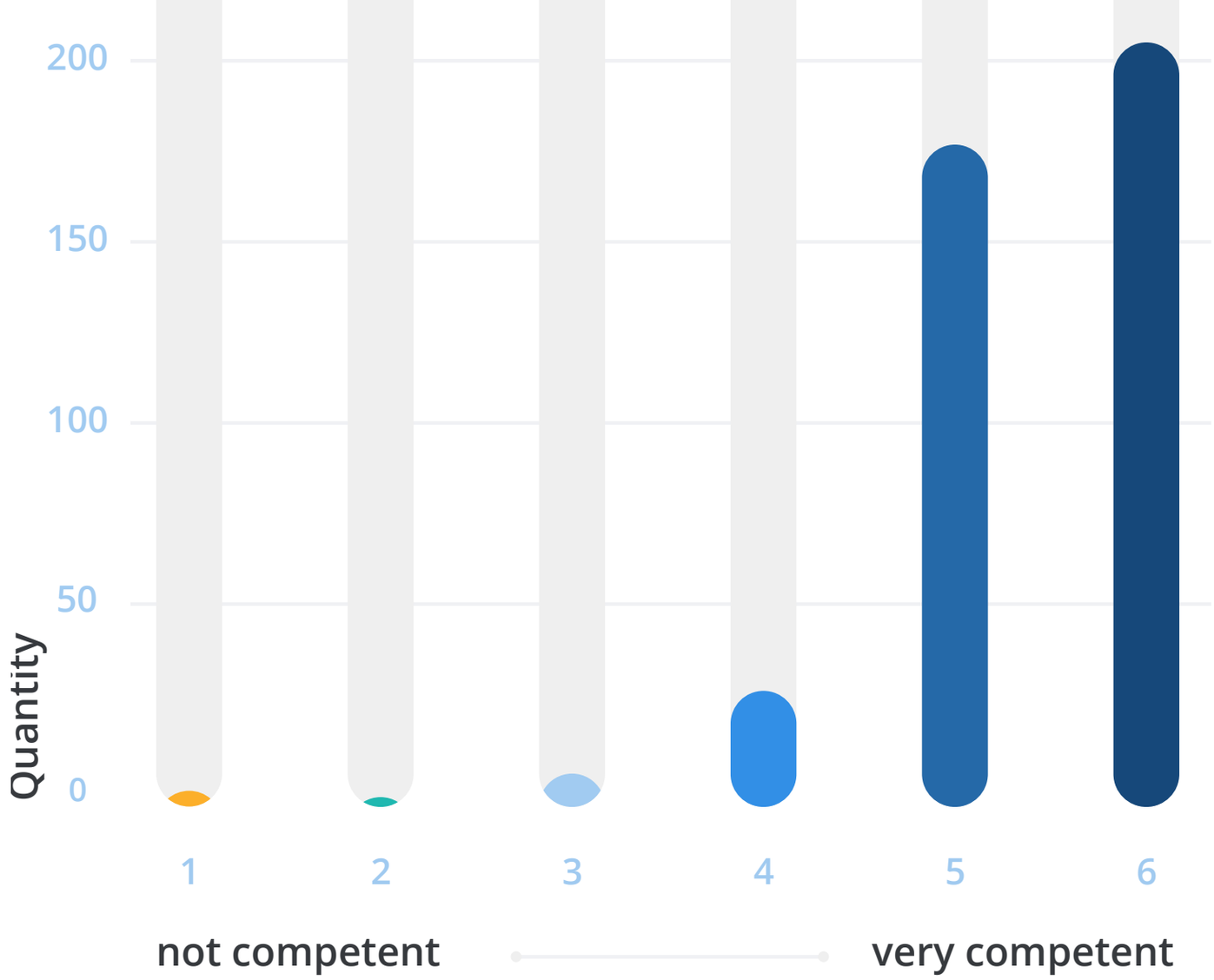
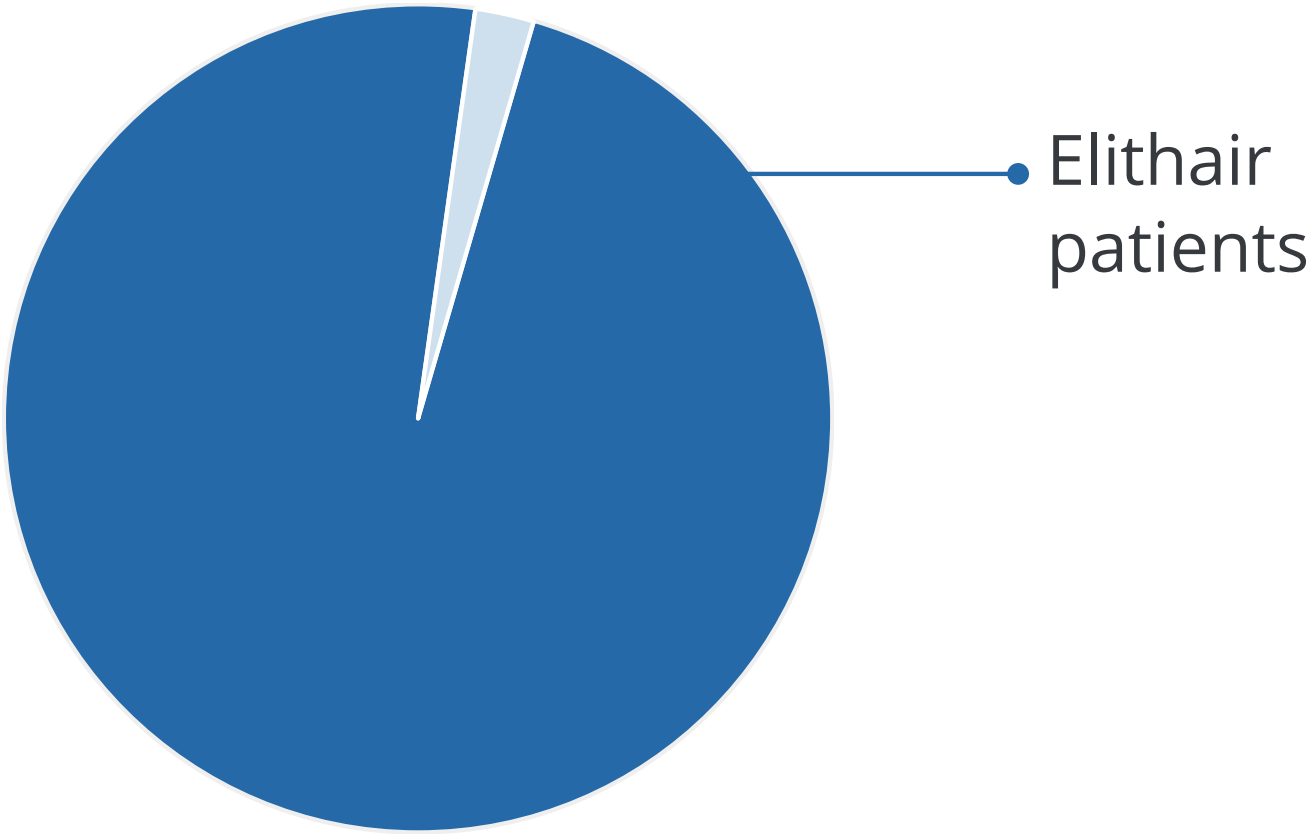
HOW COMPETENT DID YOU CONSIDER ELITHAIR TO BE?



