



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
- Make online payments and set up payment plans
- Generate price estimates for services
- Schedule appointments
- Set up medical fundraising

Providers will

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

Patient Self Service

Sample hospital home page

St. Hope Hospital

Welcome to the St. Hope Online Business Office

Help Understanding my Bill
Bill Resources.

[Bill Help >](#)

Quick-pay w/o Login
It's fast, free and easy!

[Quick-pay >](#)

Paperless Billing -It's Easy
Save time and reduce clutter.

[Go Paperless >](#)

Request Appointment
Save Time and Skip "On Hold"

[See Available Times >](#)

Schedule Appointment
Save Time and Skip "On Hold"

[See Available Times >](#)

Contact Us
Get in touch with us

[Contact Us >](#)

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

username / email

password

[Forgot your password? >](#)

or

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

Sample screen for patient account management

St. Hope Hospital

t1@test.com | < Sign Out

B SAMPLE SAMPLE - Multiple Siblings >

[My Accounts >](#)
[Payment Center >](#)
[Resources](#)
[Fundraising >](#)
[My Profile](#)
[Contact Us >](#)

My Account Activity (as of today)

Facility A

Date	Status	Owe	
12/30/10	Current	\$0.00	detail >

Facility B

Date	Status	Owe	
12/15/10	Past Due	\$100.00	detail >

Facility C

Date	Status	Owe	
12/20/10	Current	\$50.00	detail >

Paperless Billing -It's easy
Save time and reduce clutter.

[Go Paperless >](#)

Request An Estimate
Get a price estimate for a medical procedure.

[Get an Estimate >](#)

Manage All Your EOBs
Balance your insurance EOBs with your hospital bills.

[Enter your EOBs >](#)

Apply For Financial Assistance
Helping patients in need.

[See if you qualify >](#)

Upcoming Appointments

8:30 am Feb 17, 2013	2 procedures Brad J Smith, MD
11:30 am Feb 20, 2013	1 procedures Devin R. Caliente, MD

[View all appointments >](#)
[Schedule appointment >](#)

Insurance on File
AETNA 67890

[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.

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