

# High Client Engagement Leads to Record Cash Collections with Tegria

## Profile

This healthcare organization, located in the Pacific Northwest, includes a 300-plus medical center and four medical specialty buildings. With over 3,000 employees and 1,000 physicians, this comprehensive two-hospital health system is the largest in its area.

## Results

**6,523**

Average Number of  
Total Patient Calls

**23 seconds**

Low Average  
Wait Time

**2.0%**

Abandonment  
Rate

## Challenge

Client leadership set goals to work with a partner who could provide robust and secure technologies for their patient-pay program and increase workflow efficiencies. We partnered with this customer to take a collaborative approach to patient pay and increase cash collection by offering more payment options through our platform—including mobile payments and a secure online payment portal. Another challenge was the need to convert registration at each clinic to a new patient accounting system, which was an ongoing process.

## Solution

Both organizations hold the patient experience and partner mindset at the forefront of every project. The transparent, communicative approach from the beginning of the engagement was a key factor to creating a successful engagement. The customer understood the importance of providing precise and accurate data during the sales process, and because of aggressive goals to offer the new technologies, the implementation timeline was on an accelerated schedule. Both organizations pushed resources to meet deadlines; through mutual accountability and clear expectations, the process went very well.

We brought in quality-assurance analysts and our implementation team along with client leadership for joint meetings as part of our implementation process. Our close working relationship allowed us to quickly make changes to any workflow deviations.

A specialty team, stationed in a command center during the go-live, offered real-time support to the patient experience representatives as they began talking to their patients.

Firsthand communication with representation each department that was involved created an incredibly efficient resolution process to triage and assess issues as they arose. For a two-week period, we held a daily touch-base call to discuss critical needs, answer questions, adjust workflows, and account for any blind spots in the training process.

## Outcomes

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From the outset, we saw improvements towards the goals of increased efficiency and a better patient experience. Our team took on the initial placements of all hospital and physician patient-pay accounts to provide exceptional customer service to each patient while meeting financial goals. Keeping it simple for the patients through technological payment options and access to knowledgeable representatives increased patient payments and created a seamless customer-service transition.

The client understood the time commitment and importance of a thorough implementation and training process. Through transparency and accountability, we were able to achieve the following results together.

### **The First Three Months**

We went live in March, hit above target in April, and in May the patient payment goal was exceeded by over \$500,000. We maintained a low average wait time of just 23 seconds per call and a less than 2% abandonment rate from the start. These results were achieved through hard work and planning during the implementation phase.