

HEALTHCARE COMMUNICATIONS

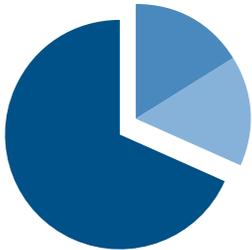
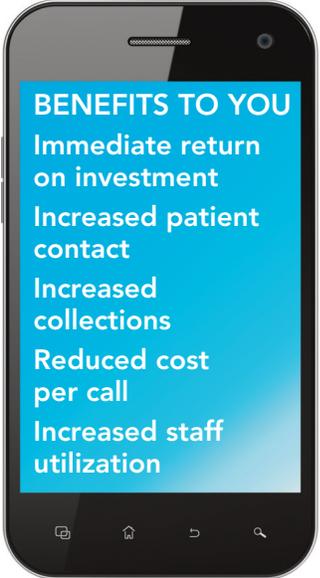
Exceeding Your Patient Communication Needs

Healthcare providers are increasingly faced with challenges that include reductions in overhead budgets, increased transaction costs, and growing self-pay balances.

One of the most powerful ways to address these challenges is to communicate with patients as efficiently and cost-effectively as possible. We enable you to effectively manage the most important and overlooked customer contact channel in healthcare—the telephone.

We provide innovative Interactive Voice Recognition (IVR) services that help you to interact with your patients in a manner that they prefer, creating a powerful, low cost communication program.

Our systems are perfect for paying self-pay balances and other types of communication requiring timely action.



A large health system that implemented this went from 20,000 calls to customer service per month, to less than 12,000 calls. With Smart Source’s help, they now get 17% of all payments directly through the Smart Source pay online tool, and 18% of payments directly through the Smart Source IVR Pay-By-Phone program.

RESULT → 35% of all payments require NO human intervention!

Keeping it Simple

- In our self-serve world, patients respond well to the IVR choice for paying their healthcare bills.
- Patients phone a number set up to accept payments using IVR.
- Patients enter their account number which we instantly verify.
- Patients enter the amount they are paying and their credit card number.
- The payment is instantly in your bank.

Services Available

Unattended Messaging
Touch-tone IVR

Working with your existing hardware and software infrastructure, we can transform any data element in your system's database into a spoken message. Smart Source can increase the efficiency of your call center operation by improving self-service rates, with demonstrable ROI.

Features	
Hosted, on-demand service	Multi-lingual
30,000 available ports	24/7 access
500 million calls made	HIPAA compliant
	PCI compliant

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