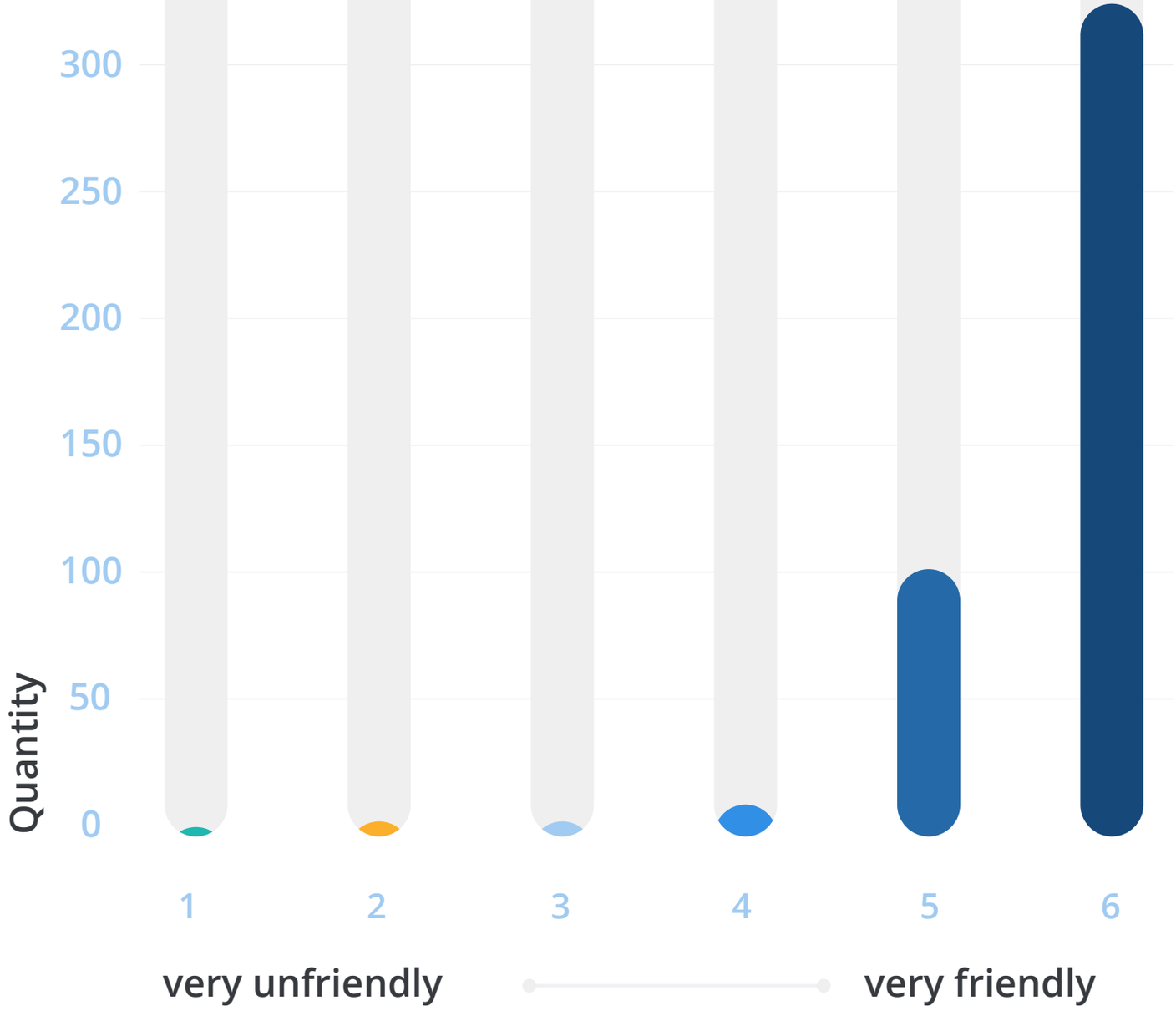
97.7% *rated Elithair as competent to very competent.*

DID THEY RECOMMEND ELITHAIR TO OTHERS?



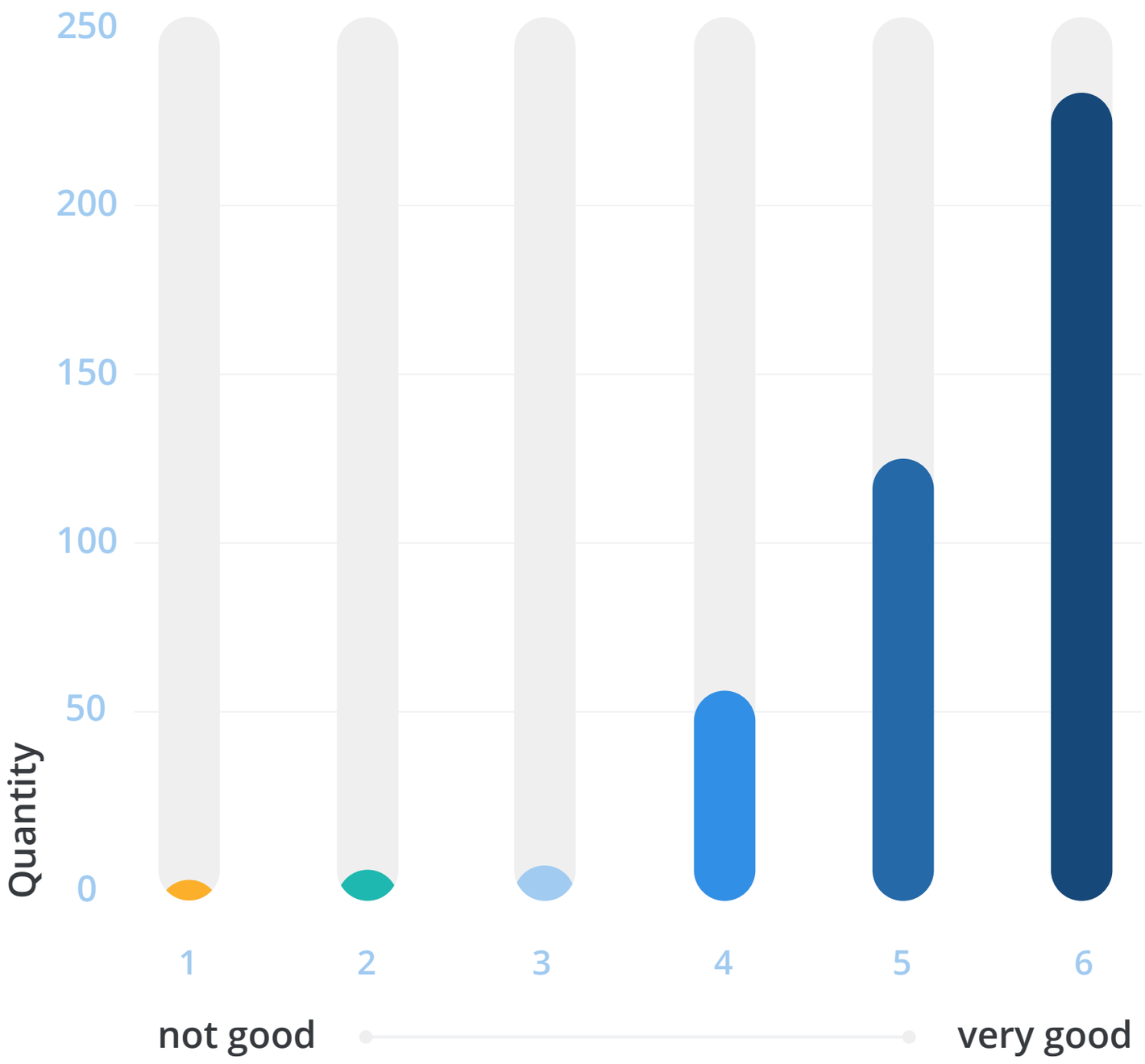
98% *of our patients were recommending Elithair to their friends and family*

HOW FRIENDLY WERE THE ELITHAIR EXPERTS?



