

Statement & Digital Engagement: Modernize Self-Pay Collections



Navigating patient payments can be complex, but PatientFocus simplifies the task with our sophisticated digital engagement solution. Integrating seamless online payment portals with automated communication, our platform bolsters patient engagement and accelerates revenue cycles, streamlining collections, and enhancing patient satisfaction.

Digital Shift in Patient Preferences

A significant 59% of patients now prefer receiving billing notifications via text over traditional methods, such as phone calls or emails, underscoring a pivotal shift toward digital patient engagement.¹ This trend spans all age demographics, confirming a broad-based demand for digital healthcare services like patient portals.²

The growing demand for digital engagement tools mirrors consumer expectations for convenience and immediacy, akin to other sectors. However, building an in-house medical billing application can be prohibitively expensive, ranging from \$30,000 to \$300,000, with development times extending up to 18 months.^{3,4}

The PatientFocus Advantage

PatientFocus delivers a state-of-the-art suite of **digital tools** and **enhanced statements** designed for maximum operational efficiency and user engagement. This turnkey solution enables providers to accelerate payments and increase practice profitability without the burden of developing a system from scratch.

Our Statement & Digital Engagement solution streamlines patient payments using features such as easy-to-understand statements, QR codes for quick access, user-friendly payment portals, and convenient click-to-pay text messages. Our offering also ensures that every aspect of the patient pay journey adheres to stringent standards, surpassing HIPAA, CFPB, and TCPA regulations.

Integrating tech-forward features with straightforward patient billing, the PatientFocus Statement & Digital Engagement significantly improves both ROI and patient satisfaction. It's the ideal choice for providers eager to embrace cutting-edge technology to accelerate collections efficiently while maintaining an exceptional patient experience.

Why PatientFocus

40%

increase in patient pay revenue

63%

faster collections than industry standard

35%

statement cost savings

28%

decrease in days in A/R

8

day average from digital notification to payment

Achieving Better Financial Health

Leveraging our suite of branded statements and robust digital tools — coordinated email messages, silent voicemail drop, and easy-to-use online payment portals — has produced remarkable improvements in payment timeliness and patient engagement. Adopters of our capable solution experience a **40% increase** in self-pay revenue and **63% faster collections** compared to industry standards. On average, our clients receive payments just **eight days** after a digital notification.

Time and money savings are just the start of the benefits. Providers that use our digital 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 solution improves the patient experience, too. Almost two-thirds of patients say transparent billing significantly increases their satisfaction with healthcare providers.⁵ Furthermore, studies demonstrate that IT platforms substantially enhance patient engagement, with 82.9% indicating positive outcomes.⁶ PatientFocus provides this retail-like experience patients want, building trust and confidence in your brand.

Build a Future-Proof Billing Strategy

Efficient patient payment processing is crucial for sustaining healthcare providers. PatientFocus has leveraged deep industry insights to develop a solution that not only addresses immediate payment challenges but also sets the foundation for long-term financial health. Ready to enhance your patient payment systems?

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