

PATIENT LIABILITY ESTIMATOR

Client:

Sauk Prairie Healthcare

Location:

Prairie Du Sac, Wisconsin

Increased patient satisfaction, decreased uncompensated care.

Sauk Prairie Healthcare came to us with the primary goal of streamlining their orthopedic patient estimation process. TruBridge was able to impact their process, as well as patient happiness and overall payment recovery.

After only a few months of installation and training, TruBridge was able to offer Sauk Prairie:



**A streamlined
estimation process**



**Enhanced
patient relations**



**Better patient
payment planning**

What's more, the solution has been so successful that Sauk Prairie plans to roll it out to other departments.

THE SOLUTION

Sauk Prairie utilized TruBridge's Patient Liability Estimate solution to address the shrinking margins they've experienced as a result of rising healthcare costs.

THE RESULTS



Streamlined estimation process

Like many providers, Sauk Prairie's manual process was time consuming and required several individuals to put together a single estimate. Their Director of Revenue Cycle, Nicole Querio, said the information wasn't always as precise as they would have liked.

"Prior to using TruBridge, if a patient called in looking for an estimate, the business office would reach out to the coding department, who would pull together a report of patients that recently had a similar procedure," said Querio. "We would manually look at accounts and try to figure out an average of the charges. The staff would keep it on a cheat sheet for when the next person called. It was very, very manual, not at all accurate, and frustrating for all parties."

With the addition of our web-based Patient Liability Estimate solution, Sauk Prairie was able to minimize the time needed to create an estimate and, since it pulls from historical data and real-time information, those estimates are much more accurate.



Enhanced patient relations

Transparency and accuracy are key contributors to maintaining positive patient relationships, and including registration in the pre-admissions process has been incredibly beneficial to the facility as well as the patients.

"Now all of our patients stop at registration prior to attending their tour and completing their pre-op testing," said Querio. "Our registrars sit down with them, verify their information, and review the estimate with them. We've received really positive feedback from our patients. They like that the information is given to them ahead of time."



Better patient payment planning

While TruBridge PLE has helped Sauk Prairie patients going through their orthopedic program, it's made a larger impact on self-pay patients. Querio said that the ability to show patients costs beyond the surgery is incredibly helpful.

"Any time we have a patient without insurance scheduling their initial visit with an ortho, they are referred to the business office," Querio said. "Since there likely will be some sort of follow-up, we can give them a much more solid outline of the charges, then offer options such as payment plans, prompt pay discount, and larger reductions through the community care program. The PLE solution allows us to initiate a sometimes-difficult conversation in order to determine the most appropriate path to take."

**Contact us for help proactively—and productively—
addressing patient liability up front.**

TruBridge's web-based Patient Liability Estimate solution allows our customers to generate and print accurate, timely patient estimates based on their own historical claim data, remittance information and defined procedure profiles.



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