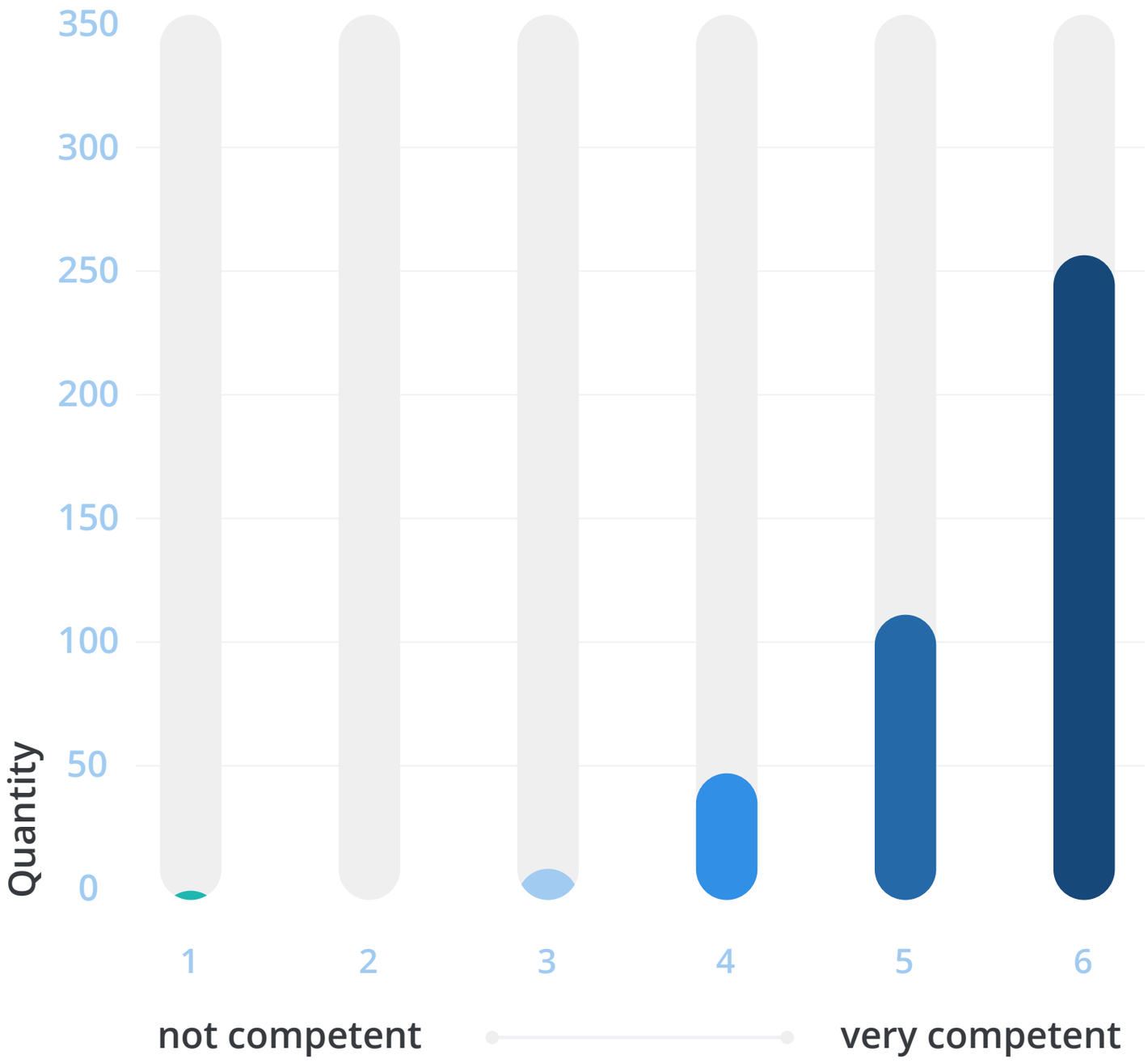
98.9% *of our patients rated our experts as friendly to very friendly!*

HOW DID YOU FEEL ABOUT THE PREPARATION?



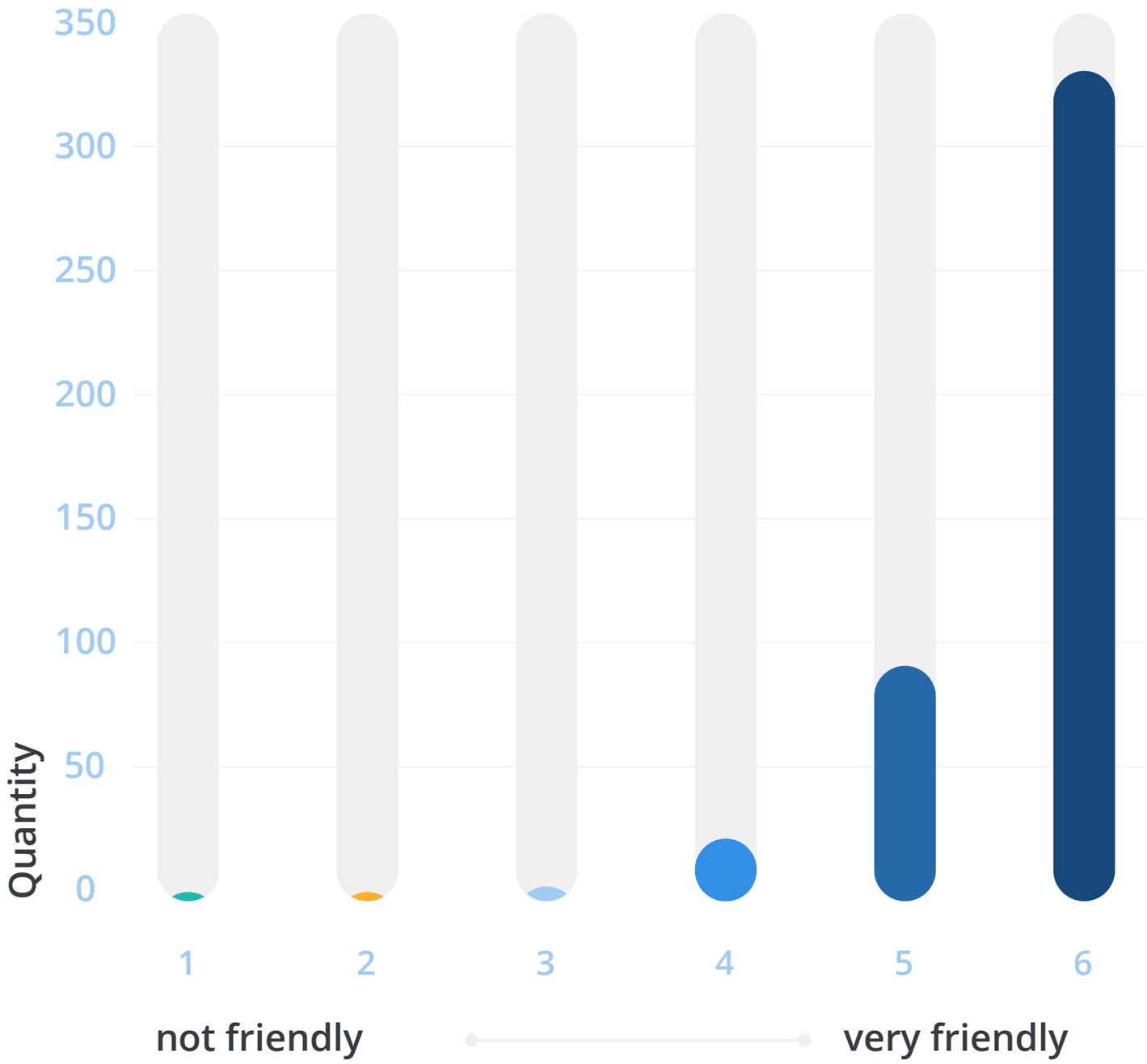
93.8% *of our patients rated the preparation for the trip as well to very well-organised.*

HOW DID YOU FEEL ABOUT THE COMPETENCE OF THE DOCTORS?



