SIRONO ANALYTICS SUITE

Comprehensive Metrics for Impactful Decisions

The Sirono Analytics Suite goes beyond the data, delivering intelligence that drives a 35% increase in patient payments. Data alone does not enable smart decisions. Built on Salesforce and designed specifically for healthcare organizations, the Sirono Analytics Suite analyzes every element of the patient receivables process to uncover effective ways of increasing patient payments through higher patient satisfaction.

Billing initiatives with real ROI

Determine the strategies that increase collections, decrease the cost to collect, and accelerate cash flow

Communication strategies that impact patient satisfaction

Objectively assess every patient interaction, across all touchpoints, from initial scheduling to final payment

Efficient and effective contact centers

Establish an administrative baseline for efficiency and measure staff performance

Finding the knowledge behind the numbers

The Sirono Analytics Suite aggregates patient financial KPIs across an entire organization or health system and displays them all in one convenient place. Proprietary algorithms analyze collection activities and patient behaviors for patterns and deliver insights for impactful decisions affecting patient satisfaction and payment yield.

Identify trends and drill down into organization-wide data

- Uncover hidden patient behavior, collection, and operational efficiency patterns
- Analyze patient revenue streams and A/R at the organization and team member levels

Sirono Analytics Suite

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Dashboards that make data meaningful

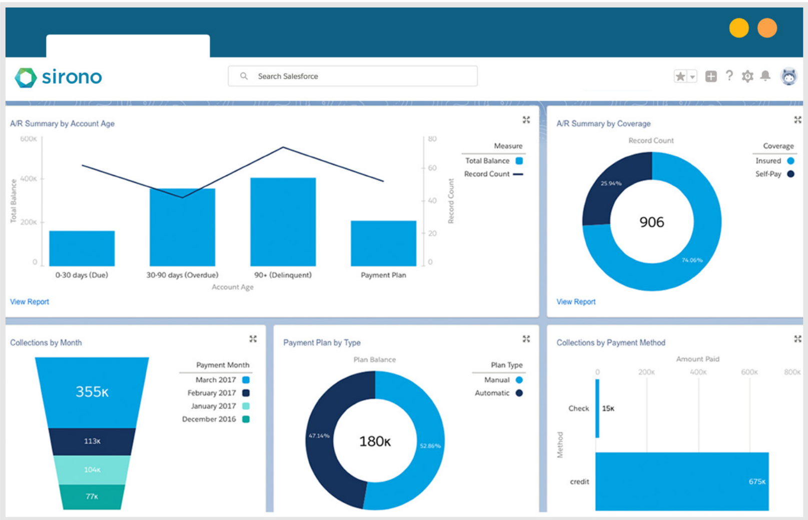
The Sirono Analytics Suite offers several pre-built reporting dashboards designed for specific roles in your organization. Each is fully customizable and highly interactive, combining the ability to see a snapshot of your system at-a-glance with the capability to control every reporting variable and see every detail.

The Financial Metrics Dashboard

Making revenue cycle management more effective

The Financial Management Dashboard analyzes every aspect of the patient payment process and shows the precise, up-to-the-minute status of patient accounts.

- Account aging statistics
- Collections and payment plan performance
- Insurance and demographics discovery



