

# ENTERPRISE DIGITAL PATIENT PAYMENT PLATFORM for a Secure Online Patient Payment Solution Provider



**Services:** Managed IT, 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 of a web portal and a 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

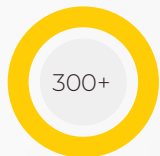
## OUTCOMES



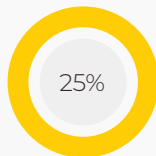
**50%**  
Reduction in speed of Patient Payments in just a few weeks



**30-40 mins**  
Hospital staff time saved per patient



**300+**  
Hospitals benefitted with improved Patient Payment Cycles



**25%**  
Cost savings on Patient Payment Management

