FIRSTSOURCE HEALTHCARE CLOUD

Patient Engagement Portal

Cloud-first services for accelerated value

Patients are now the third largest payer behind Medicare and Medicaid. But the reality is patient cooperation drops by 33% post service and traditional collection approaches are losing traction.

Right party contacts using traditional approaches are eroding due to customers screening incoming calls on their smartphones. Tightening regulatory mandates around outbound calls further compound the challenges.

Digitally enhancing patient engagement and providing clarity into patient financial responsibility can translate to a **higher payment yield.**

At the same time, the global health crisis is driving the need to minimize non-clinical patient interactions while modern consumers expect Amazon-like healthcare digital experiences.

Unsurprisingly, Self-service is emerging as the answer to enhancing engagement and delivering an intuitive and superior patient experience.

Patient Engagement Portal over the cloud

Firstsource Healthcare Cloud: Patient Engagement Portal is a seamless, easy to use, one-stop application powered by financial and behavioral analytics. It enables patients to manage their healthcare accounts online on a device and at a time of their choosing.

It leverages an omnichannel approach to interacting with patients, resolving outstanding accounts and improving the overall patient financial experience.

Key benefits

The cloud-first solution combines omnichannel communication and live customer service with advanced analytics and innovative collection techniques to **accelerate cash collection.**

Deeper insights to heighten engagement

Lower cost to collect

Enhanced patient experience

Improved Cash Recoveries

Lower bad debt expense

Solution features

Our Patient Engagement Portal enables hospitals to bridge the gap between traditional patient interaction and modern communication channels. It can be white labelled in custom hospital branding.

Using the portal, patients can view statements, upload supporting documents, apply for financial assistance, add or correct demographic and insurance information, lodge complaints, and manage communication preferences, including opt-out.
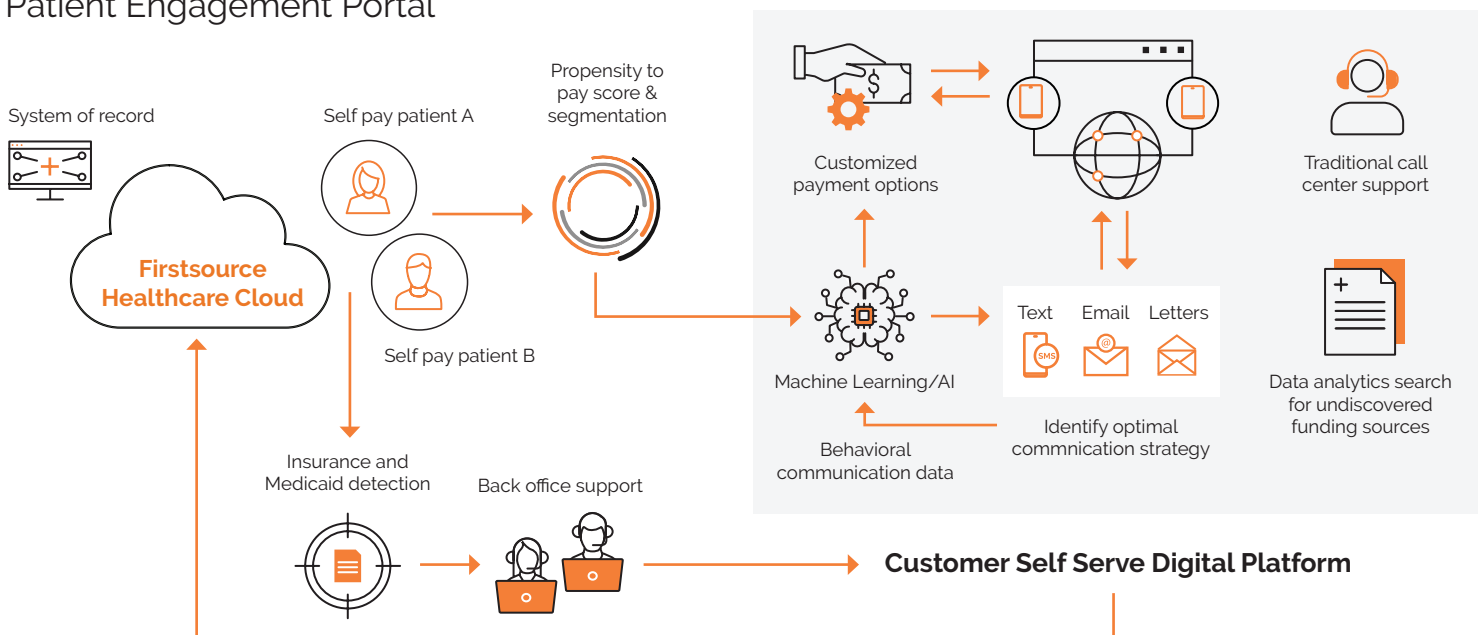
The 24/7 self-service portal integrates with existing systems from across a spectrum of technologies using Rest APIs, Webhooks, SFTP, and LDAP.

HIPAA, PCI, and ADA compliant

Multiple billing capabilities – ACH, HRA, HAS; patients can make onetime payments without logging in

Integration with other legacy upstream and downstream systems

Omnichannel/Multi-channel communication – email, text, letters, webchat, chatbot, secure messaging

Engagement and performance analytics and reporting

User experience surveys and secure messaging

Future updates to the system include patient financing options, uncompensated care workflow, ML-based financial assistance detection, merchant services and expanded EPIC and EHR integration (Cerner, Meditech and others).

How does it work

Patient Engagement Portal

System of record

Firstsource Healthcare Cloud

Self pay patient A

Self pay patient B

Propensity to pay score & segmentation

Insurance and Medicaid detection

Back office support

Customized payment options

Machine Learning/AI

Behavioral communication data

Text   Email   Letters

Identify optimal commnication strategy

Traditional call center support

Data analytics search for undiscovered funding sources

Customer Self Serve Digital Platform

Patient Engagement Portal is just one component of our comprehensive Patient Engagement and Receivables Management solution

The holistic Firstsource solution includes an entire stack of digital-first patient engagement and eligibility and enrollment services. They are specifically designed to uncover missing patient information and enhance engagement with patients across their journey, dramatically improving patient satisfaction as well as financial performance for hospitals.

Patient Engagement Portal

Insurance Verification

Digital Document Submission

Patient Pre-Registration

Firstsource Healthcare Cloud

Financial Assistance Screening

Receivables Workflow Platform

Insurance Discovery

Financial Assistance Enrollment

Healthcare systems plagued with data extraction challenges, arduous implementation meetings, burdened IT resources, and long-involved contractual negotiations, are a thing of the past.

Introducing Firstsource Healthcare Cloud, a new, innovative platform in Revenue Cycle Management.

Our Cloud-native services are built to complement your existing infrastructure and provide patients with a superior user experience. Combining our rich domain experience with Intelligent Automation, we've found the proper balance between bot technology and Digitally Empowered Contact Center support.

The Cloud-first delivery model optimizes productivity and scalability with turnkey solutions powered by our comprehensive and in-depth cloud platform. Enhance your teams' collaboration in simplifying the patient experience, while continuously improving healthcare operations to eliminate revenue leakage, streamline care delivery, and focus on activities that improve patient health.

Learn how Firstsource Healthcare Cloud can help your organization transform financial performance and patient experience. Click here