A/R summary report with interactive features

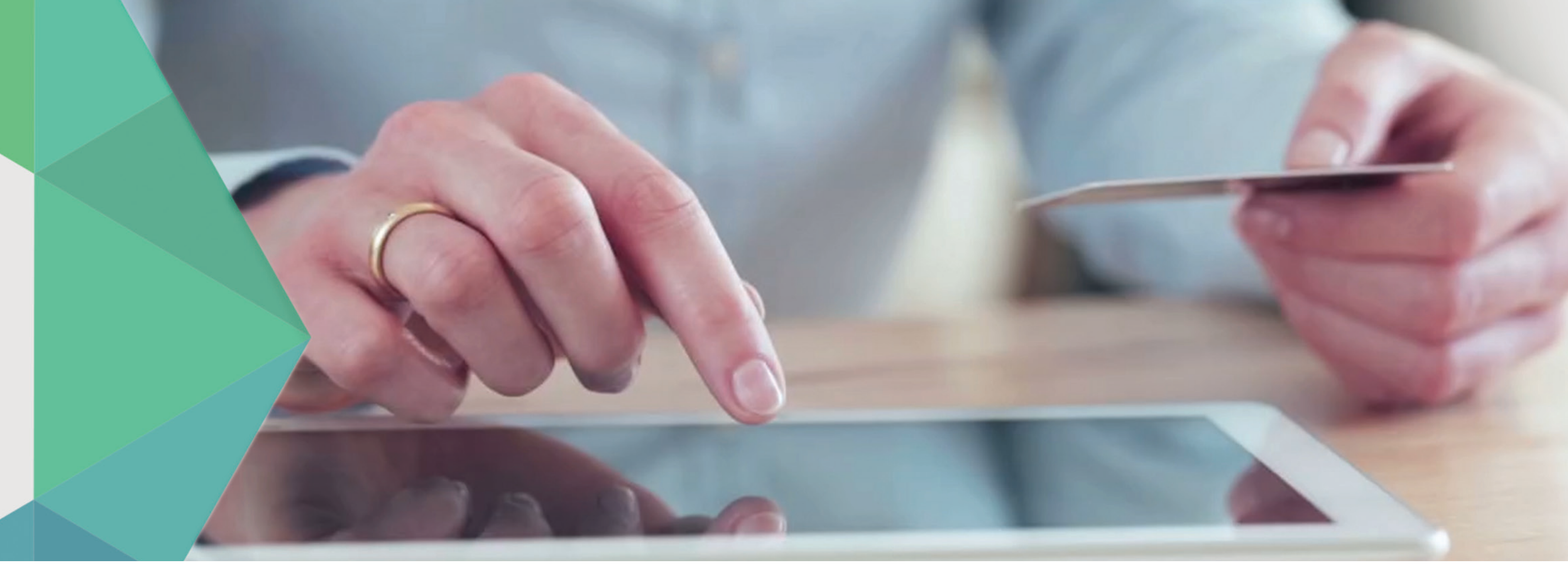
Users begin with an enterprise-level view of the total number of outstanding accounts and drill down into age ranges and account-level details.

- Set account age and search parameters
- Apply custom filters to specific variables
- Reorient, graph, and display formats

Uncover better ways to increase revenue streams

With full customizations for specific processes and priorities, executives will understand the different factors that affect their bottom line and identify opportunities for greater revenue.

- See common trends in account aging and non-payment
- Identify barriers to payment yield growth and collections
- Create comprehensive strategies for RCM challenges



The Contact Center Operations Dashboard

Improving staff effectiveness and operational efficiency

The Contact Center Operations Dashboard provides a comprehensive view of your contact center methods and efficiency, from overall operational metrics to productivity reports of specific agents.

- Real-time measurement of outbound call rates
- Resolution time averages and breakdowns
- Individual agent evaluations

Inbound vs outbound campaign report with service level analysis

Users can view a live report of all inbound and outbound calls against any time period to see where real operations stack up against targeted service levels across time.

- Analyze all inbound and outbound calls in real time
- Filter call metrics by teams or specific agents
- Discover each team member's impact on patient payment collections

Automated case reason creation and analysis

For every call handled by an agent, the Contact Center Operations Dashboard creates a specified case reason and analyzes it against other cases, finding patterns that lead to organization-wide solutions.

- Find patterns in issues that agents are facing
- Isolate the core problems and common challenges
- Identify solutions in call scripting and other service areas

Reach and exceed ambitious service goals

With a complete, real-time view into contact center activities, supervisors will be able to optimize every aspect of contact center operations, from organizational structure to employee assignments.

- See which agents and methods collect the most dollars and resolve the most cases
- Discover what separates high and low performing approaches
- Integrate the most successful tactics and scripts across the contact center

The Patient Experience Dashboard

Establishing the link between satisfaction and payment performance

The Patient Experience Dashboard tracks patient satisfaction across all channels of communication throughout a patient's relationship with an organization.

- Patient ratings from multiple survey types
- User behavior in the Sirono Patient Financial Portal
- Actions from calls, emails, texts and statements

Patient satisfaction scores and custom reports

Users have the ability to measure patient satisfaction across a variety of factors.

- Set constraints like times and dates
- Segment by hospital or department
- Filter by patient category and status

Leverage patient satisfaction for financial performance

With full visibility into the relationship between financial performance, patient satisfaction, and operations, organizations can take action.

- Use scenario analysis for a range of initiatives
- Refine statement designs and strategies
- Influence patient loyalty and value

The first customer service solution built for healthcare organizations

Built on Salesforce, Sirono's Analytics Suite is one part of our cloud-based customer service platform for healthcare providers. With Sirono and Salesforce, hospitals and health systems have the power to increase patient payments by improving patient satisfaction.

Sirono Patient Receivables Suite

Provides a comprehensive view of every patient's financial information in a single place along with the tools and automation for seamless patient interactions.

Sirono Patient Financial Portal

Offers guarantors a complete view of their family's financial obligations and provides easy-to-use self-service tools for deposits, payment plans and more.

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Increase patient payments and loyalty to your healthcare organization.
Contact Sirono today.