



TURN ALL YOUR CONTACT CENTER AGENTS INTO COLLECTORS

Sirono Financial Health App

Communication Inefficiencies Are Missed Opportunities

Up to 80% of inbound contact center traffic is for appointment setting and/or finding a healthcare provider. But these agents are typically unable to access financial information or process payments over the phone. And oftentimes, agents from a different department are calling the same patient to follow up on open balances.

Make Every Patient Communication a Collection Opportunity

The Sirono Financial Health App provides the financial information and tools for every contact center agent to resolve balances whenever they have a patient on the phone—regardless of their specific role or department.

“I’d be happy to make you an appointment with your doctor, but while I have you on the phone, I see you have an outstanding balance. Can I take a payment from you today?”

An Easy-to-Use App That Unifies Collections Across the Contact Center



Lightweight app that requires minimal training



Streamlined with customizable recommendations



No need to learn multiple patient accounting systems

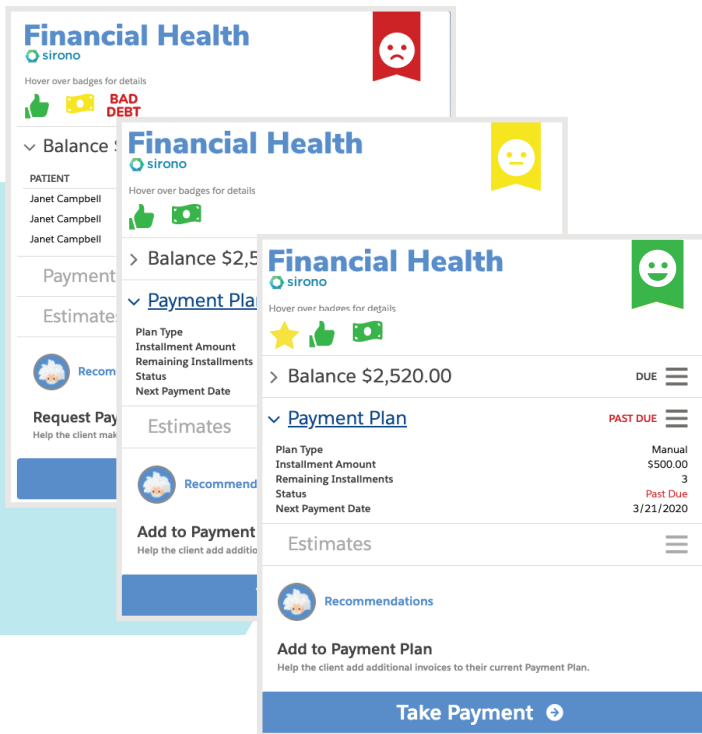


No need to log into multiple payment portals

Aggregates Data Across Systems to Display Status of:

- Open Balances
- Payment Plans
- Pre-Service Estimates





Showing Each Patient's State of Financial Health

Contact center agents can immediately see where the patient is in terms of open balances and ability to pay. Organizations can customize their own scoring rules and color codes to represent specific situations.

Badges Illustrate Patient Information

- Patient Satisfaction Score
- Propensity to Pay Score
- Missing Demographics
- Charity Eligible
- Bad Debt History

Recommending the Best Actions for Collections

Customizable rules instruct each agent on follow up actions in priority order. This makes the job easier and reduces training needs for agents.

Agent Action Recommendations

- Take Payment
- Take Deposit
- Create a Payment Plan
- Add Invoices to a Payment Plan
- Update A Payment Plan

Making Payment Processing Simple for Agents

The Sirono Financial Health App makes every aspect of patient payments as simple as possible. It aggregates all charges across departments and payment systems.

- Take payments or create payment plans
- Aggregates charges across patient accounting systems
- Post-service charges or pre-service estimates
- Pay off multiple accounts with a single payment

Multiply Collection Touchpoints with Financial Ease

With the Sirono Financial Health App, you can multiply your number of collection touchpoints by an order of magnitude and agents across departments will be more empowered to collect than ever before. Our solution not only pays for itself almost immediately, but by reducing outbound calls, the overall cost to collect falls while patient satisfaction grows.

