

HEALTHCARE REVENUE TEAMS ARE UNDERSTAFFED & OVERWORKED

In studies and surveys* of healthcare revenue departments:

- 100%** Reported vacancies in the department
- 25%** Need 20 or more people to be fully staffed
- 207** Days is the avg. time to fill senior positions



HOW TO DO MORE WITH LESS

DIGITAL BILLING & SELF-SERVICE

In a tight labor market, digital tools like mobile payments, self-enrollment in payment plans and financing programs, and financial communication alleviate some of the administrative and patient-experience burden for overworked staff.

START WITH 4 CRITICAL ACTIONS

- 1 ONE - INTRODUCE DIGITAL BILLING SYSTEMS**
SELF-SERVICE
 - See bills from one location
 - Make payment after hours
 - Manage accounts from mobile**HOW IT HELPS**
 - Reduces task load
 - Improves patient satisfaction
 - Decreases time in AR & improves payment rates
- 2 TWO - EXPAND SELF-SERVE PAYMENT OPTIONS**
PAYMENT OPTIONS
 - Payment in full
 - Scheduled payments
 - Optional financing**HOW IT HELPS**
 - Patients more likely to pay
 - Patients pay more quickly
 - Less staff mediation post-billing
- 3 THREE - INTEGRATE PAYMENT & EHR SYSTEMS**
STREAMLINE

Integrate payment systems with EHR systems for seamless communication across the tech stack.

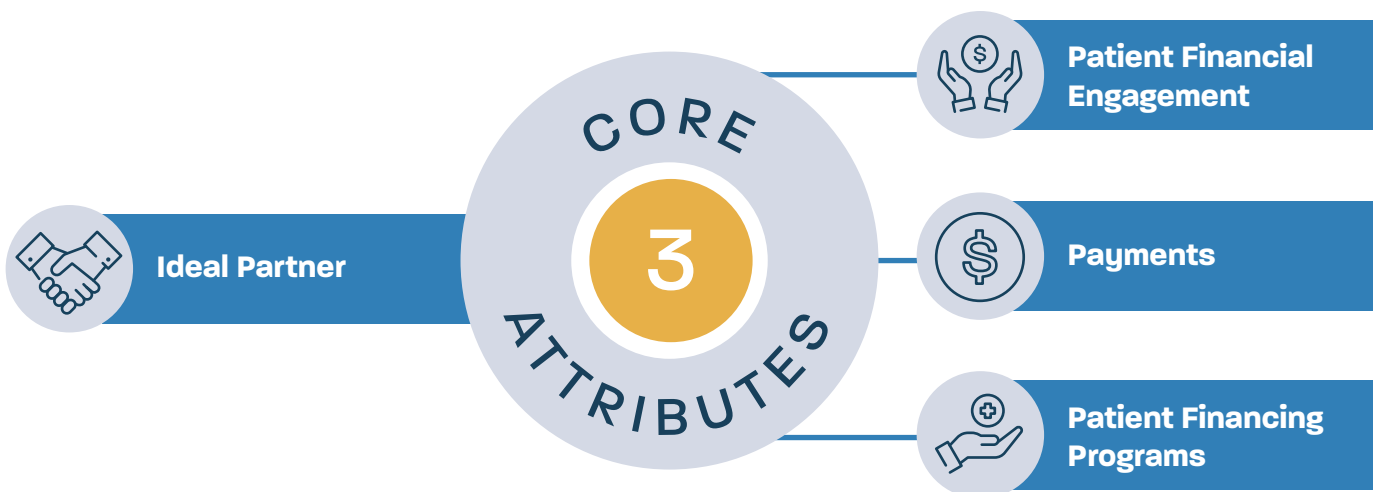
HOW IT HELPS

Staff spend less time entering info manually and reconciling multiple platforms
- 4 FOUR - IMPROVE SELF-PAY WITH AUTOMATION**
AUTOMATE

Enabling self-pay options and automating collections keeps revenue flowing with minimal staff involvement

HOW IT HELPS
 - Reduces time to process payments
 - Drives higher collection rates
 - Enables collections with each patient interaction

CHOOSING A PATIENT PAYMENT TECHNOLOGY PARTNER



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