

# Patients want to pay online, *let them*

Give patients what they want—convenient, easy ways to pay their bills online

Annual consumer out-of-pocket spending on healthcare is estimated to reach \$491.6 billion or about \$1,650 per person by 2025. Is your practice ready to offer a more streamlined payment experience to accommodate patient demands and capture revenue efficiently?

The following statistics highlight the urgency to improve how you bill patients—especially in light of staffing shortages.

## HEALTHCARE IS NOT IMMUNE TO THE DEMAND FOR ONLINE CONVENIENCE

**91% of consumers** prefer electronic payment methods for medical bills.<sup>1</sup>



### The gap between consumer expectations and reality

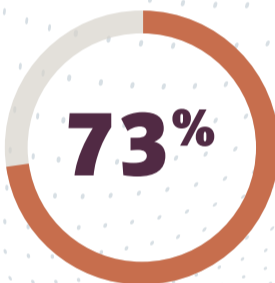


49% of consumers would consider switching providers for a better healthcare payment experience.

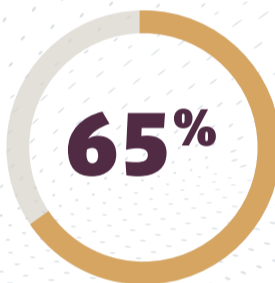


1 in 4 consumers ended a transaction for a medical bill because they couldn't pay with a credit or debit card.

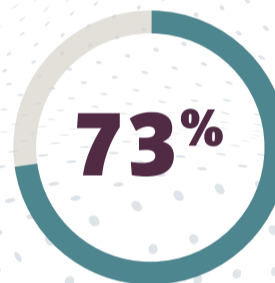
### The value of automation and self-service solutions



73% of medical practices ranked staffing as their biggest pandemic challenge.



65% of medical practices want to keep using self-service payment options adopted during the pandemic.



73% of healthcare consumers would enroll in e-statements from their doctors.



### A disconnect between providers and consumers

Only **21% of providers** prioritize price transparency for patients.

Data based on Trends in Healthcare Payments, Trends in Healthcare Payments Annual Report: 2021, a publication of InstaMed, a J.P.Morgan company.

## GIVE PATIENTS WHAT THEY WANT AND IMPROVE YOUR PRACTICE'S ABILITY TO COLLECT PAYMENTS



### Open more payment channels, including paying online

Lower barriers to capture revenue and speed up collection with flexible, automatic payment options and plans, including a guest pay (no login needed) option.



### Reduce billing costs

Offer e-statement enrollment or securely save payment information on file to automatically collect balances without printing and mailing a statement.



### Simplify staff workflow

Eliminate the manual process with payment posting into the industry-leading NextGen<sup>®</sup> Enterprise PM system and use a single dashboard report across all payments for efficient reporting.



### Enhance the patient experience

Leverage integration, communication, virtual care, and convenience.

## BETTER STARTS HERE

Join the 900+ ambulatory practices across the United States who leverage NextGen Pay powered by InstaMed to achieve their goals. Contact us at 855-510-6398 or [results@nextgen.com](mailto:results@nextgen.com).