

# Professional Office Services (POS)

FOR athenaPractice



## Patient Payment Services

POS is Your Partner in Patient Communications offering Print and Digital Payment Services.

Patients today want more personalized care and communication is key to help them create a bond and enhance your reputation. As an example, providing consistent, user-friendly patient communications can likely build loyalty and, in turn, have a positive impact on your practice revenue. Whether its messaging reminders to minimize no-shows or patient statements that are easy to understand, both can help improve A/R and reduce phone calls into the practice.

**Custom Statement Processing** - POS designs and prints customized patient statements with industry best practices to help you get paid. When your patients understand their bills, it reduces confusion, and they pay faster.



**Collect with Online Bill Pay** - streamline your billing strategy by offering payment options that make it easier for patients to pay outstanding balances.

- **Text to Pay** - Allow patients to pay their statement balance via text message. Not only can this decrease your days in A/R, but it can also help to elevate your collection strategy. Cost savings come from savings on paper, printing, postage, and labor. With an online bill pay site that never closes, you can receive payments after hours, on weekends, and even on holidays. You also save money on labor when you accept payments online.
- **Auto Pay** - Auto Pay can help collect patient-owed balances by automatically charging the patient's balance to their credit card or bank account when insurance clears. The patient will receive a system-generated email receipt once a payment is made. Auto-pay is a great way to eliminate the hassle of paying small bills or known recurring charges such as frequent testing or allergy shots.



**Remind Patients with Past Due Notifications** - Automate the process and provide patients with a reminder about an outstanding balance via phone, text, or email. Past due notices and final notices can accelerate your revenue cycle and collect overdue balances without having to engage an outside collection agency.

