

CASE STUDY

[Learn More!](#)

PRIMARY CARE MEDICAL OFFICE

by USB Payment Processing



PROBLEM

Patient invoices were being mailed resulting in high postage costs and patients often not receiving the invoice. This created a high level of outstanding accounts receivables and, a lot of staff time being spent on uncomfortable collection processes. Office staff was looking for a time savings solution, increased receipt of payment and reduced collection calls.

SOLUTION

We provided a solution that allowed for recurring payments at affordable rates, thereby reducing collections to zero. This solution also enhanced patient retention by allowing the medical office to develop payment plans their patients could afford. We also were able to drive down expenses by assisting with PCI compliance.

RESULTS

After evaluating the organizations statements, it was determined we were able to provide:



SUBSTANTIAL SAVINGS

Cost effective solution for both office and patients. Flexibility in payments was crucial for success.



BETTER PROCESS

Create a process and workflow that is timely and effective. In addition, adjusting to the needs of pandemic challenges.

DEVELOPING WORK FLOWS THAT SOLVE THE ISSUES OF A PRESENT DAY PRACTICE.

SOLUTIONS THAT ADDRESS ISSUES AND ALLOW FOR PAYMENTS IN A CONTACTLESS MANNER.



"USB increased efficiency and our bottom line, while helping in patient retention."