

1. DO YOU EVER HAVE TROUBLE COLLECTING PATIENT/CLIENT PAYMENTS?

- a. How do you deal with late payers?
- b. How does that impact your practice?
- c. Do you ever write off or send your receivables to collections?
 - i. If yes – how much is this annually in dollars and as a part of your total patient receivables?

2. WHEN A PATIENT OWES MORE THAN THEIR CO PAY AND CAN'T PAY THEIR ENTIRE BILL AT ONCE WHAT DO YOU DO?

- a. How often does this happen?
- b. Are you satisfied with your alternative options?
- c. What would you ideally prefer to do with this receivable?

3. WHAT IS THE AVERAGE AGE OF YOUR PATIENT RECEIVABLES?

- a. Is this something you are trying to improve upon?
- b. What tactics are you using to improve this number?

4. DO YOU KNOW WHAT % OF YOUR PATIENT PAYABLES ARE COLLECTED AT: POINT OF SALE, 30 DAYS, 60 DAY, 90 DAYS?

- a. Do you send a statement for every visit?
- b. How many statements do you typically send before you get paid?
- c. How about before you send the receivable to collections?

5. WHAT PRACTICE MANAGEMENT OR ELECTRONIC HEALTH RECORDS SOFTWARE DO YOU USE?

6. WHAT ELSE SHOULD WE KNOW?

I'D LIKE TO INTRODUCE YOU TO PAYRIGHT HEALTH SOLUTIONS

We have developed custom patient receivables management software that improves your patient receivable outcomes by:

- » Providing tools to educate patients when they owe more than a co-pay
- » Offering patients multiple options to pay
- » Reduce the number of statements you send by collecting more up front
- » Allow your clients to pay online and manage their finances through a patient portal