

How one cancer treatment center partnered with PatientFocus to improve their billing process

THE PROBLEM

On average:

33%

33% of cancer survivors go into significant debt as a result of their diagnosis.

50%

Nearly 50% of patients forgo medical treatment due to the cost.

79%

Patients are 79% more likely to die during treatment if they're forced to declare bankruptcy because of a cancer diagnosis.

Making the billing process more transparent, more flexible, and more compassionate is in the best interest of both the patient and the provider.

THE CHALLENGE

A leading national operator of outpatient cancer centers wanted to overhaul their payment process in a way that both cared for their patients and increased collections. Accomplishing this is no easy task, and their billing office was already overburdened, so they enlisted PatientFocus to streamline their patient pay system across multiple offices.

THE SOLUTION

PatientFocus provided:



Simplified patient statements



An online, mobile-friendly portal



Access to our patient-oriented billing experts



Interest-free payment plans

PatientFocus helped this practice's patients understand their statement and arrange payment options that work at their pace and on their budget.

THE RESULTS

Within the first 12 months:

185%

Increase in patient pay revenue

95%

Decrease in calls to the billing office

"We partnered with PatientFocus because they understand the importance of the patient relationship. PatientFocus was certainly able to increase revenues and support our billing office, but the ability to treat our patients with the respect, fairness, and empathy we require has been of utmost significance."

At PatientFocus, we know that a great patient experience includes helping patients and their families navigate the complexities of the oncology billing process so everyone can focus on Job One: **getting better.**

Visit www.patientfocus.com to get started