



Patient Engagement Suite



Intuitive Financial Pathways for Personalized Patient Experiences

Just as everyone has a very personal healthcare experience, patients also have unique financial needs and preferences that affect how, when and if they pay their bill. Healthcare providers can no longer apply static billing and/or payment technology to a diverse patient population and expect optimal results.

Patients today have many choices when they are selecting healthcare providers. Providing them with a sense that you “understand them” by personalizing their billing and payment experience will drastically increase the likelihood that they’ll pay their bill, and choose your facility again in the future.

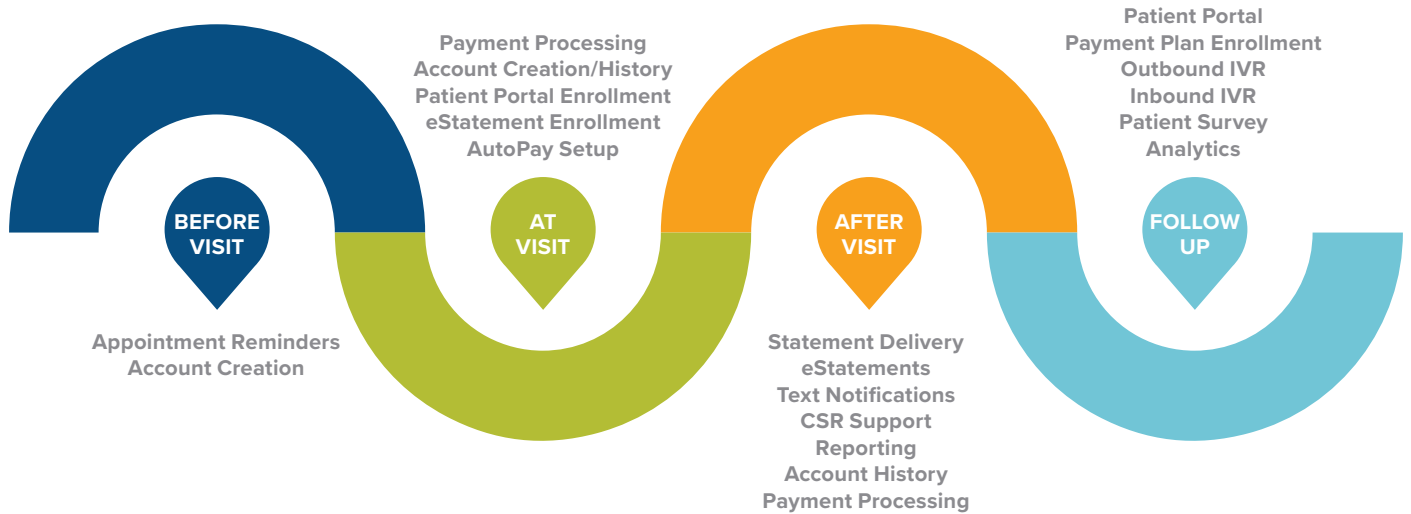
Understanding consumer attitudes and preferences across the patient journey can be central to supporting healthy behaviors, achieving better health outcomes, and improving the patient experience.

Engagement opportunities exist at every patient touchpoint throughout the revenue cycle: at the point of registration, at the front desk when they arrive for their appointment, on printed billing communications, online, in email and text communications, over the phone, etc.

It is essential for healthcare organizations to learn more about their patients, remembering their preferences, providing compelling services, and giving greater access to information through the same communication channels patients use in their daily lives—at home and work.

Benefits

- **Consistent** communication approach throughout the financial journey
- **Increase** patient satisfaction and reduce back-end billing cost
- **Enhanced** digital experience and greater access to patient information
- **Consolidated** business processes with centralized administrative and patient access
- **Eliminate** security risk fully with a PCI and HIPAA certified solution suite



Patient Touchpoints



Appointment Reminders

Strategic pre-service and post-service patient communication can address patient concerns and educate patients on their appointment details, estimated costs, and payment options.



Statement Processing

By developing our financial communications from a point of patient understanding, you increase each patient's likelihood to pay, carve out cost, and demonstrate to patients that you understand their needs and preferences—personalizing financial communications for a better experience, and better financial results.



eStatements

eStatement enrollment is clearly promoted during the sign-up process, allowing more patients to set their preferred delivery method.



Text Notifications

Patients can elect to receive text notifications to alert them when a new statement has been generated.



Payment Reminders

An automated telephony application that uses your aged receivables file to contact patients when and where they are most likely to be reached. Phone, email and text options available.



Personalize your patient experience and simplify your process.