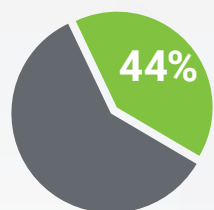


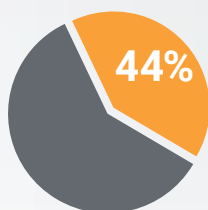
# Practice Peer-Spective:

An Insider Look At Patient Financial Engagement Strategies

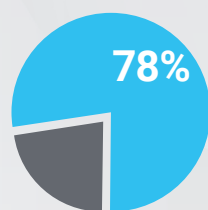
## THE CURRENT STATE OF Patient Financial Engagement Solutions



**44%**  
OF PROVIDERS are satisfied with current patient payment solutions.

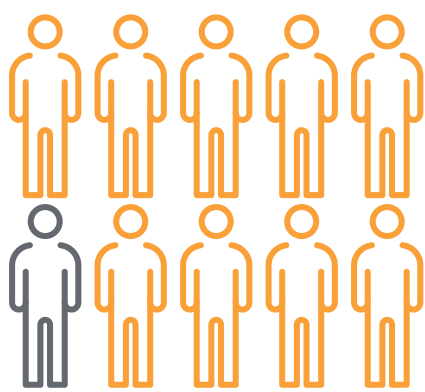


**44%**  
OF PROVIDERS say patients are satisfied with their current payment experience.



**78%**  
OF PROVIDERS acknowledge that patients are receiving less than A-grade experience.

## Online Payment Experience Brings Challenges For Patients



**90%**  
OF PROVIDERS say medical bills are confusing for patients

### Confusion

Lack of patient confidence reduces the likelihood of a patient paying their bill.

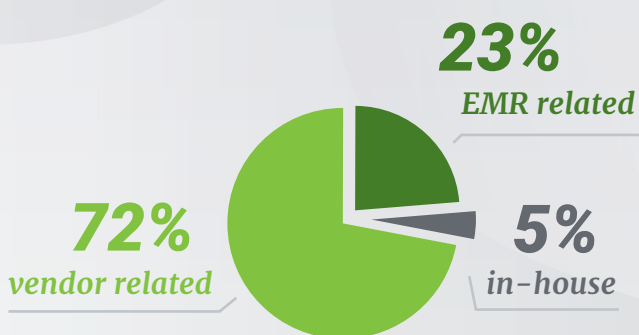
### Solution

A system that facilitates workflows and provides bills that are clear and easy to understand will help to resolve patient confusion.

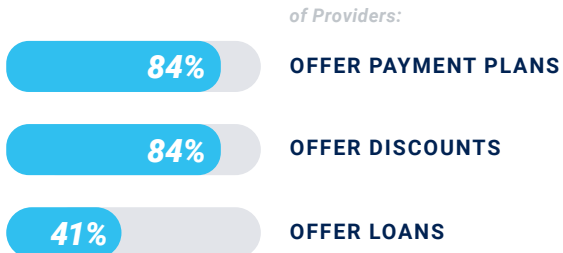
## Financial Engagement Solutions Currently In Place

### Solution

Turn to a value-added ecosystem. While EMRs strive to be one-size-fits all solutions, they may not offer the individualized billing and payment options patients expect.



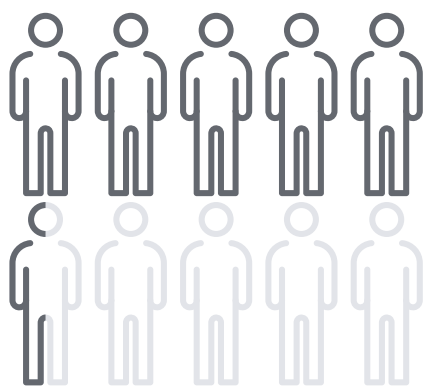
## The Battle To Stay Competitive With Your Patient Payment Experience



### Solution

Offering more payment options not only enhances patient satisfaction, it makes it easier for patients to pay off their balances.

## The Patient Payment Process That Could Use the Most Improvement



**55%**  
OF PROVIDERS want to see more upfront collections

### CAPTURING PAYMENT AT THE TIME OF SERVICE LEADS TO

- increased cash flow
- improved payment rates
- reduced cost of collections

### Solution

Help patients clearly understand their financial obligations prior to service.



### BOTTOM LINE

Delivering a better experience during the resolution of financial responsibilities helps build positive relationships with patients and a stronger bottom line.