

Inconsistent billing practices? Frustrated and confused patients?

Patients are responsible for more and more of their healthcare expenses. As a result, it is critical for healthcare organizations to have a stronger emphasis and focus on the patient financial experience. Patients want to know their financial obligations up front in a single, easy-to-read statement, one phone number to call when paying their bills, and flexible options for resolving their account balances. Organizations not providing this type of convenience are losing valuable revenue and are experiencing higher write-offs. Let our team of revenue cycle experts assess your current patient financial experience to improve the financial care provided to your patients.



Pre-Service

Our team will start by reviewing pre-service workflows for estimating and collecting patient financial liability. We assess patient-facing communications and methods used to engage patients in financial conversations at point-of-service. Based on our knowledge of emerging technology, we can make recommendations for how you can optimize the use of self-service functionality and improve financial transparency.

Self-Pay Collections & Customer Service

Our assessment includes a review of self-pay business office workflows wherein we complete a review of statements, letters, and payment plan options. We will look at build and processes used to prioritize internal collections efforts along with any outsourcing, as well as review the processes and tools used by your customer service team. Our comprehensive approach enables you to improve your service to patients, while optimizing your workflows.



The Project

A Patient Financial Experience Assessment typically takes between 4-6 weeks depending on scope and number of business offices. Throughout the process, we aim to keep the patient at the core to ensure they are receiving the absolute best financial care. At the end of the assessment, we will deliver recommendations to achieve cohesiveness in your patient financial experience, as well as short-term wins to make an immediate positive impact.

KEY PROJECT BENEFITS

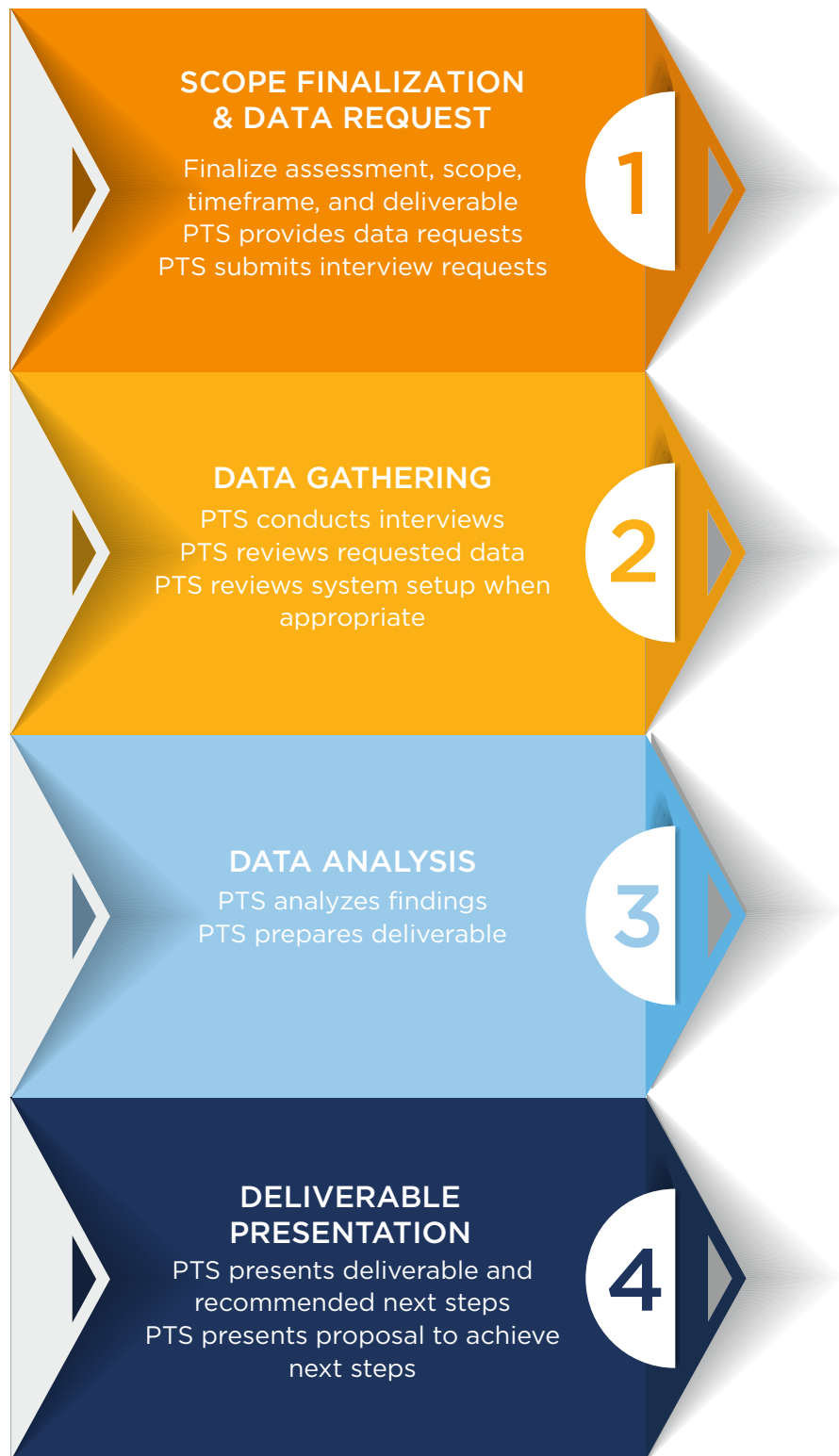
- ☑ Increased Patient Satisfaction
 - Clear and consistent communication
 - Flexible payment arrangements
 - Offering more self-service options
 - Fewer phone calls to customer service
- ☑ Increased Revenue
 - Increased POS payments
 - Reduced bad debt and increased payments



Parallon Technology Solutions provided us with the flexibility, experience and cost effectiveness needed to continue supporting our end-users with the same care they have received in the past. By partnering with Parallon Technology Solutions we combined excellence, key proven practices and deep expertise for the benefit of SLHS.

—Todd Hatton, CIO
Saint Luke's Health System

THE PTS ASSESSMENT PROCESS



WHO WE ARE

We provide EHR implementations, IT help desk, application support, IT managed services, hosting, technical staffing and strategic IT consulting services to hospitals, outpatient facilities, and large physician groups nationwide. With a team of over 400 clinical, financial and technical professionals, we have implemented EHR systems in more than 300 facilities. We offer staffing and remote support services for all major EHR acute and ambulatory platforms as well as their ancillary applications.