

## SIRONO PATIENT RECEIVABLES SUITE

# Provide Superior Customer Service at Any Scale

Sirono's Patient Receivables Suite is a comprehensive communication platform that provides the tools and processes designed to deliver high quality customer service. With the power to see all the financial data for a guarantor and their dependents on one screen, the tools for omnichannel patient communication, and highly efficient processes, healthcare organizations can leverage a superior patient financial experience for 35% higher patient payments.

### Consolidated Patient Financial Information

Aggregates all current charges and past payments across departments and family members

### Omnichannel Communication

Engages customers in the manner they choose: mail, phone, email, text, or live chat

### Workflow Automation

Streamlines many of the most time consuming customer service tasks with sophisticated automation features

## The Right Customer Service Platform for Healthcare

Sirono's cloud-based technology integrates with healthcare information systems, making implementation extremely affordable and requiring little effort from internal IT teams. Built on the enterprise-grade Salesforce architecture that powers retail leaders like Amazon.com, the newest consumer-friendly functionalities will always be readily available.



### Integrates Seamlessly

Merges information across disparate systems onto a single screen



### Leverages Enterprise-Strength Software

Ensures that your system is always secure, scalable and reliable



### Future-Proof Upgradability

New features to adapt to ever-changing consumer behaviors are easy to incorporate



# sirono

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# Customer service is one of the most challenging aspects of healthcare today

The typical HIS/PMS was designed to transact with handfuls of insurers—not provide the processes and tools to efficiently service thousands upon thousands of patients. Rising deductibles and copays now account for more than \$330 billion of yearly revenue. As two out of three patients do not pay their bills in full, healthcare organizations need solutions to increase patient payments—right now.

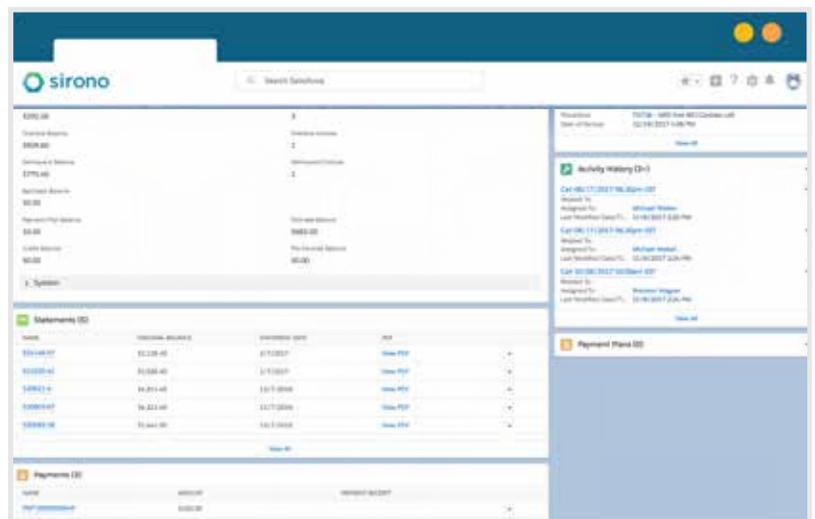


## Consolidated Patient Financial Information

*Making it easy to provide timely and informative customer service*

The Patient Receivables Suite makes cycling through multiple screens an inconvenience of the past. The entire financial history for a guarantor and their dependents—across every entity within a health system—instantly displays on one single screen.

- Aggregates all patient financials throughout an organization
- Displays guarantor and dependent information on one screen
- Includes estimates, past services, and current charges
- Shows the same estimates, statements and invoices that patients see



### The foundation for higher payment yield

When contact center agents have instant access to the information that patients need, they can serve patients with confidence and resolve cases more efficiently.

- Increased first-time call resolution
- Presents agents with contact history and open issues
- Increases staff performance and efficiency
- Reduces response times and call waiting for patients

### Prioritize the patient financial experience

No matter how satisfied a patient is with their clinical care, they will be no more likely to pay their bills if frustrated with the financial process. A positive financial experience is essential to full, timely payments.

- Only 33% of patients pay bills in full if frustrated with the financial process
- 74% of patients pay their bills in full if satisfied with the financial process

