

# A superior financial experience for patients

Sirono provides technology and service solutions for a new kind of patient financial experience—built on Salesforce to increase patient satisfaction, earn loyalty, and decrease payment defaults.

## Sirono Patient Receivables Suite

Our engagement platform provides a comprehensive view of every patient's financial information in a single place along with the tools for seamless patient interactions.

- Maintain a patient's financial relationship with your organization throughout their lifetime
- Aggregate financial data for a guarantor and their dependents across a health system
- Connect with patients via integrated phone, email, live chat, text, or mail Manage and post payments, automate workflows, and push all data into your HIS/PMS

## Sirono Patient Financial Portal

Our self-service web-based application allows guarantors to see a complete view of their entire family's financial obligations and manage every aspect of the payment process.

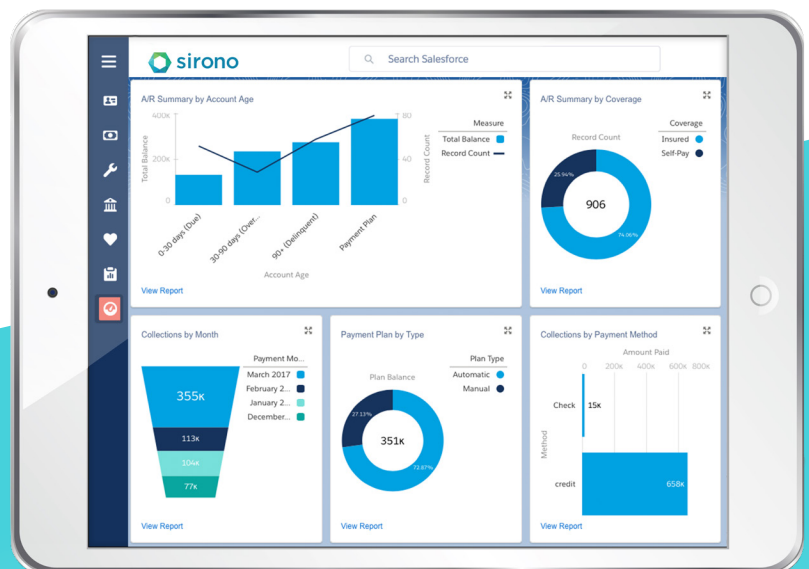
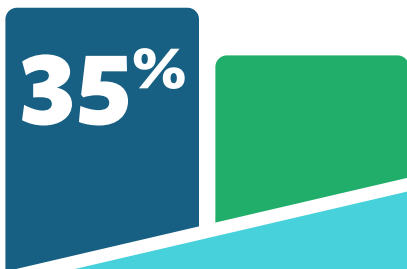
- View every family member's financial obligations in one place
- Create and manage their own payment plans within your organization's guidelines
- Pay online through a variety of methods, like credit, debit, and bank account
- Access important documents such as statements and receipts

## Sirono Analytics Suite

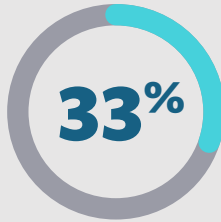
Our data management platform aggregates patient financial KPIs across an entire organization, enabling accurate forecasts and advanced financial management.

- Track and report on staff efficiency, patient payment and patient satisfaction metrics
- Measure across agent, guarantor and other factors in real time
- Drill down into detailed reports behind the metrics; print, export, schedule, and email reports
- Create customized dashboards for specific team members and operational goals

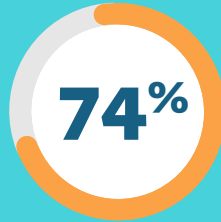
Sirono's clients have realized average patient payment increases of



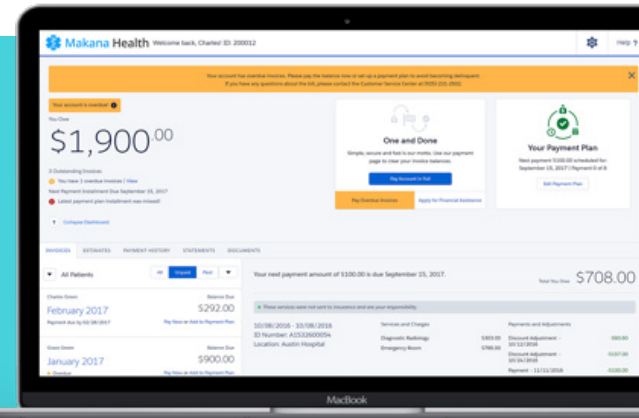
# A world-class customer service platform that leverages Salesforce for healthcare organizations to increase patient payments and reduce collection costs through higher levels of service.



Patients dissatisfied with the billing process pay their medical bills in full.



Patients satisfied with the billing process pay their bills in full.



Sirono Patient Portal

## Guarantor-centric revenue cycle management

Sirono's platform gathers, organizes, and augments data from your existing healthcare information systems to serve as a single and complete view of a patient's financial activities.

## Smart patient financial engagement

With patient satisfaction as a driving focus, Sirono's field-proven processes and tools are designed to meet a patient's expectations at every stage of their financial experience.

## Concentration on consumer trends

Built on Salesforce, the world's #1 customer service platform, Sirono applies the best practices of large-scale customer relationship management to the patient financial experience.

## Operational efficiency gains

With patient self-service tools, a progressive phone dialer, and dynamic case and campaign automation, Sirono improves efficiency, reduces costs, and helps you do more with less.

## Found revenue

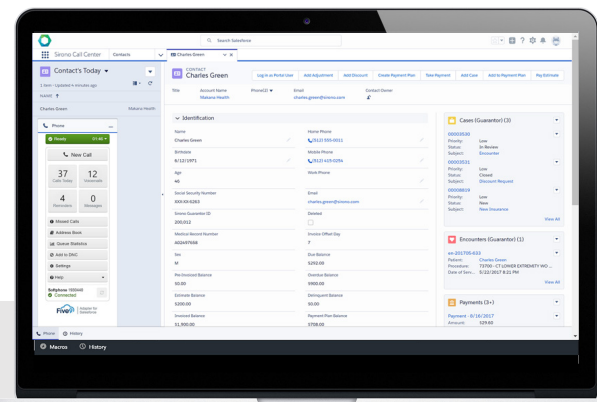
Our advanced insurance discovery process identifies otherwise unknown insurance coverage, significantly improving revenue and patient satisfaction.

## Results with ROI

Our partner healthcare organizations have realized an average increase of 35% in patient payments within the first six months of implementation.

## Expert services

Sirono offers just the right amount of services to meet your organization's needs. From business process design and change management, to call center staffing and training, Sirono will ensure the highest level of success with our technologies.



Sirono Patient Receivables Suite



Increase patient payments and loyalty to your healthcare organization.

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