97.7% *of patients rated the doctors as competent to very competent.*

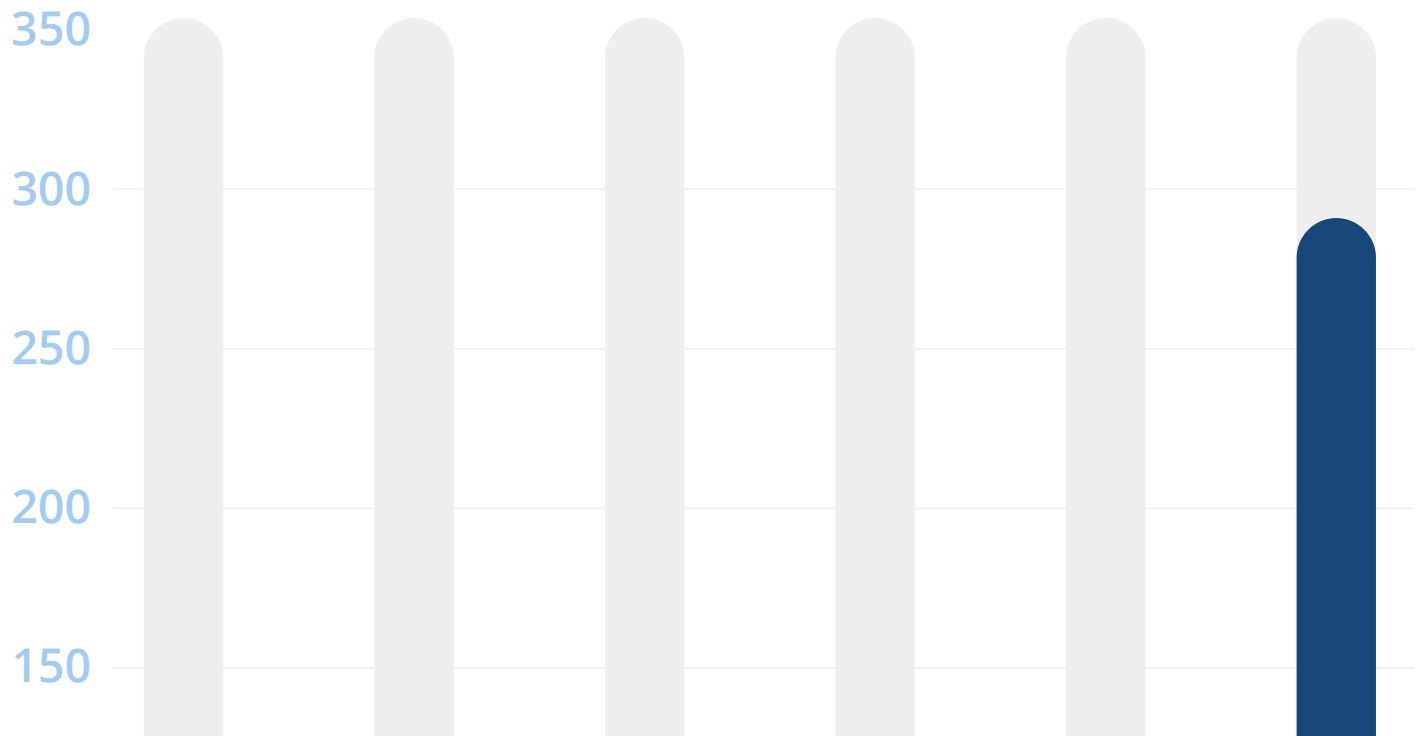
HOW DID YOU FIND THE FRIENDLINESS OF THE STAFF AT THE ELIT CLINIC?

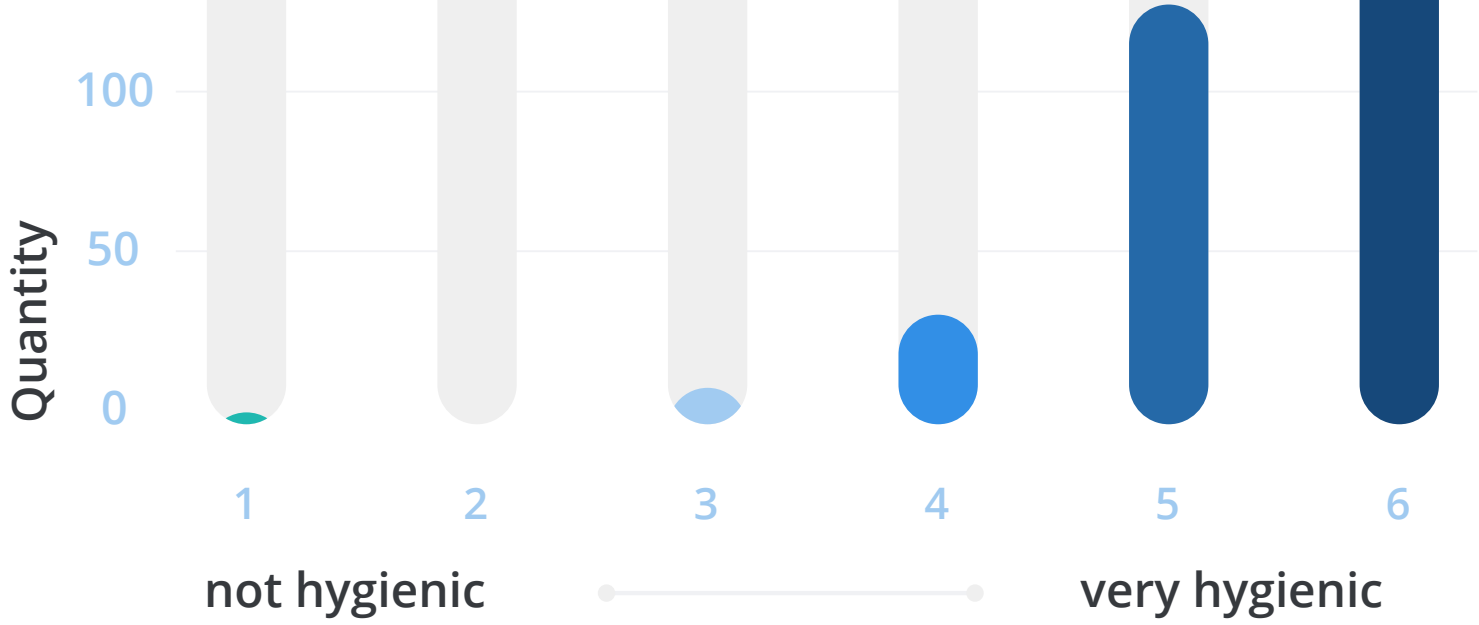


99.1%

of our patients found all the staff at the Elit Clinic friendly to very friendly.

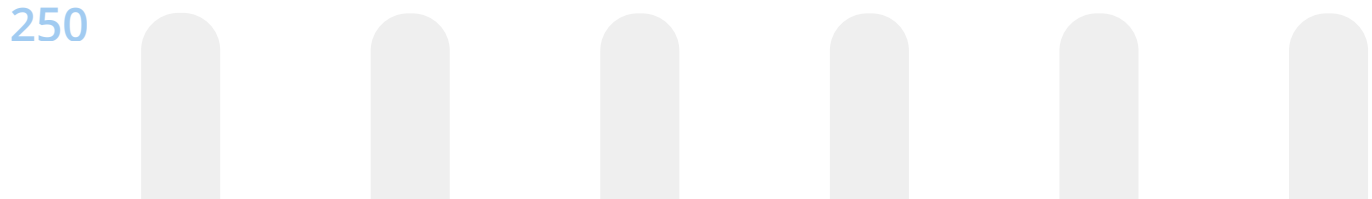
HOW DID YOU FEEL ABOUT THE HYGIENE STANDARDS?

