



SELF PAY - POINT OF SERVICE

TRANSCEND INC.
In Alliance With nTELAGENT

TransCend Healthcare in partnership with nTelagent provides your hospital the capability to appropriately manage and resolve self pay balances at the point of service.

Registration personnel are guided through customized on-line scripts to:

- Offer appropriate discounts and obtain payment in full.
- Establish payment terms according to the health provider's guidelines.
- Initiate the charity determination process before patient leaves facility.
- Identify those patients who do not have ability to pay and assist them with resolution options for their account.

Applying these processes at the point of service results in:

- Enhanced consistency related to staff following policies and procedures as approved and implemented by administration.
- Outsourcing and vendor costs are decreased by utilizing the "total package" of nTelagent product offerings.
- Charity accounts are quickly identified and processed appropriately.
- Public relations improve as patients are managed consistently and according to potential capacity to pay.
- Employee compliance with policies and procedures is enhanced.
- Point of service cash is increased / Potential write offs to bad debt are reduced.

