

## SIRONO PATIENT FINANCIAL PORTAL

# Designed for Transparency, Convenience and Autonomy

Built on Salesforce customer relationship management technology, the Sirono Patient Portal makes it easy for patients to understand and fulfill their obligations—without help from your staff. Within a matter of moments, any guarantor can see their entire family's financial information, pay multiple bills, and initiate pre-approved payment plans with just a few clicks.

## Consolidated Patient Financial Information

*Transparency that inspires trust and initiates action*

The Sirono Patient Financial Portal provides a unified financial experience, aggregating all guarantor and dependent information across hospitals, clinics, physicians, services and time. Guarantors will no longer have to navigate disjointed, confusing and error-prone portals that say “if your statement looks like this, click here.” With all outstanding balances, documentation, and personal information on a single screen, each user has the knowledge to easily and quickly take action.

### Instant Access to Information

- Aggregates guarantor financial information
- Collects information across departments and facilities
- Displays every dependent's financial information
- Delivers initial estimates, current charges, and historical activities

### Clarity that Improves Satisfaction

- Eliminates confusion and frustration of multiple bills
- Eliminates disjointed, confusing portals and directions
- Makes it easy to understand total obligations
- Makes budgeting far more manageable
- Builds trust in your organization



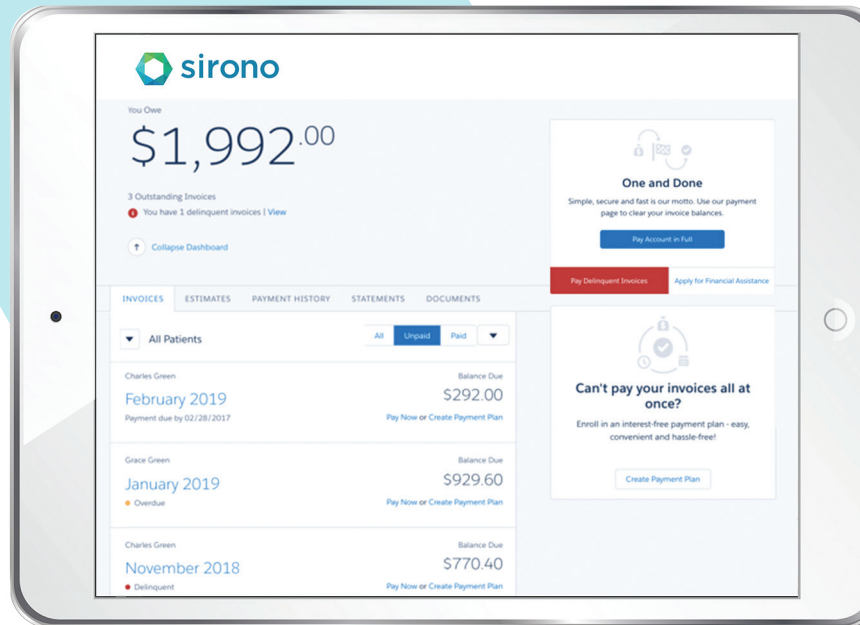
## Easy-to-Use, Intuitive Interface

*Technology that offers  
true convenience*

Patients have high expectations for online experiences. It is not enough to offer a portal, it has to be intuitive, easy to use and feature rich. It must also provide flexible communication methods, such as email and text. Otherwise, your customer service staff will expend a great deal of time supporting the portals that are meant to ease their workloads. Using Salesforce technology, the Sirono Patient Financial Portal offers a consumer-centric interface, modeled after leading online financial management sites, with all the payment options to suit every guarantor.

### Built for Painless Use

- Simple, intuitive interface with polished design
- Requires minimal clicks for navigation
- Pay with credit, debit, flex card or eCheck
- Receive automated reminders and notifications
- Adaptive mobile experience



### Payments Become Effortless

- Easily take action on open balances
- Offer payment flexibility for diverse users
- Reduce portal support calls to staff
- Project a sophisticated, tech savvy image
- Satisfy consumer expectations

## Comprehensive Features for Payment Autonomy

*Empower guarantors from pre-service through final payments*

The Sirono Patient Financial Portal goes beyond simplicity with capabilities for a truly autonomous financial experience. Guarantors can make deposits on upcoming services for any of their dependents. They can also create auto-draft payment plans—but only within the guidelines of your organization. And, they can access all prior statements and download receipts for previous payments. If they have any questions, they can instantly access a database of FAQs rather than calling your customer service team.

### Complete Self-Service Options

- Create payment plans within pre-set guidelines
- Access historical statements and download payment receipts
- Make deposits on upcoming services
- Access online knowledge base to download important documents
- Enable insurance and demographics updates

### A Streamlined Payment Experience

- Eliminate lengthy calls and wait times for payment plans
- Fulfill obligations anytime, anywhere with one action
- Always be informed of payment status without effort
- Enable call center staff to focus on complex cases



Make it easy for guarantors to fulfill their obligations.

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