

3 Ways Healthy Revenue Cycles Improve Patient Satisfaction

CEO Survey: Top Issues Affecting Providers



Healthcare providers face no shortage of challenges today. **CEOs say one of the biggest issues they face is keeping patients happy once they walk through their doors.** That's no easy task. Providers must take a proactive approach and implement the right long-term strategies as well as regularly seek out feedback from patients about what's working — and what's not. The following are three ways a healthy revenue cycle can improve patient satisfaction at your facility:

Communicate Insurance Issues Upfront

Patients may be frustrated when they find out that a provider is out-of-network after the fact, which often means more out-of-pocket expenses for them. Front office staff should communicate the patient financial responsibility upfront and answer any questions patients may have.

Educate Patients

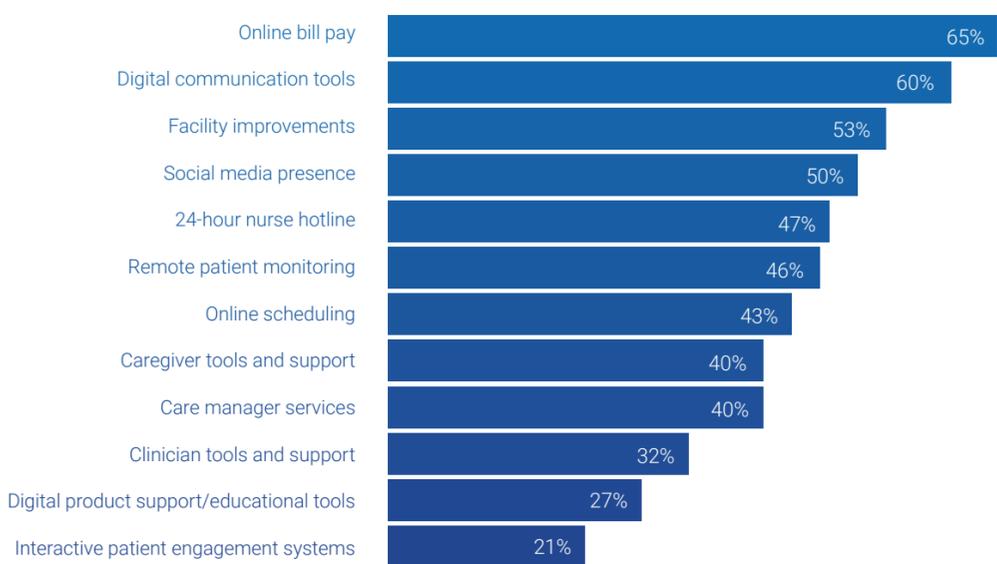
Patients need to remain in contact with the facility. In addition to proactively addressing all potential insurance eligibility issues, business office staff should educate patients on other common issues, such as the completion of forms or any payment refunds. Text alerts, online portals, waiting room tablets, how-to content and other common tools can help staff educate patients and provide important features like eligibility, financial responsibility estimates and benefit verification.

Stay Positive, Patient

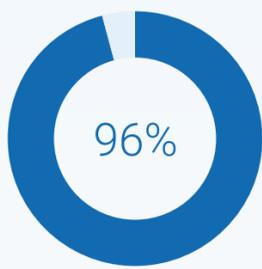
As healthcare continues to transform into a retail-focused industry, customer service should remain a top priority for providers. Business office staff should be trained to be positive and patient in all telephone and in-person interactions. Navigating the healthcare world can be a scary, confusing exercise for many patients. When business office staff take the time to walk through the details with patients, it often brings them a lot of comfort — and will likely move the needle on your patient satisfaction scores.

How do healthcare providers try to meet their patients' needs?

Source: PwC Health Research Institute Consumer Survey, 2017



Study: What do patients say?



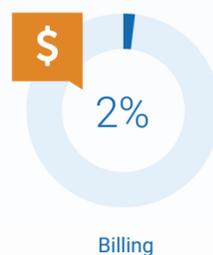
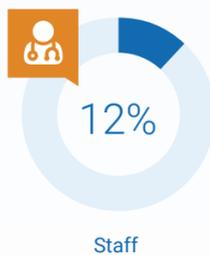
of patient complaints involve one of the following:

Poor communication

Disorganization

Excessive wait times

Most common complaints:



Sources

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<https://globenewswire.com/news-release/2016/04/26/832480/0/en/Study-96-Percent-of-Online-Complaints-About-Doctors-Fault-Customer-Service-Not-Quality-of-Care.html>
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