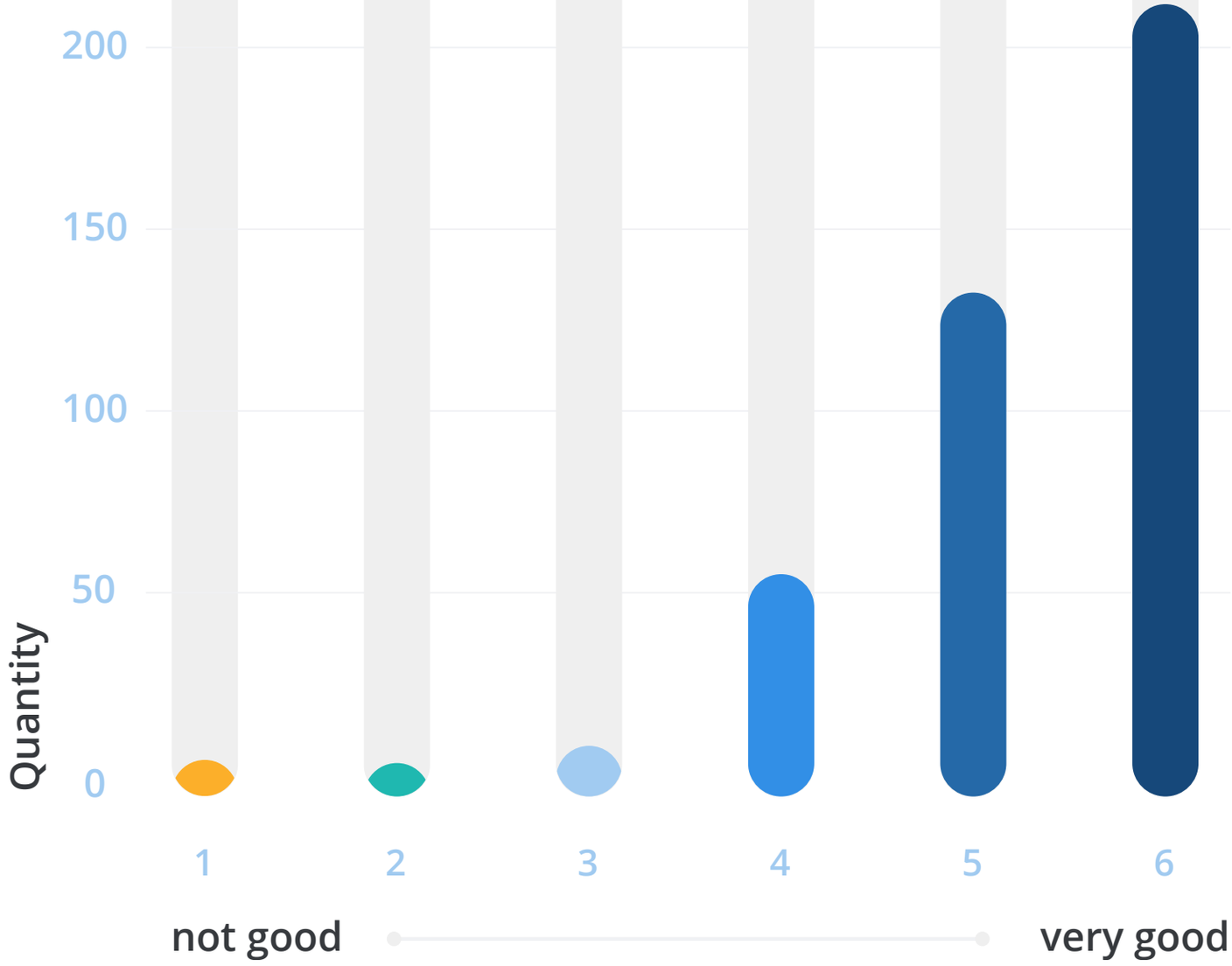




98.6% *of our patients reported high to very high standards of hygiene.*

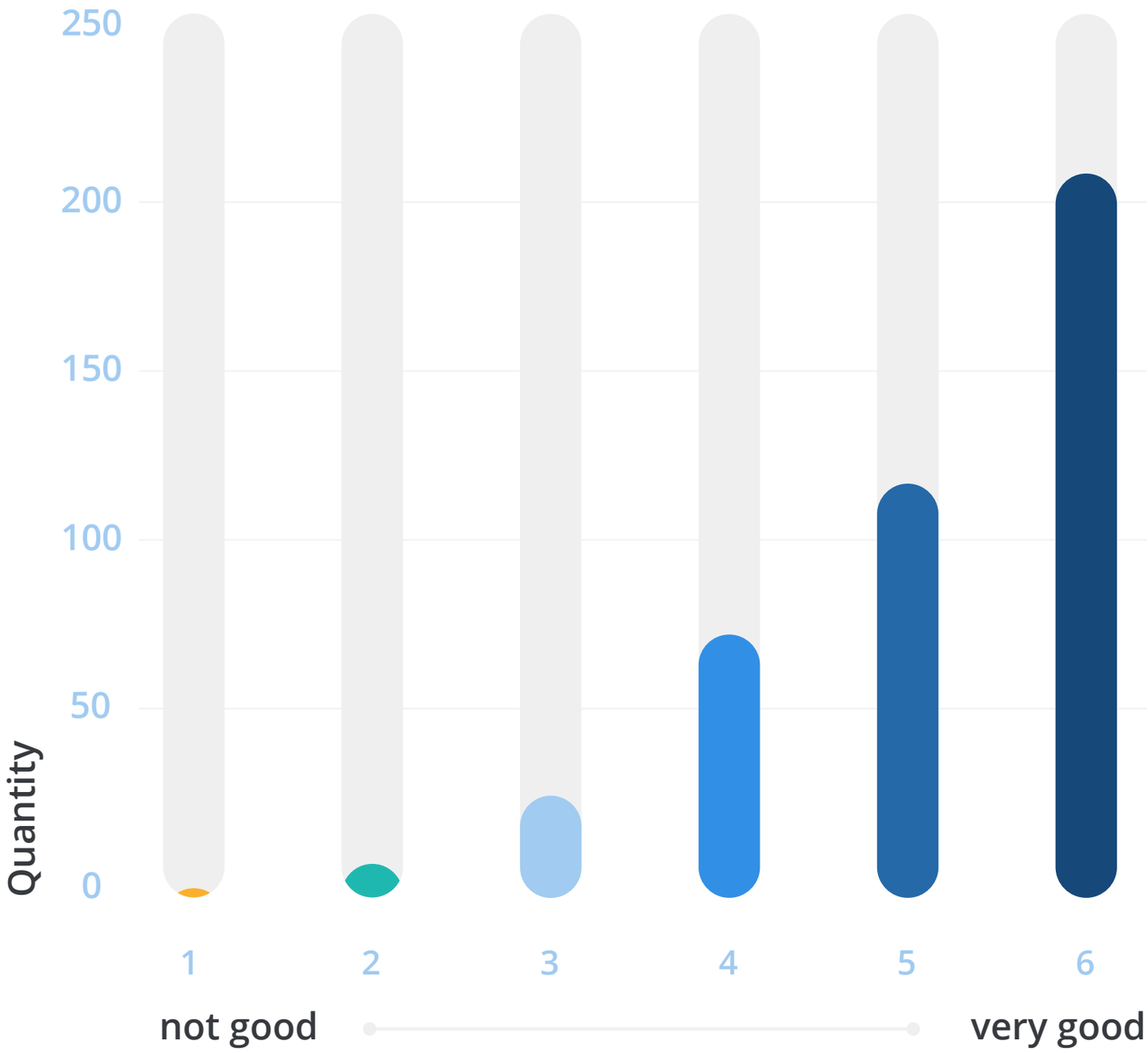
HOW DID YOU FEEL ABOUT YOUR STAY IN THE HOTEL?





