

Less Confusion Over Hospital Bills MEANS MORE MONEY COLLECTED

Introducing the first app that helps patients understand the hospital bill

THE CHALLENGE

Receiving a hospital bill can be overwhelming. It can be difficult for patients to interpret what they owe and how to pay the bill.

Introducing Meduit's patented Patient Concierge app. Once the app is launched, an avatar named "Eve" assists patients by explaining every part of the bill to them through artificial intelligence.

The app helps patients by:

EXPLAINING
when the bill is due

IDENTIFYING
what amount is owed

PROMPTING
the patient to make a payment or access their account online



The app also provides a connection to patient financing options if needed.

Meduit's Patient Concierge App

Making it easier for patients to understand and pay their bills ensures that providers can collect more of what patients owe.

HOW MEDUIT'S PATENTED PATIENT CONCIERGE APP WORKS:

- **DOWNLOAD AND INSTALL THE APP:** The Patient Concierge app is available in the AppStore on Apple iPhone® 6 or later devices and GooglePlay on Android® 5.0 or later devices (*no charge to the patient to download*)
- **SCAN QR CODE ON BILL:** When the patient scans the QR code on their bill, an animated avatar named Eve appears and walks them through the bill
- **LIVE ASSISTANCE AVAILABLE:** If a patient has further questions, they can tap "Call Concierge" at the bottom of the screen to speak to a live person
- **INFORMATION IS SAFE AND SECURE:** The app does not copy or store any patient information

Case studies have shown that 90% of patients using the Patient Concierge app ultimately pay their bill electronically. (*Source: Meduit case studies*)

Hospitals adopting the app have access to promotional videos and images to help introduce Eve to their patients.

Watch our short video to see the app in action here



ABOUT MEDUIT Meduit is one of the nation's leading revenue cycle solutions companies with decades of experience in the RCM arena, serving more than 1,100 hospital and physician practices in 48 states. Meduit combines a state-of-the-art accounts receivable management model with advanced technologies and an experienced people-focused team that takes a compassionate and supportive approach to working with patients. Meduit significantly improves financial, operational and clinical performance, ensuring that healthcare organizations can dedicate their resources to providing more quality healthcare services to more patients. For more information, please visit www.meduitrcm.com.
