

# Innovations to Improve Patient Payment Collections Systems

According to InstaMed's 2015 Trends in Healthcare Payments Annual Report, about **74% of providers** reported an increase in patient responsibility in 2015 compared to 2014. One of the most promising developments in response to market trends toward healthcare consumerism is the self-pay kiosk, which enables consumers to pay through transparency, convenience and confidence.

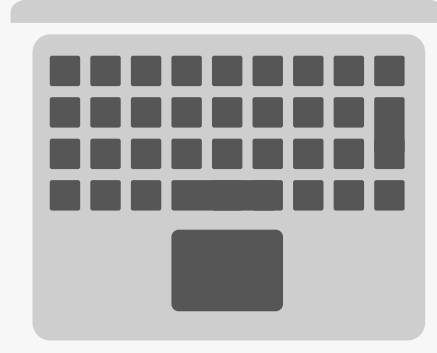
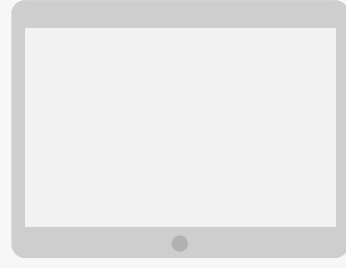
But what should go into a kiosk - and more importantly, what innovations position a kiosk to be most useful? We dove into some of the details on the ways patient check-in kiosks can better meet healthcare providers' needs.



## Offer Flexible Payment Plans

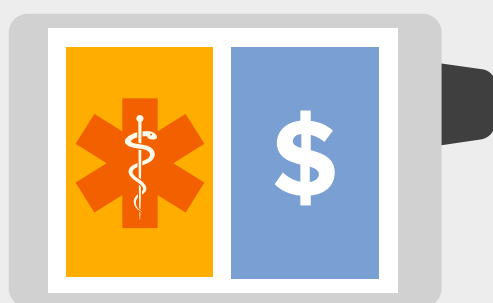
As revenue collection in healthcare moves more toward the consumer-driven retail model, it's important to adopt some best practices from the retail world. The key to this is payment flexibility, as 82% of U.S. households utilize at least two different forms of payment when paying bills. Additionally, many consumers are not able to cover the entirety of their bill immediately.

The solution, especially for patients with large balances, lies in recurring payment plans. Modern kiosks have options that let billing users control how budget plans are implemented on a patient-to-patient basis, paving the way for a customized approach to collections that pays off for healthcare providers.



## Total Device Compatibility

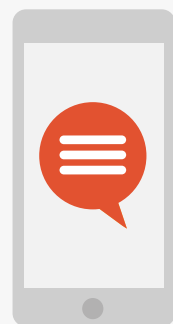
Calling a patient payment solution a "kiosk" is limiting, at least for the best options on the market - because there's so many more ways to collect than through just a kiosk. Sure, the kiosk is a touchpoint for many users, but elements like smartphone apps and online portals give consumers the options they crave...which opens the door to better collections. By choosing a system that meets the consumer on their terms, more consumers will be able and willing to pay.



## Perfect Your Dashboard

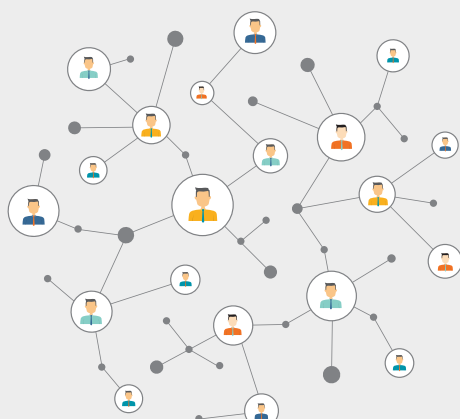
Since the kiosk is a revolution in user experience for patients, it's a must to make that user experience better for front-end staff, as well. Simplifying processes and enabling administrators to accomplish more makes front desk users exponentially more efficient. A few questions to ask about how effectively your dashboard is serving you:

- Can front-end users see an overview of scheduled appointments?
- Can insurance be verified in advance?
- Can exceptions be managed in real-time from the dashboard?
- Can both patients and administrators expect a pleasurable user experience?



## Notifications are a Two-Way Street

Many kiosks designed to bolster patient revenue send billing-related notifications to patients after an appointment. But can providers see when and how patients are being contacted by the platform? This notification transparency gives your administrative staff better insight as to how they can work together with the system to secure payment, and equips them to follow up more effectively if necessary. If your solution doesn't have notifications for (and allow practice admins to see) appointment reminders, estimate emails, final statements and more, it won't perform as well.



## Allow for Integration and Interoperability

Interoperability is perhaps the most buzzworthy term in healthcare, and not just in collecting from patients. On the patient care side, according to Becker's, more than half of practices report that electronic patient information is not available to view in their EHR, while 45% have difficulty integrating. Don't let your kiosk suffer the same fate, as ease of use is the reason the solution is effective in the first place. When your kiosk information integrates with leading patient management systems, that interplay provides seamless transfer of data and gives providers an information backbone.

Though healthcare has seen a wave of change, these are exciting times for those who embrace opportunity. At HealthiPASS, we're proud to offer a fully equipped solution that meets the needs of physicians, small practices, ambulatory centers and other care settings. We simplify the patient payment process to better your bottom line. If you'd like to talk to an expert about the ins and outs of our solution, please contact us at (855) 484-4727 or [info@healthipass.com](mailto:info@healthipass.com).