

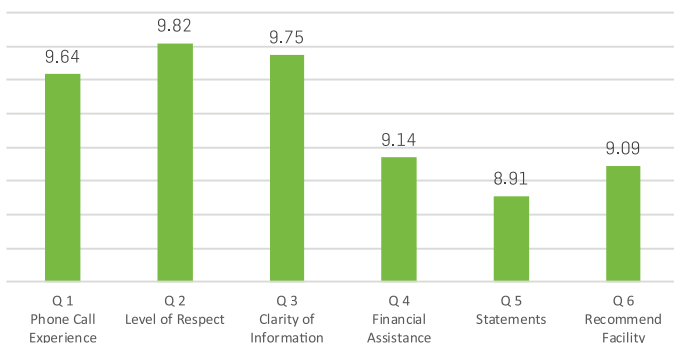
A Positive Patient Care Experience in the Revenue Cycle



Revenue cycle management is a vital component of a patient's overall experience with a hospital or healthcare provider. At KeyBridge, patient care and ensuring patient satisfaction with every call are not just our guiding principles - they are our way of life.

Measuring satisfaction with every call.

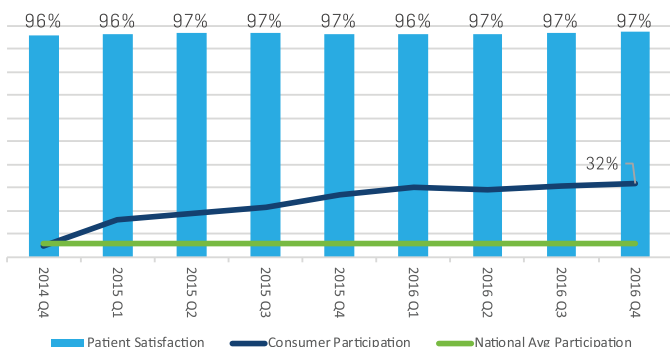
KeyBridge is the only medical accounts receivable management agency measuring patient satisfaction with every call. At the conclusion of **every phone call**, patients/ guarantors are asked for their honest feedback using our **proprietary customer satisfaction survey**.



Proud of our results.

Over 97% of patients/guarantors are satisfied with their experience with KeyBridge. We understand what it means to be better and how professional, personal attention to your patients correlate with achieving successful financial results. Our documented, industry-leading patient satisfaction rate **mitigates risk to maximize revenue.**

Collecting the right way delivers immediate results and translates into significant future dollars by preserving the patient relationship.



How do we do it?

- A corporate culture that values patient satisfaction and the patient experience - it is our constant focus.
- Hiring practices that prioritize customer service and patient care as the most desirable characteristics.
- Training and continual feedback - assessing representatives' knowledge, helpfulness, level of respect and ability to achieve account resolution.
- Measuring patient satisfaction on EVERY call.
- Accountability, rewards and recognition of superior patient satisfaction ratings.

What patients say.

Don't take our word for it! See comments below from patients who completed KeyBridge's proprietary customer service survey.

*"I appreciate the **care and compassion**. They don't treat me like I'm just an account number or a bill and that really means a lot to people."*

*"Paul treated me with the **utmost respect** & could not have been more kind. If all collection people would be as kind as him, much more **people would pay** their bills on time! It was a wonderful experience & he should be commended!"*

*"Considering that I'm calling a collection agency, this was probably the **best customer service experience** I've ever had! Michelle was extremely personable and very friendly. She helped me work out a good payment plan that works with my budget. I really appreciate your help & if more collection agencies worked this way, I think more consumers would be **willing to pay**."*