

# 6 Tips for Success with Point-of-Service Collections

Collecting at the point of service is a key to avoiding delayed payment and non-payment, but it requires effective

Every day that a payment is delayed diminishes the probability of being paid in full. The following chart indicates probable collectability of each account from day 1 to 180 days.

## Time is Money

Here are six tips you can use now for successful point-of-service collections.

### 1. Ask for the balance at point of service by stating your facility policy.

Make this conversational. It's a dialogue, not a monologue. Project to the patient or guarantor that you know there is no doubt that they will make payment at the point of service. Assume a positive attitude and use only positive terms. If the patient tells you a balance was never collected at the point of service before, explain kindly that this is a new policy.

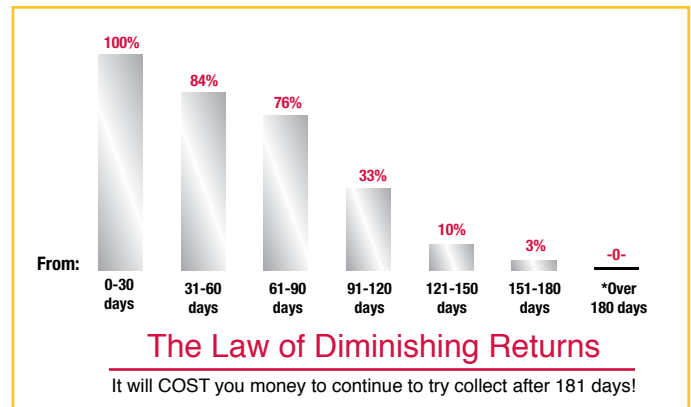
### 2. Listen to the patient/guarantor (psychological pause).

Hear what the guarantor means — not just what he or she is saying. Convey that what the guarantor feels matters to you. Each situation is different! The handling should be different also. Be flexible and professional!

### 3. Determine the problem (use sympathy & empathy).

Listen to what the guarantor thinks is the problem. Ask fact-finding questions and respond with words such as:

- ◆ I understand your situation.
- ◆ I want to do my best to help you.
- ◆ Let me help you find a solution.
- ◆ Together, we will find a solution.



### 4. Find a solution (check, cash, ATM or credit/debit card).

Suggest possible solutions and keep a positive attitude, asking questions such as:

- ◆ How much will you pay — with check, cash, money order or credit/debit card?
- ◆ How much are you short?
- ◆ When will you return to pay?

### 5. Agree on payment

Get commitment on when the guarantor will pay. Have the guarantor repeat the agreement. If the guarantor is not able to pay in full now, have the guarantor summarize and repeat the agreement; update the account. Give the guarantor an envelope with the amount due and due date.

### 6. Focus on the goal

Always remember the goal is to collect the patient balance while using care and respect to do so! Good communications, sincerity and empathy are the keys to successful POS collections and to exceptional patient service. Collections at the point of service help your facility continue its mission of care.