



### Hospital Snapshot

- 144-bed hospital
- \$204 million net patient revenue
- 58,000 annual outpatient visits
- Part of a University integrated delivery system

## Jumpstarting Point of Service Collections

### The Challenge

The hospital set goals to collect the patient financial responsibility prior to service, but the effort moved slowly and the staff was unable to collect meaningful amounts. When asked to pay, patients were skeptical that their patient portion reflected the accurate amount. Spreadsheets used to track co-pays, co-insurance, deductibles, and charges were notoriously inaccurate and cumbersome. The collection plan stalled, and the hospital began to look for technology that could help.

## SurePayHealth

### The Solution

In December 2008, the hospital bought SurePayHealth from Recondo to automatically create accurate statements of patient financial responsibility, allowing access staff to collect the precise amount of cash owed by the patient. Recondo and the hospital initially activated Outpatient Radiology followed by Outpatient Surgery and then Inpatient Surgery.

Recondo loaded the necessary data into the company's proprietary, high-speed, high-volume rules processing software, along with all the payer contracts, the Chargemaster, the Master Patient Index, and a feed from the scheduling system.

### The Workflow

The hospital had to adjust business processes to pre-register patients earlier, allowing for pre-visit calls to ask for payment. The Patient Access team works with pre-registration accounts up to seven days in advance of service to provide time for SurePayHealth processing and Pre-Visit calls. The Pre-Visit team calls patients two-to-three days prior to visit and attempts to collect the patient financial responsibility by phone or confirm that the patient will pay at registration.

The staff uses SurePayHealth to capture amounts collected and payment reasons, which are fed back into Meditech, allowing Pre-Visit to communicate pre-visit patient payment (amounts already collected) to registrars or no pre-visit payment, meaning the patient will pay at registration or when billed or any other payment status.



## The Integration

Additionally, Recondo implemented bidirectional integration from Meditech to SurePayHealth and back into Meditech, which allows the front desk data to remain in Meditech and not require any staff to learn to use another system. The hospital staff enters CPT codes into a customized Meditech screen, which allows them to send scheduled procedures in advance without integration from the scheduling system.



## The Results

Enhancing the hospital workflow and best practices, SurePayHealth helped the hospital:

- By phone, successfully collect more than fifty percent of all pre-visits
- Reduce staff requirements (one full-time person in pre-visit to call on patients and manage exceptions)
- Registrars also trained and using SurePayHealth to collect at point of service
- Integrate SurePayHealth from Pre-Registration back to Registration so Registrar is aware of patient financial responsibility amounts and amount(s) collected to date

*The hospital also recognized significant value from SurePayHealth upfront collections, resulting in more than \$1.2 million collected upfront through Q3 2010.*

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