

# Full-Service Suite: Efficiently Improve Patient Pay Revenue



Patient payments can be time-consuming and resource-hungry. PatientFocus understands the challenge and has created a solution: a comprehensive financial engagement platform that streamlines patient payments and maximizes collections. Combining statements, digital features, call center capabilities, and pay-over-time offerings, this omnichannel suite unifies patient billing and communications.

## Old Systems are Failing Providers

Average deductibles have jumped 61% since 2012.<sup>1</sup> Amid rising healthcare costs, managing multiple patient payment systems is inefficient and chaotic. Patient confusion with statements, a lack of flexible payment options, and other shortcomings are harming providers' bottom lines. From 2018 to 2021, patients' self-pay after insurance bad debt increased fivefold, accounting for 58% of the total. During the same period, nearly half of all practices saw a rise in accounts receivable days.<sup>2</sup>

## PatientFocus has the Solution

PatientFocus offers a comprehensive solution that seamlessly integrates all aspects of patient payment management into one cohesive platform. This all-in-one solution is designed to optimize patient pay through a combination of advanced **digital tools** and personalized **human support**.

Our Full-Service Suite improves patient payment efficiency through features like branded statements with QR codes, click-to-pay text messages, and predetermined payment plans. For instances requiring a personal touch, our dedicated engagement centers handle over **50,000 calls monthly**, ensuring high-quality patient interactions.

Combining state-of-the-art technology with expert live support, the PatientFocus Full-Service Suite significantly enhances compliance and ROI. It's the ideal choice for providers aiming to maximize profitability and improve patient experience without the complexities of managing multiple systems.

### Why PatientFocus

**40%**

increase in patient pay revenue

**63%**

faster collections than industry standard

**50%+**

digital self-pay adoption

**95%**

decrease in inbound patient pay calls

**79%**

of calls are One-call Resolutions

**94%**

of cost covered by found insurance

## Providers are Reaping the Benefits

The potent combination of digital tools, such as coordinated email messages, bilingual domestic inbound engagement, and tech-enabled domestic outbound engagement, has achieved dramatic results. Users of our comprehensive solution see a **40% growth** in self-pay revenue and **63% faster collections** compared to the benchmark. On average, providers are paid just **eight days** after sending a digital notification.

Time and money savings are just the start of the benefits. Providers that use our full-service patient-pay solution also protect their financial and reputational health. At PatientFocus, we have adopted a **holistic compliance strategy** that goes above and beyond basic standards to safeguard critical healthcare billing data from start to finish.

Our Full-Service Suite improves the patient experience, too. Almost two-thirds of patients say transparent billing significantly increases their satisfaction with healthcare providers.<sup>3</sup> PatientsFocus provides the retail-like experience patients want, building trust and confidence in your brand.

## Solve Your Patient Pay Pain Points

Today, efficient patient pay is more than a nice-to-have feature; it's critical to the financial sustainability of providers. At PatientFocus, we have turned our intimate knowledge of the challenges providers face into a full-suite solution that delivers on profitability and patient experience. Ready to realize those benefits?

## Let's Talk

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## Full-Service Suite Features



Branded Statements  
w/Scannable QR Codes



Click-to-Pay Text  
Messages



Coordinated Email  
Messages



Direct Drop Voicemail  
Messages



Configurable Online  
Payment Portal



24/7 IVR Phone Routing  
System



Bilingual Domestic  
Inbound Call Center



Tech Enabled Domestic  
Outbound Call Center

1. KFF. (2022, October 27). 2022 Employer Health Benefits Survey. Retrieved from <https://www.kff.org/mental-health/report/2022-employer-health-benefits-survey/>

2. Crowe Global. (2022, August). Hospital collection rates for self-pay patient accounts. <https://www.crowe.com/-/media/crowe/llp/widen-media-files-folder/h/hospital-collection-rates-for-self-pay-patient-accounts-report-chc2305-001a.pdf>

3. Accenture Consulting. (2019). Accenture 2019 Digital Health Consumer Survey. <https://www.ehdc.org/sites/default/files/resources/files/Accenture-2019-Digital-Health-Consumer-Survey.pdf>