92.2% *found the stay in the hotel to be good to very good*

DID THE INTERVIEW WITH THE DOCTORS MEET YOUR EXPECTATIONS?

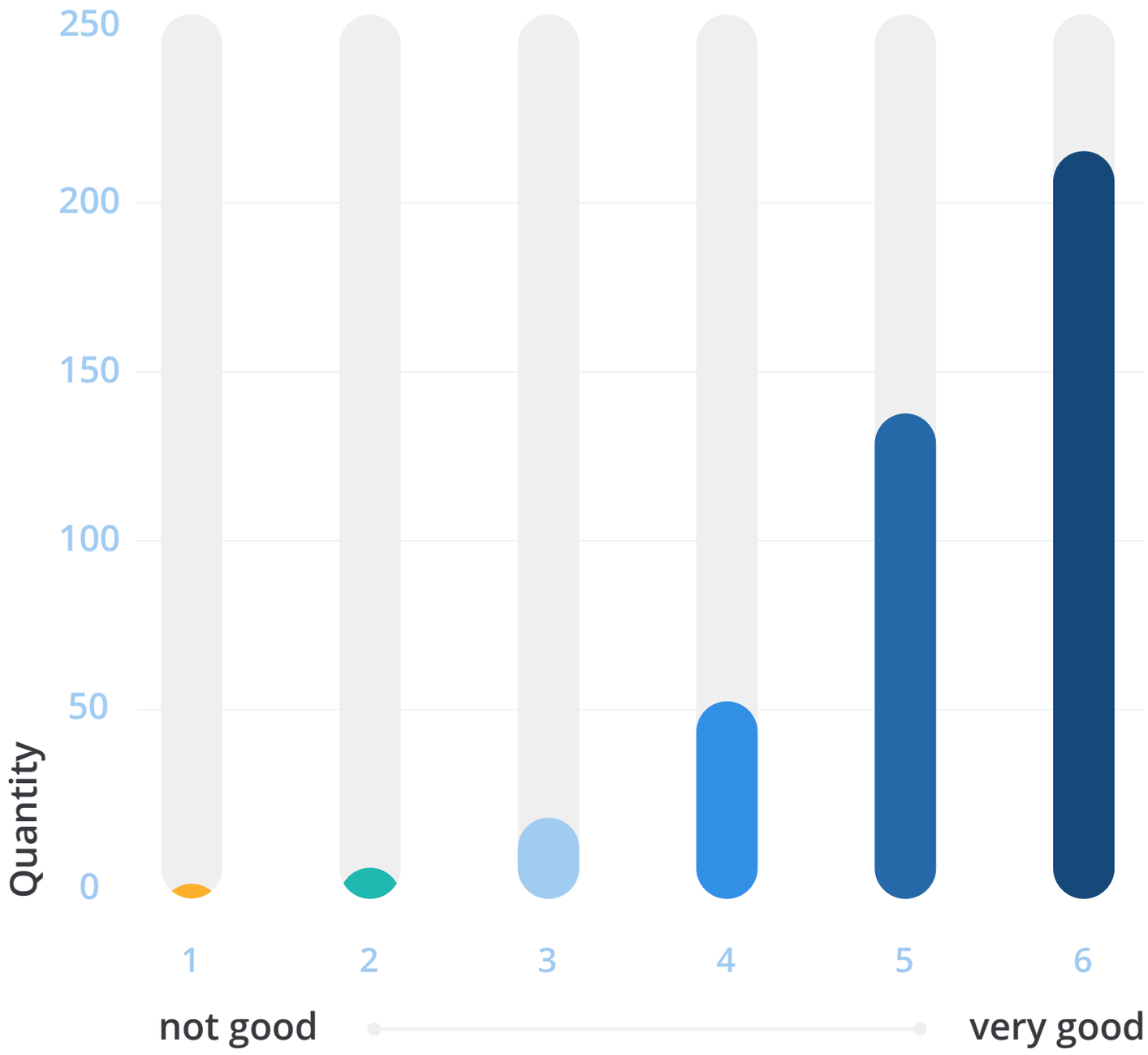


92.9% *of our patients' expectations of the interview were met.*

HOW SATISFIED WERE YOU WITH THE FOLLOW-UP EXAMINATION?

93.8% *of our patients felt well to very well-prepared for the days after the hair transplant.*

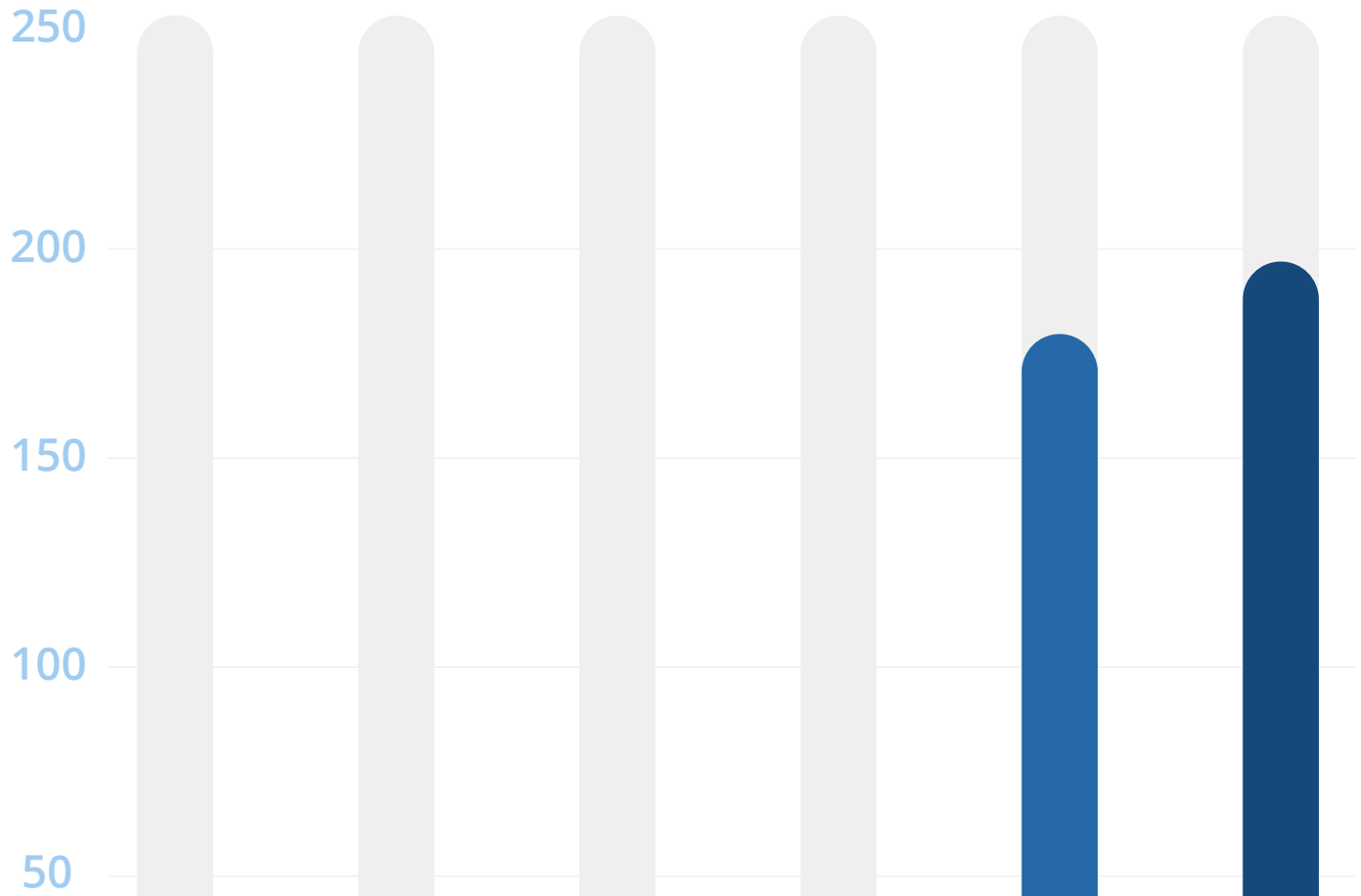
HOW DID YOU FEEL ABOUT THE INTERPRETERS' SUPPORT?

