Patient Self-Service

Give patients the tools they want to manage their healthcare expenses online

Patients of all generations want to manage their healthcare finances on their own time, using the medium most convenient for them. Just as other industries provide easy, online tools for consumers to bank, purchase goods or book travel, more and more healthcare organizations are putting patients in the driver’s seat. Organizations that don’t risk losing patients to other providers.

**Patient Self-Service** connects patients with a consumer-friendly, mobile-compatible self-service portal to generate price estimates, apply for charity care, set up payment plans, update insurance information, combine payments to hospitals and physicians, schedule appointments and even set up a fundraising page.

**How we do it**

- Disparate hospital and physician billing systems are consolidated into one dashboard for patient convenience
- A single sign-on between Patient Self-Service and your own patient portal increases adoption
- The mobile compatible portal communicates with patients via secure email and/or SMS text, depending on preference
- Patient Self-Service keeps you in compliance with Meaningful Use Stage 2 requirements
- The self-service portal pages will be branded to match the organization’s website, ensuring a seamless user experience

**What you get**

Create a better patient experience by empowering patients to manage their healthcare financial experience with a consumer-friendly online portal. Making it easy for patients to pay for care helps providers boost their bottom line while strengthening patient relationships.

**Patients can**

- See hospital and physician bills in one portal
- Generate price estimates for services
- Make online payments and set up payment plans
- Schedule appointments
- Set up medical fundraising

**Providers will**

- Increase self-pay collections
- Improve patient satisfaction
- Enhance patient experience
- Increase staff productivity
- Reduce bad debt
- Reduce costs
- Build your brand
Sample hospital home page

Welcome to the St. Hope Online Business Office

Help Understanding my Bill

Quick-pay w/o Login

Paperless Billing - it's Easy

Request Appointment

Schedule Appointment

Contact Us

Quick-pay without Login

If you are a current user and already enrolled please renew to establish your login on our newly enhanced site.

A simple and secure way to manage and pay your hospital bills.

Sample screen for patient account management

My Account Activity (as of today)

Facility A

Date Status I Owe

12/03/10 Current $0.00 detail

Facility B

Date Status I Owe

12/15/10 Past Due $100.00 detail

Facility C

Date Status I Owe

12/02/10 Current $50.00 detail

Paperless Billing - it's easy

Save time and reduce clutter.

Request An Estimate

Get a price estimate for a medical procedure.

Manage All Your EOEs

Balance your insurance EOEs with your hospital bills.

Apply for Financial Assistance

Helping patients in need.

Upcoming Appointments

8:30 am 2 procedures
Feb 12, 2013 (Dr. J. Smith, MD)

11:30 am 1 procedures
Feb 20, 2013 (Dr. R. Caliente, MD)

View all appointments Schedule appointment

Insurance on File

AETNA 07890

View or update your insurance info

St. Hope Wellness Tools

Quick and easy tools to estimate your healthy body weight, target heart rate and more wellness tools to educate you about your health.

Learn more >