

PATIENT FRIENDLY BILLING[®]
Recommended Success Measures

The ***PATIENT FRIENDLY BILLING***[®] Task Force recommends that providers track the following measurements to quantify the success of adopting Patient Friendly Billing recommendations.

- Patient satisfaction with the billing process
- Days in accounts receivable
- Cash collections improvement (cash collections/[revenue – bad-debt expense])
- Changes in bad debt and account aging
- Change in billing/service calls per account
- Readability of financial communications

The task force developed this recommendation by identifying more than 25 measures that might be affected by a change in billing formats and financial communication. These 25 measures were narrowed to six key measures that represented the perspective of the patient and the provider, were easy to measure, and were most easily tied to a change in billing format.

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