PatientSimple
Empower your patients to manage their financial journey

A good patient experience starts with a seamless financial engagement. It’s no secret the financial side of a consumer’s healthcare journey can be confusing, causing additional stress during a time when the ultimate focus should be on getting a patient healthy. To help, organizations want collections to be almost invisible. By leveraging our in-depth data and advanced analytics, we can help you identify the optimal financial pathway for your consumers, whether that be collecting a payment in full, serving up a personalized payment plan, or offering an avenue for financial assistance.

By adding personalization and automation, we can anticipate how to help each patient by creating a proactive, compassionate, mobile-first experience. Just as other industries provide easy, online tools for consumers to bank, purchase goods or book travel, we can empower your patients with similar insights and tools.

PatientSimple connects patients with a consumer-friendly, mobile-compatible, self-service portal to manage tasks like:

• Scheduling an appointment
• Generating price estimates
• Applying for charity care
• Paying a deposit and setting up payment plans
• Updating insurance information

How we do it:

1. **Data-driven, personalized messaging.** Our healthcare-specific collections scoring algorithm delivers insights based on the patient’s financial data and propensity to pay to help you message accordingly.

2. **Digital tools.** We can automate the ideal experience for your consumers, whether that take the form of charity or payment plans.

3. **Multi-functional platform.** All of this flows through our best-in-class eCare NEXT workflow system, creating a richer patient experience.
What you get:

PatientSimple puts the patient needs back at the center of patient billing with personalized communications, and simultaneously improves your revenue stream. By engaging the self-pay patient upfront and capturing the remaining balance due for services after insurance has been paid, you can reduce your administrative expenses and overall collection costs.