

ENTERPRISE DIGITAL PATIENT PAYMENT PLATFORM

for a Secure Online Patient
Payment Solution Provider



Services: Managed IT Services, Product Engineering & Innovation

OVERVIEW

The customer is a leading US based provider of Secure Electronic Payment Processing Solutions and Self-Service Payment Portals for hospitals, ASCs and Physician groups. They are a pioneer in providing secure web-based patient payment solutions, that power faster payments while saving healthcare providers time and money.

CHALLENGES



Need for a Self-Service Patient Payment Portal solution for hospitals to streamline operations, simplify payment & billing operations, and increase the cash flow



Need to improve Financial Performance through superior Patient Financial Experiences & 360-degree Patient Engagement to gain a competitive edge in Healthcare Providers Market

SOLUTION

Provided a complete ePayment platform comprising web portal, mobile app that enhanced the E2E customer journey of both hospital staff and patients. The solution also included development, testing, feature enhancement and maintenance services. Key highlights:

- 1 Design and Development of multiple ePayment options: Credit cards, ACH, and Debit cards
- 2 Business/Executive dashboards/Reports development, Deployment and Release Support
- 3 Seamless integration with Hospital Information System
- 4 SaaS/Cloud enablement of payment platform
- 5 Highest level of security certification (Level 1 PCI DSS) with full FERPA, GLBA, NACHA
- 6 Migration of the code base to .NET 4.0 for better maintainability, application enhancement and security

OUTCOMES



50+
Reduction in speed of patient payments in just few weeks



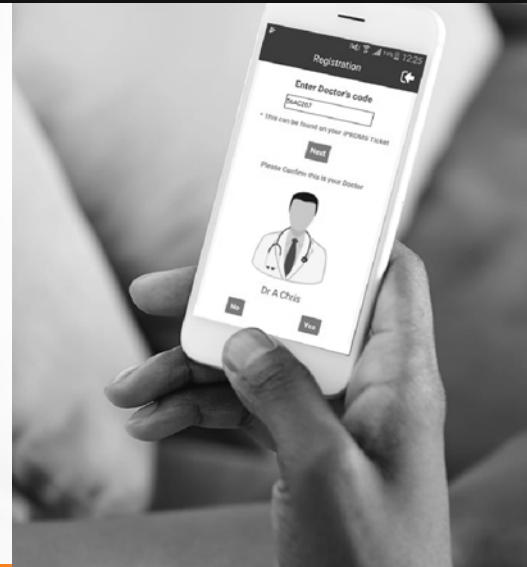
30-40 mins
Hospital staff time saved per patient



300+
Hospitals benefitted with improved patient payment cycles



25+
Cost savings on patient payment management



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