



What Does a
Patient Truly mean
to the Healthcare
Industry?



MedRight
Review Respond Resolve



What does a patient mean to you?



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**This is the perception
of our Healthcare
Industry today...**



Reclaiming Health Care's Fundamental Purpose

In a powerful plenary session speech at the 2017 IHI National Forum, Dr. Don Berwick mentioned untamed chronic illness, inadequate patient safety, insufficient investment in disease prevention and the social determinants of health, high costs, over-emphasis on technology, and too little joy in work. His conclusion: “Our care is not fit for use.” “We need,” he stated, “a fundamentally different system.”



The importance of patients in healthcare can be summarized as follows:

- **Ensuring that your healthcare organization delivers satisfactory experiences to your patients is essential for medical, financial, and operational success.**
- **Engaged patients have better health outcomes and are more likely to have a positive experience with your practice.**
- **Giving quality patient care can absolutely influence health outcomes. It contributes to a more positive patient recovery experience and can improve the physical and mental quality of life for people with serious illnesses, such as cancer.**
- **Patient involvement in various aspects of healthcare, from improving healthcare quality to promoting patient safety, has emerged as a critical priority.**



Does our Healthcare Industry Understand the difference between Patient Experience and Patient Satisfaction?

Patient Experience encompasses the range *of interactions that patients have with the healthcare system*, including their *care* from health plans, and from doctors, nurses, and staff in hospitals, physician practices, and other healthcare facilities. i.e., getting timely appointments, easy access to information, and good communication with health care providers.

The terms patient satisfaction and patient experience are often used interchangeably, but they are not the same thing.

To assess patient experience, one must find out from patients whether something that should happen in a healthcare setting (such as clear communication with a provider) happened or how often it happened.

Patient Satisfaction, on the other hand, is about whether a patient's *expectations* about a health encounter were met.

i.e., Two people who receive the exact same care, but who have different expectations for how that care is supposed to be delivered, can give different satisfaction ratings because of their different *expectations*.





MedRight

Review Respond Resolve

We are your Informed Advocates

We empower patients to navigate the intricacies of medical billing. As leaders of patient advocacy, we help clients obtain equitable pricing for the quality of care received. Our mission is to bridge the gap between provider billing services and the community the medical industry was intended to serve.

Your Medical Bill Savings Process

Understand your benefits

Clear up any confusion about your health plan.

Verify care coverage

Get help verifying coverage before your appointments.

Resolve billing errors

Over 30% of medical bills are wrong. Don't overpay!

Navigate the difficult healthcare system

Have you or your family been diagnosed and do not know what to do next?

Do you need assistance with coordination of care?

We have partnered with organizations to be a trusted partner for their companies to be their patient advocacy liaison.

We offer all new clients a **free 30-minute consultation** to hear about your billing concerns and medical situation to see if our service is a match at no charge or obligation. Most importantly, **we want to ensure each patient understands their medical bills** and what they are being charged.



The Healthcare industry needs to set obtainable objectives by pushing for change starting within their own communities and states before setting rules and regulations for the entire country. Health system leaders shouldn't rely on patient satisfaction measures to project and account for future patient behaviors. Instead, they need to look at what patients do and incorporate that information into strategic planning accordingly.



Testimonials

Lauren Sam

"By finding multiple billing and coding errors in my statement, MedRight saved over \$4,000 in fees on my delivery bill from a birthing center. With their help, I settled my bill for less than \$500."

”

Dr. Barry Martin

After my wife experienced an unexpected tragedy that led to over \$500,000 worth of hospital bills, Brittany Severin was able to advocate on our behalf with over 20 plus bills and reduced our cost to less than \$9,000. We are so grateful!"

”

Trina Wesley

"I rushed my son to an urgent care as he experienced a serious allergic reaction, but the facility was out of network. MedRight called the facility on my, obtained a PPO waiver, and saved me hundreds of dollars."

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How Can We Help?

Thank you for your interest in MedRight. We are here to address your questions, comments and concerns.

We provide free consultations to all new clients.

If you are ready to schedule your free consultation please complete the below information, and one of our patient advocates will respond within 24 to 48 hours to get you scheduled.



832-409-0784



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Thank You

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