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QuickPay Gaining Momentum as Billing Option

QuickPay, an online bill-payment option that rolled out last month at Asante, has built a slow but steady stream of users and is expected to continue growing as awareness increases among customers both inside and outside the Asante organization.



About 30 people per day – including patients of Asante Physician Partners and Asante's three hospitals – are paying their bills through QuickPay. And the online option has almost unlimited potential to pick up a larger share of the transactions currently being handled over the phone by Asante's cashiers and credit analyst staff.

"As more people migrate to online payments, our telephone volume and call-waiting backlog will be reduced proportionately," said Tonya Richner, Asante Patient Financial Services Manager. "It really is the easiest, most convenient way for most people to pay their bills."

Tonya emphasizes that QuickPay is intended to complement MyChart, which remains the preferred method for Asante customers to pay their bills online. But QuickPay is aimed at those who don't have MyChart accounts or don't want to login to submit their payments.

Phone traffic to Patient Financial Services increased dramatically after EPIC went live at Asante a little over a year ago, primarily because the organization chose to resume handling some patient collections that had previously been outsourced. EPIC is an integrated suite of health-care software whose applications catalog and store medical records, aid in registration and scheduling, and provide clinical systems for physicians, nurses and others.

MyChart – a component of EPIC – helps reduce some of the telephone volume, and is preferred over QuickPay because it serves as a portal to a more comprehensive list of online services. MyChart provides registered users with secure online access to portions of their electronic medical records, including appointment details, medications, immunizations and other information, including billing.

But QuickPay offers an online alternative for those who have not yet registered with MyChart, or who choose not to sign in to use MyChart's services.

"QuickPay is just an additional tool that allows us to improve the experiences of our patients," Tonya said.

QuickPay discussions began more than a year ago, as Business Office managers sought to reduce call volume and resulting disruptions for customers and staff. It is now available [on the asante.org website](http://on.the.asante.org/website) for those who were patients at Asante after April 6, 2013.