SALUCRO®

Creating a Digital-First Healthcare Payment Experience

Technology Efficiency Checklist

The checklist below will help you assess your current patient payment and billing needs and find out if it is time to invest in a new partner with advanced offerings.

1 Do you offer access to healthcare specific third-party financing options?
✔ YES ✖ NO

2 Are your current hardware devices up to date with the latest PCI security standards and do they support contactless (NFC) payment types?
✔ YES ✖ NO

3 Is your current patient payment technology vendor integrated into your existing EHR and patient accounting system?
✔ YES ✖ NO

4 Do you offer convenient payment options like Apple Pay, Venmo and More?
✔ YES ✖ NO

5 Do you need better payment security and compliance measures to support collection staff working from home?
✔ YES ✖ NO

6 Do you offer digital statement and E-notifications?
✔ YES ✖ NO

7 Do you offer a user-friendly online bill pay experience?
✔ YES ✖ NO

8 Do you offer text-to-pay?
✔ YES ✖ NO

If you answered "no" to the questions above it may be time to consider updating your patient payment technology solution.

5 Considerations for Choosing the Right Technology

When evaluating your next technology partner, here are a few top attributes to look for:

Advanced Patient Engagement

Does your technology partner allow you to engage patients through an on-demand channel with text alerts for new balances, payment reminders, and even give them the ability to make a payment directly through a text message with a saved card on file? By bringing in the right technology partner you can elevate your patient-facing digital experience and capabilities, helping to increase your collection rates.

Quick Tip – Start small, identify the biggest needs from your patient's perspective.

Modern Payment Acceptance

Consumers have become accustomed to online checkout and mobile payment offerings, and providers need to engage patients with the payment types they prefer. It is important to find the right technology partner that can offer modernized payment options including access to third-party financing offered by qualified, healthcare-specific recourse and non-recourse lenders.

Quick Tip – Make sure your technology partners can provide an experience that is truly digital and seamless, versus continuing to rely on manual processes on the back end.

Ability To Adapt

Can your current technology partner grow with you and adapt to changing and evolving consumer payment preferences? Can you facilitate patient payments across multiple accounts, locations, or systems with ease? The right technology partner can help ensure that regardless of the complexity, payments are auto-posted correctly, split effectively, and deposited into the correct account, reducing the burden on your treasury and revenue cycle teams.

Quick Tip – Consider the perspective of clinicians, administrative staff, and other workforce members in digital transformation efforts. Your technology partners should integrate seamlessly across all departments.

Security & Compliance

The breach or theft of cardholder data affects the entire payment card ecosystem. Patients can suddenly lose trust in their healthcare organizations and their credit can be negatively affected. Your healthcare organization can lose credibility (and in turn, patient loyalty) and you could also be subject to numerous financial liabilities. Is your technology partner meeting and exceeding the right security standards?

Quick Tip – According to the 2021 Healthcare Payments Insight Report 35% of patients surveyed indicated security is the reason they'd like their healthcare provider to improve their digital payment options.

About Salucro

Salucro is a healthcare financial technology company exclusively focused on patient payments and billing. We are passionate about delivering payment technology to the healthcare market, including hospitals, health systems, physician practices, and ancillary service providers, along with other revenue cycle service and technology companies.

Visit salucro.com or call (866) 430-7333 to learn more today.