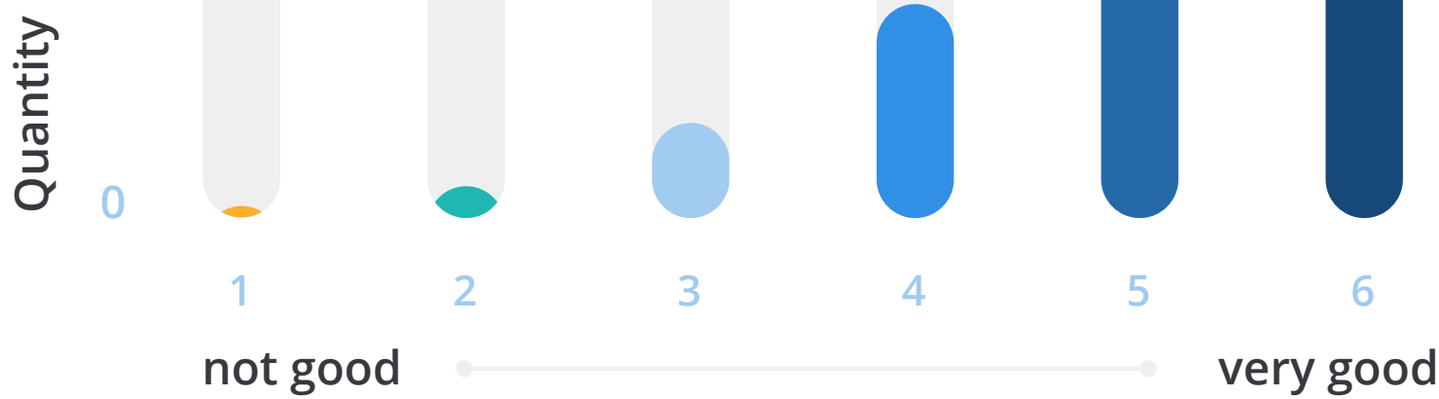


93.8%

rated the support provided by the interpreters as good to very good.

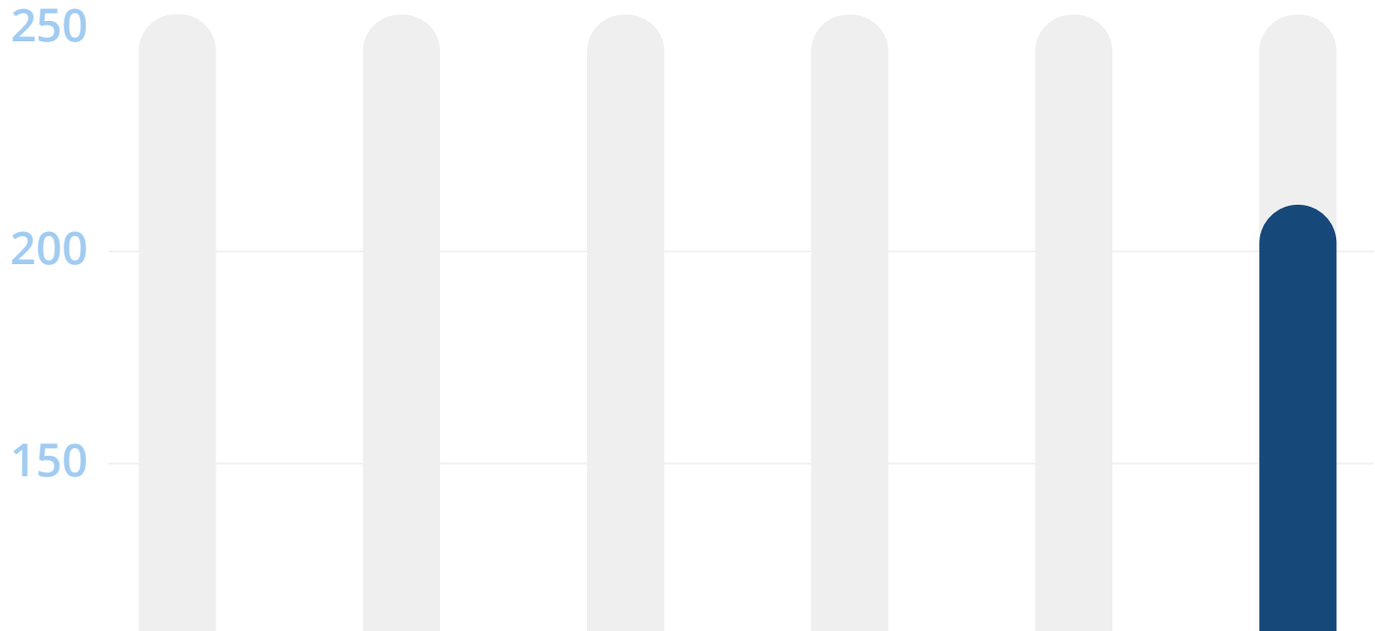
HOW DID YOU FEEL ABOUT THE OFFER, AND CONSEQUENTLY THE HAIR ANALYSIS?

