



### ***Company Profile***

Patientco®

### ***Peer Reviewed Product or Service***

#### **List product/service that is peer reviewed with brief description**

Patientco's billing and payment platform is an enterprise payment solution designed to help healthcare systems maximize patient payments while offering a superior patient financial experience.

### ***Session Titles and key takeaways***

- Patient Financial Experience: The Current State & What's Next
  - Determine the biggest challenges patients face when paying for their healthcare
  - Identify the issues that limit your revenue cycle team's performance
  - Explain how COVID-19 has impacted patients & healthcare revenue cycles
  - Prioritize the steps necessary for improving the patient financial experience
- Your Team's Playbook to Deliver Compassionate Patient Financial Care
  - Why health systems should align financial policies with their mission to improve collections
  - Which KPIs health systems should measure
  - How technology can reduce patient call volume & increase bandwidth for revenue cycle team members
- How Rewarding is Patient Satisfaction?
  - Identify the ways patient behavior has shifted
  - Why we should view patient relationships & the patient experience as an asset
  - How to calculate the customer lifetime value of a patient
  - Understand the link between the patient experience & loyalty

### ***Contact Us***

For more information on **Patientco** speakers available in your area, contact:

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