

Patient-friendly revenue cycle solutions - from the experts who understand your business and care about your patient relationships.



At KeyBridge, our focus is managing patient-pay receivables for healthcare clients. We can help you increase your revenue, streamline your accounts receivable processes and control your costs; all while preserving valued patient relationships.

#### We care

Our patient-friendly systems create increased goodwill and recover the maximum amount possible. KeyBridge has a long history of success as a trusted partner for healthcare providers who recognize the value of partnering with a revenue cycle care team committed to excellence, both on the financial success and patient experience continuum. Choosing KeyBridge means an improved revenue collection process with a partner who cares about your patients.

# Patient-friendly Recovery Solutions

We are experts in Medical Revenue Care solutions with **100% of our focus in healthcare**.

Healthcare receivables management to quickly

and effectively generate cash for your business

Medical collections services that help recover

 potential bad debt while being your brand ambassador.

**Extended business office** solutions to gain

efficiencies and free your staff to focus on what's most important – patient care

## Patient Care Experience: We Ask

Because KeyBridge understands a positive patient experience is a critical component to the success of a healthcare system, patient satisfaction has been our focus since the inception of our company, over 30 years ago. KeyBridge has a long history of success as a trusted partner for healthcare providers who recognize the value of partnering with a revenue cycle care team committed to excellence, both on the financial success and patient experience continuum.

We measure our success by asking every patient for their honest feedback using our proprietary customer satisfaction survey. We use these evaluations to assess our representatives' knowledge, helpfulness, level of respect and ability to achieve account resolution.

The result? Patients are 97 percent satisfied with

KeyBridge's approach to account resolution. This fact, coupled with our reputation for superior client service and excellent account resolution rates, means your patients will thank you for choosing KeyBridge.

> Competition for patients, loyalty and market share have driven healthcare providers to focus more intently on improving the patient experience as a competitive advantage.

### **Smart Processes**

The lifetime value of a patient exceeds on average \$1.5 million dollars to healthcare providers. One bad experience with the billing process can put that potential revenue in jeopardy. KeyBridge's revolutionary Quality Accountflow Distribution System (QuAD) and Human Performance Technology (HPT) are industry-leading, proprietary processes for delineating revenue cycle workflow and respectfully but persuasively negotiating patient payments. These processes work synergistically to turn debt into revenue for your business, all while preserving valued patient relationships. Our most important core value is treating consumers with dignity and respect every step of the way.

# Cutting-edge Business Intelligence

With patient-pay accounts on the rise, it's increasingly important to take control of your revenue collection performance. Our proprietary online client interface, iPortal, is the future of business intelligence. Available 24/7; with iPortal you can filter, sort, discuss and analyze your business in real time. iPortal reduces the effort needed to manage account receivables by providing unparalleled access to real-time collection information; putting you in control of your business.



# **Proven Results**

For more than 30 years, KeyBridge has increased our client's revenue while protecting the ever-important provider-patient relationship. Our proprietary software and processes delivered by our technology experts and client services professionals are dedicated to creating a customer experience that makes our clients fiercely loyal.

"They are always looking for ways to improve our workflow that is advantageous to our staff. Our collections and recovery percentage have improved, customer service follow-ups have improved and their technical support is top of the line. If you want an agency with strong collection efforts along with great customer service and superior technical support, I suggest you contact KeyBridge."

**Jeff Coakley** Director of Patient Accounts Wyandot Memorial Hospital

"Keybridge has placed the user in control by creating an online Portal with the functionality that is truly state of the art."

**Toby Looser** Business Manager Lima Radiological Associates

"Allowing KeyBridge to handle my self-pay accounts from day one has eliminated a lot of internal headaches. It also ensures these accounts are dealt with much more promptly than my in-house staff can address them. Plus, KeyBridge is simply more effective at collecting payment."

**- CFO** Midwest Ohio Hospital



Building Revenue. Preserving Your Patient Relationships.

#### About KeyBridge

KeyBridge is an expert provider of **Medical Revenue Care** solutions with 100% of our focus in healthcare. Our patient-friendly revenue cycle solutions include accounts receivable management (early-out), medical collections and extended business office solutions. We strategically implement cash management programs that enhance the revenue cycle while applying patient-friendly communication processes that increase goodwill and recover the maximum amount possible. Choosing KeyBridge means an improved revenue collection process with a partner who cares about your patients.

For more information about KeyBridge, visit www.KeyBridgeMed.com