

## Actionable Insights into Patient Satisfaction at Your Fingertips

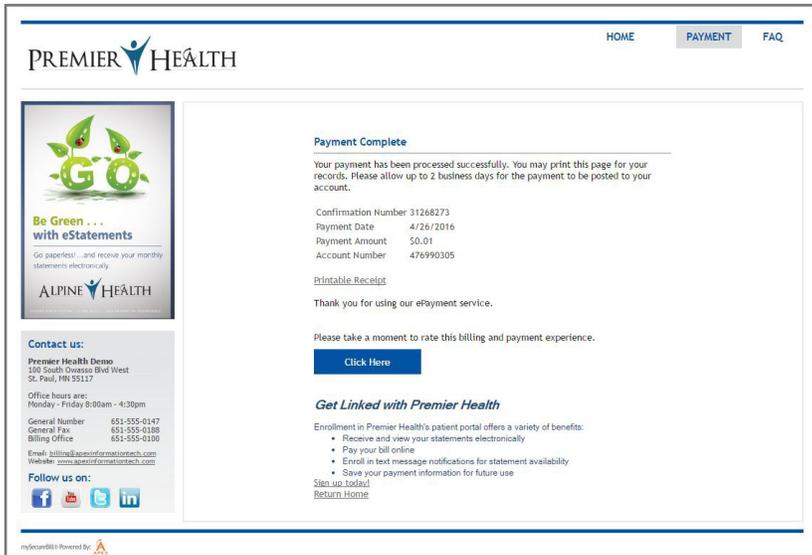
Patients can quickly and easily voice their compliments or concerns in an easy-to-use online survey, providing Apex Connect™ customers with valuable insights into the patient financial experience.

### Satisfaction in the Billing Experience Impacts the Overall Care Experience

Today, patients have many options for medical care, which is why making sure that patients are happy with their medical experience is crucial in maintaining patient loyalty. The patient billing process plays a critical role in the overall patient experience – and therefore should be monitored and evaluated to ensure that patients are getting a positive result. Offering a quick, easy to use survey at the end of a patient billing experience provides the feedback providers need to provide a pleasant after-care experience. The feedback gained from surveys such as this helps identify any issues that are hindering the billing experience so that appropriate action can be taken by the provider. Additionally, positive results confirm what processes and features are working well for the organization.

### More Details...

- When a patient completes an online payment through mySecureBill®, a payment confirmation screen appears that provides a summary of the payment made, as well as a button that encourages patients to share their experience.
- If a patient chooses to participate in the survey, they will be prompted with the question, “Was this experience clear and appropriate for your needs?” If a patient answers “no” to this question, a second question will appear asking for feedback in areas that need improvement.
- The survey is completely voluntary and takes less than a minute to complete.
- Survey results are provided real-time, which provides easy access to performance metrics



## BENEFITS

Patient satisfaction surveys are an easy way for providers to gauge the needs of their patients and whether or not they are meeting them. The results track patient outcomes, identify ways to make improvements, and in a competitive environment, demonstrate key differences among health care providers. Responses from patient satisfaction surveys can offer a snapshot of issues in the practice that may have otherwise gone unnoticed. Satisfied patients improve the bottom line by staying loyal and referring new patients..