



MEDFUSION BACK OFFICE SOLUTIONS

PRACTICE VALUE:

- Reduce workload
- Significantly reduce costs
- Generate revenue
- Deliver a more satisfying patient experience
- Offer services that differentiate your practice and gain a competitive edge

PATIENT VALUE:

- Convenience of self-service
- Improved satisfaction

Medfusion delivers results: one Medfusion OBGYN client reported a 77% decrease in postage costs, and a 40% decrease in printing expenses within the first nine months of implementation. A second Medfusion client – a 50-doctor practice in Indiana – reported 261 online bill payments processed within eight days of launch, and 1300 patients signed up within the first two months.

Streamline your business and increase revenue with Medfusion's solutions for the back office.

Back office operations in a medical practice are essential to your bottom line – it's where you are collecting and processing payments, handling billing inquiries, and managing late or default payment issues. Efficiency and effectiveness in the back office are paramount – you need to ensure you are collecting payment for services rendered.

Medfusion's back office solution set includes:

- Online Bill Pay and Budget Payment Plans
- Virtual Card Swiper
- Ask a Biller

Online Bill Pay and Budget Payment Plans

Medfusion's Online Bill Pay solution gives physician practices the ability to accept patient payments online via credit card. Medfusion securely handles all of the processing, providing you the convenience of daily deposits into your existing merchant account. If you don't have an existing online merchant account, we can guide you through setting it up.

Medfusion's Online Bill Pay functionality enables a practice to:

- Improve revenue cycle management
- Reduce statement delivery costs and collections calls
- Reduce patient accounts sent to collections and bad debt write-offs
- Decrease the time the staff spends on patient billing questions
- Provide convenient and easy bill pay choices to patients

With the budget payment option, practices can set the minimum payment, frequency of payments, and processing fees (if any), while enabling a patient to pay off large balances over time. In addition, these payment plans can provide a steady stream of monthly income that you can count on for reducing accounts receivable.

Virtual Card Swiper

With Virtual Card Swiper, practices offer patients the convenience of paying their bill with an ATM / debit card or credit card. You can replace any current monthly fees for the merchant terminal you are using, or add additional merchant capability to satellite offices, a billing office, or a remote check-out desk equipped with Medfusion's Virtual Card Swiper hardware.

The Medfusion Virtual Card Swiper provides a practice the ability to:

- Eliminate leased credit card terminals
- Eliminate dedicated phone lines for credit card processing
- Make any internet-enabled PC a billing terminal

“There has been a great impact to our accounts receivable. The very first month Medfusion was paying for itself, just in the receivables.”

Cathy Blackman
Blue Ridge Family Physicians

Ask a Biller

Ask a Biller is a valuable and useful tool for online communication that is initiated by the patient. This capability gives your patients the ability to send secure, unstructured questions about their bill to the appropriate people in your office. Staff can then respond to those questions when convenient or during down-times.

Medfusion's Ask a Biller enables a practice to:

- Increase on time patient payments
- Decrease the time your staff spends on patient billing questions
- Improve patient service and satisfaction