



WESTERN HEALTHCARE ALLIANCE

A circular inset image showing a silver stethoscope resting on a stack of US dollar bills, with a hand holding a pen nearby.

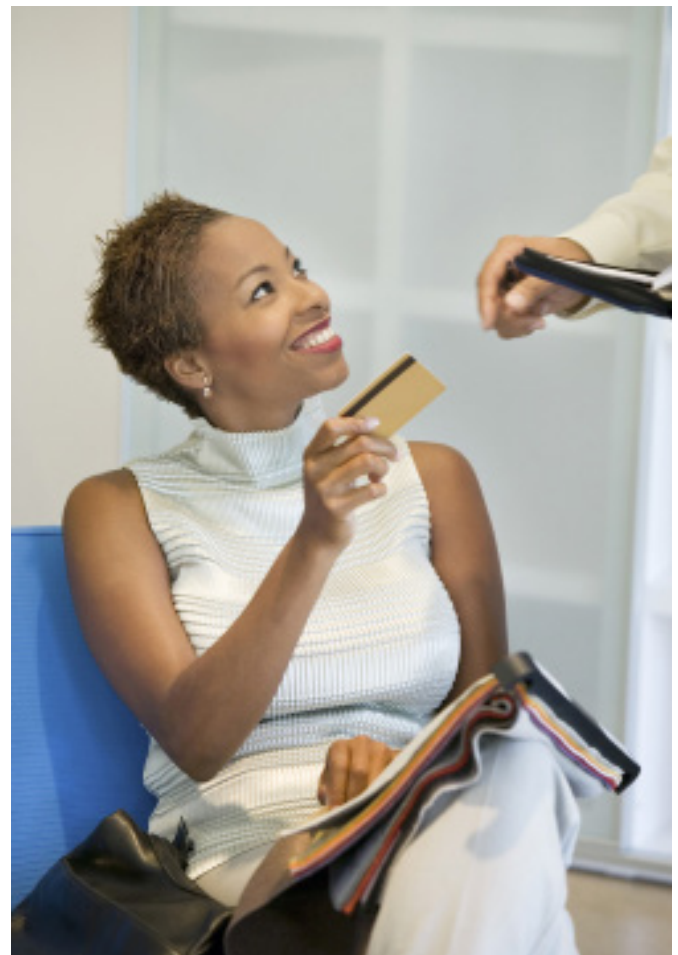
## POINT OF SERVICE COLLECTIONS TRAINING

## Training your employees to help your patients

We understand that most employees work at your hospital to help your patients. They may not feel comfortable collecting money, and many staff haven't had adequate training to do so. How can you get your team excited about this effort? Point of service collections is not optional—it's the new standard. Therefore, it's critical to align your processes and policies to back up your message.

We can help you establish a hardwired culture around upfront collections. We can help you train your staff to think about point-of-service collections as more than just collecting payment; it's about educating the patient.

As we move into an era of increased price transparency, your patients are shopping for their healthcare services. Western Healthcare Alliance can ensure you provide a timely, accurate estimate to patients to position your organization now and into the future.



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*Collaborating to improve rural healthcare*

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