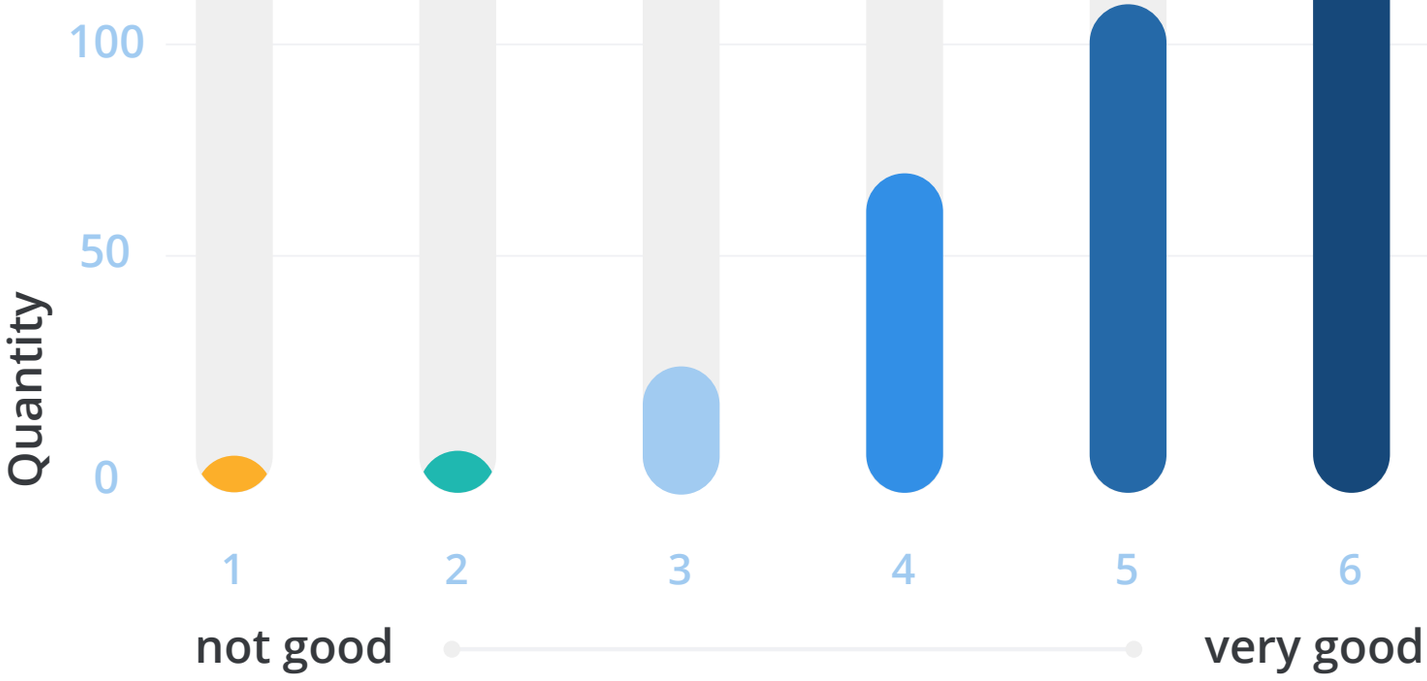




94.9% *of our patients were satisfied to very satisfied with the service.*

HOW DID YOU FIND THE ACCESSIBILITY?





91.3%

of our patients rated the accessibility as good to very good.

OUR BEFORE AND AFTER TRANSFORMATIONS

Discover more than 60 before and after results with all the key information about the treatments.

Marcel O. - **4700 Grafts**

Stefan D. - **3150 Grafts**

Edgars N. - **3700 Grafts**

Frederik G. - **4700 Grafts**

Learn more

DHH Deutsche Haarausfallhilfe

Elithair

REVIEWS

Our locations as of: 21.10.2022

Germany

4.8 ★★★★★

+2,791 reviews

Austria

5.0 ★★★★★

+56 reviews

Turkey

4.7 ★★★★★

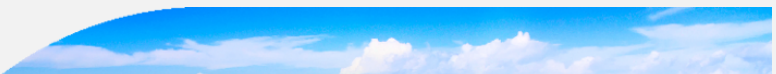
+448 reviews

Spain

4.6 ★★★★★

+104 reviews

Italy



4.9 ★★★★★

+146 reviews

France

5.0 ★★★★★

+27 reviews

TOTAL:

Reviews google: **3572**

Average rating: **4,8**

Reviews ProvenExpert: **7.257**

Average rating: **4,7**

PATIENT TESTIMONIALS

What did you like most about us?

“Everyone was wonderfully nice, and the elevated standard is very pleasant, my positive expectations were far exceeded - everything was excellent I especially liked the fact that almost all of the staff, no matter where I was, always asked me how I was - very excellent.”

*****

“The telephone conversation with Mr. Baris was very good. The conversation with Dr. Balwi was also perfect. The operating teams were great, and the entire treatment left nothing to be desired.”

*****

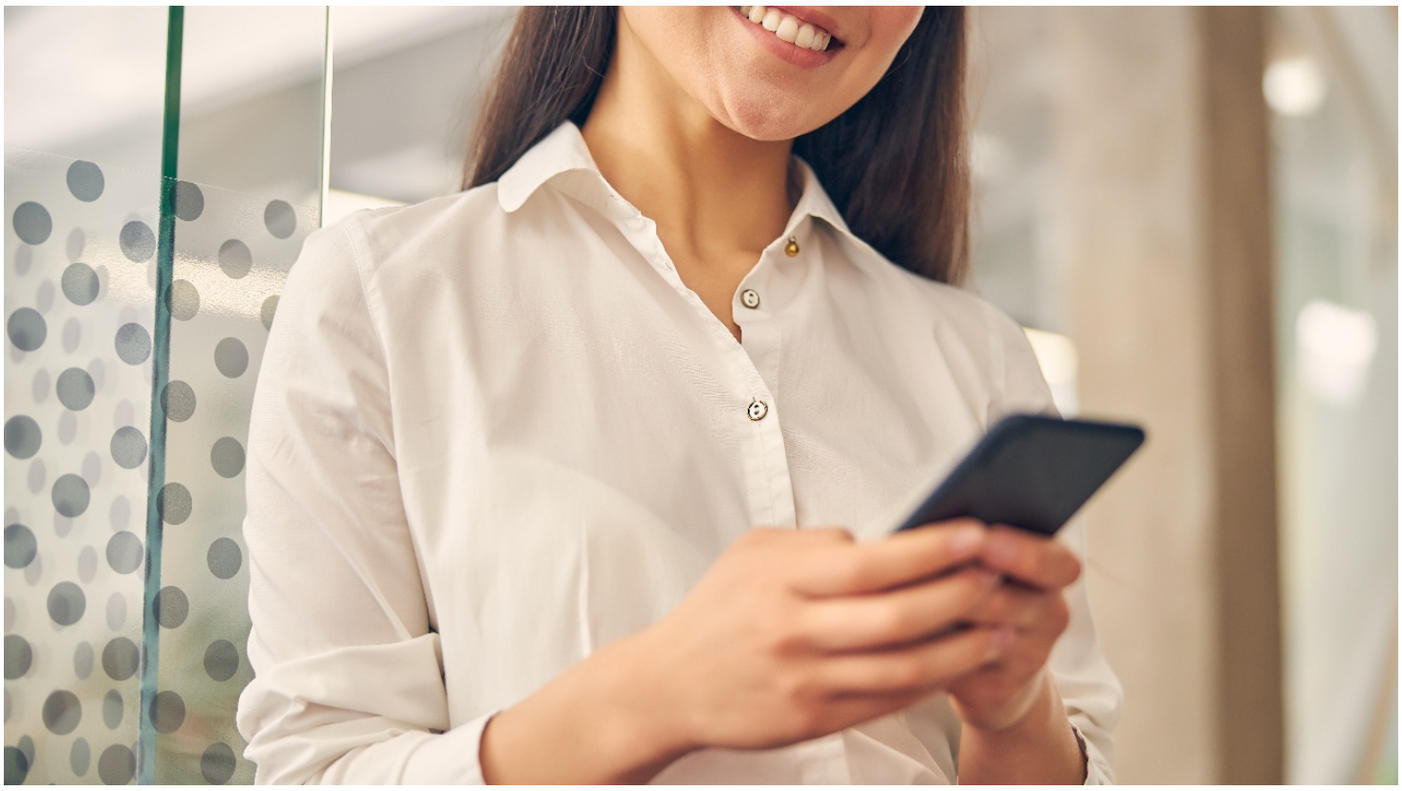
“Very good result and friendly service during the operation. A really great team.”

*****

“The local staff is very nice, especially the Turkish staff and doctors”.

*****

“The complete package, everyone is friendly and competent.”



“The charming friendly greeting on every ward, the attention to patients, the fact that you could always talk about a problem”.

*****

“It all seemed very professional and I never had the impression that I had made the wrong decision”.

*****

“I am thrilled with the service and the clinic staff, especially the team that performed my surgery was absolutely top-notch. Thank you very much.”

*****

“Professionalism overall, and smooth planning.”

*****

“Very friendly staff who took their time and made a real effort.”

*****

“No pain”

“The friendliness and professionalism of Dr. Balwi”

*****

“The clinic is very modern, also the rooms.”

*****

“The time that was spent on the consultations was very good, and all questions were answered promptly”.

*****

“The surgery team and the procedure were top-notch”.

*****

“Uncomplicated procedure”

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