# Today's patient may not want to use yesterday's means of communication

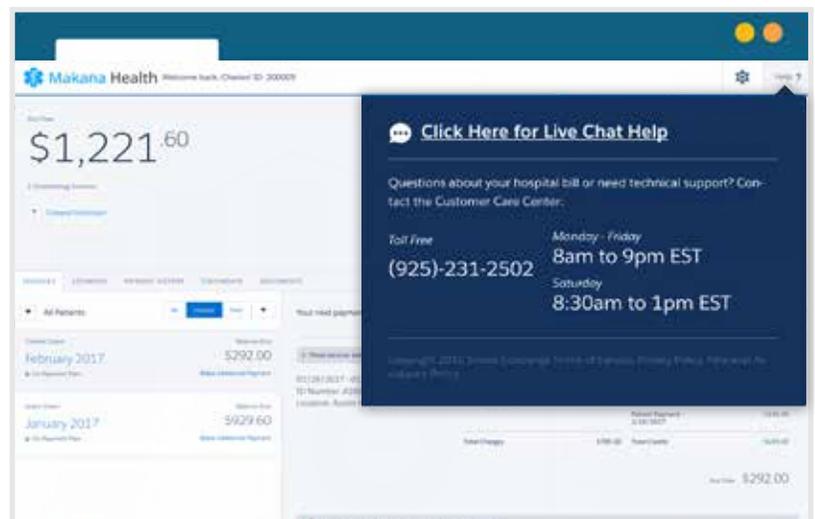
If patients need to clarify billing issues, they are typically required to call a healthcare organization's contact center during the business hours in which most adults work or are otherwise occupied. This restriction adds an extra inconvenience to what may be an already stressful situation. Providing additional means of communication enables patients to seek resolutions on their own terms, which starts conversations off on the right foot.

## Omnichannel Communications

*Creating a clear path to assistance for each and every patient*

The Patient Receivables Suite provides multiple communication channels between staff and patients, including voice, text, email and live chat. Patients can seek help according to the urgency of their billing issues and their personal time constraints.

- Agents seamlessly navigate between communication channels to meet the customer's needs where and when they request support
- Provides communication options for every demographic
- Automatically tracks the result of every interaction independent of channel
- Constantly measures the performance of those channels



### Remove barriers to resolutions

Omnichannel communications offer more than convenience for patients, they also lighten the workload for staff. Many of the less critical cases will be fielded via email and text, leaving the lines open for patients that require more attention.

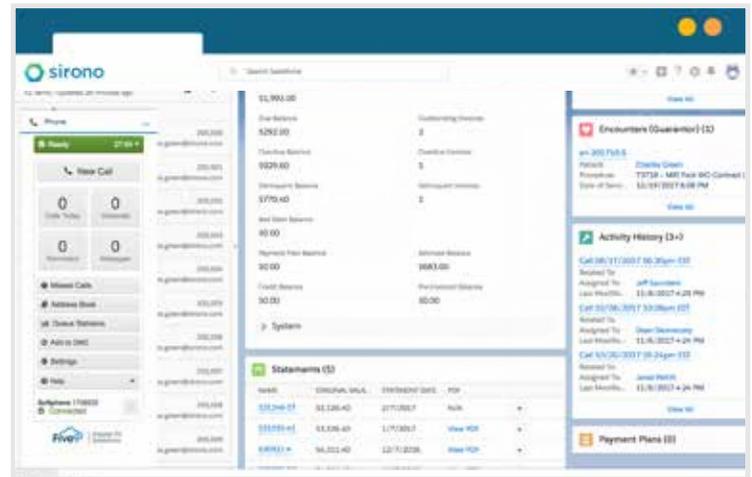
- Makes assistance more convenient for patients to access
- Makes customer support easier for staff to provide
- Helps separate simple questions from time-sensitive issues

# Patient Account Management Automation

*The tools to streamline accounts receivable*

The Patient Receivables Suite goes beyond making the financial experience better for patients, it makes exceptional customer service far more cost effective for healthcare organizations to institute. Sophisticated algorithms handle many of the most time consuming customer service tasks, which makes patient payments increase while operating costs decline.

- Routes patients to agents with corresponding expertise from a customizable phone tree
- Prioritizes outbound calls based on a proprietary algorithm
- Programmatically dials patients, maximizing agent call time
- Automatically presents patient information on screen for inbound/outbound calls and message handling
- Auto-posts payments and pushes all data back into HIS/PMS



## Do much more for much less

The Patient Receivables Suite optimizes contact center resources and personnel, providing better customer service with fewer staff members and lower operating expenses.

- Reduces contact center workloads and response times
- Increases staff productivity allowing for the reallocation of resources
- Ensures HIS/PMS data integrity and reliability

## The first customer service solution built for healthcare organizations

Sirono's Patient Receivables Suite is one part of our cloud-based customer service platform that helps healthcare organizations increase patient payments through higher patient satisfaction.

### Sirono Patient Financial Portal

Our self-service web-based application allows guarantors to see their entire family's financial obligations and manage every aspect of the payment process. Patients appreciate the transparency of information, payments increase, and staff workloads become lighter.

### Sirono Analytics Suite

Our data management platform aggregates patient financial KPIs across an entire health system, enabling accurate fiscal forecasts and advanced financial management. With pre-built dashboards for specific team members, organizations can optimize operations and strategically increase revenue.



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