

XIFIN RPM – Patient Portal

Increase Revenue, Efficiency, and Patient Engagement



The XIFIN patient portal enables patients to securely access their account data and diagnostic results any time and make real-time payments online. The portal creates an additional patient touch point to increase engagement and present balances and billing options, which results in more revenue collected, faster.

The XIFIN patient portal provides patients with convenient, secure 24-hour access to their accounts.

The rising cost of healthcare has captured national attention. Healthcare bad debt is also rising. More patients are uninsured, have high-deductible health insurance plans, and have higher deductible amounts overall.

While the media focuses on extreme cases of healthcare bad debt, the vast majority of patients are willing and able to pay healthcare balances when given the right approach.

Providing a range of easy-to-use patient access points and options helps maximize cash collections, as well as reduces costs and demands on billing staff.

Patient portals provide 24/7 access to patient account information, diagnostic results, automated reminders, and other routine tasks.

Most consumers are comfortable logging into a website for daily tasks, such as accessing account information and making payments. In fact, patients are increasingly expecting healthcare providers to offer these conveniences.

The benefits to diagnostic providers offering these capabilities include:

- Enabling the collection of more revenue, faster, reducing days sales outstanding (DSO) and write-offs
- Reducing labor costs and increasing productivity through automation of non-complex tasks so that call center and billing staff can focus high-value activities
- Improving patient access, convenience, engagement, and overall satisfaction

The XIFIN client controls what patients can do on the portal, including:

- Storing credit card information in the patient portal for future payments
- Setting notifications and reminders via text and email or email only
- Accepting prepayments and whether they will be available for all accessions or specific tests only
- Signing up for monthly payment plans to be automatically charged to a credit card
- Viewing a patient responsibility estimation



XIFIN Portals Improve Patient Engagement and Speed Error Correction



Other key patient portal capabilities include:

- Patient mailing address updates
- Opt-in to paperless statements
- Insurance subscriber ID updates
- Real-time integration with XIFIN RPM to automatically post payments
- Setting up new payment plans, including number of months to pay, minimum payment amount, etc.
- Adding identity verification services
- Test results

Patient Portal Case Study

Prior to implementing the XIFIN patient portal, one XIFIN diagnostic client determined it took on average two to three minutes to answer phone calls related to questions about bills.

For this diagnostic provider, that equated to approximately one dollar in labor cost per call. If a patient wants to make a payment over the phone, the time of the call extends and the labor cost rises commensurately.

The lab managers had a good understanding of the costs and inefficiencies related to sending paper statements through the mail, including printing and postage, as well as processing checks and posting payments.

They also noticed calls were not evenly distributed across the business day. There was a surge first thing in the morning and at the end of the workday. Managing call volume and agent ratios is particularly challenging in this scenario.

By starting to use the XIFIN patient portal that comes standard with the XIFIN RPM platform, patients could now securely log in to their account and see their real-time balances and account information, just as any member of the billing staff could.

By enabling online access to data and the ability to make payments, this laboratory experienced the following gains:

- More patients paid their bills
- Fewer phone calls to handle
- Improved productivity
- Increased profitability
- Revenue collected faster
- Enhanced patient satisfaction
- Improved cash flow
- Reduced bad debt and billing costs

With the XIFIN patient portal, patients gain 24-hour access to lab results, statements, and bill pay. Payments are applied automatically, in real-time, which increases customer satisfaction and reduces errors.

The XIFIN patient portal is a must to provide the level of service patients expect and to reduce operating cost.



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