Firstsource Healthcare Cloud

The Very Good Healthcare

Welcome to the The Very Good Hospital self serve pre-registration site

Please login and follow the prompts to complete the registration process for your upcoming appointment. Completing this process will avoid delays in your care.

Select your preferred method of completing your registration process.

○ Mobile   ○ Email

Send my PIN
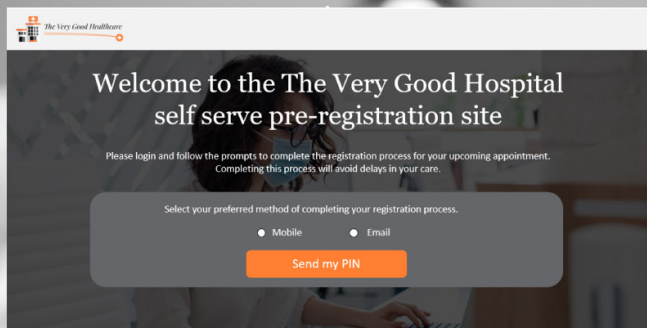
FIRSTSOURCE HEALTHCARE CLOUD

Patient Pre-Registration

Cloud-first services for accelerated value

Hospitals collect only about 2% of net patient revenue pre-service or at the point of service, and many are not pre-registering 95% of scheduled patients.

Failing to adequately collect patient balances in the pre-service stage decreases the probability of collecting as patients are less motivated to pay once the services have been rendered. This in turn results in:

Increased operating costs for securing payments.	Increased AR days and bad debt expense due to increased denial rates.	Higher cancellation rates that cause revenue leakage as skilled clinical personnel and revenue-generating equipment sit idly.

Post-COVID-19, the healthcare industry limiting non-clinical patient facing interactions to curb the spread of disease. This places a greater emphasis on deploying a pre-arrival registration process to reduce onsite registration staff costs and enhance the patient experience at the point of clinical service.

Moreover, COVID-19 related loss of employer sponsored coverage is resulting in an increase in the number of uninsured patients. This is creating greater challenges to organizations that have a legal obligation or mission to serve unfunded patients.

Screening uninsured pre-scheduled patients prior to arrival increases conversion rates.

Patient Pre-Registration Services over the cloud

Firstsource Healthcare Cloud: Patient Pre-Registration Services offers a cloud-driven patient pre-registration experience. It allows patients to validate insurance coverage, confirm/correct demographic information, and view/pay estimated out-of-pocket expenses.

The solution offers a web-based self-serve engagement platform that allows patients to complete the registration of pre-scheduled services when it's convenient for them to do so, using the mode of engagement they prefer.

The solution empowers hospitals to contact patients using omnichannel communication and directs patients to a hospital branded website to validate/correct personal data and view or pay their bills.
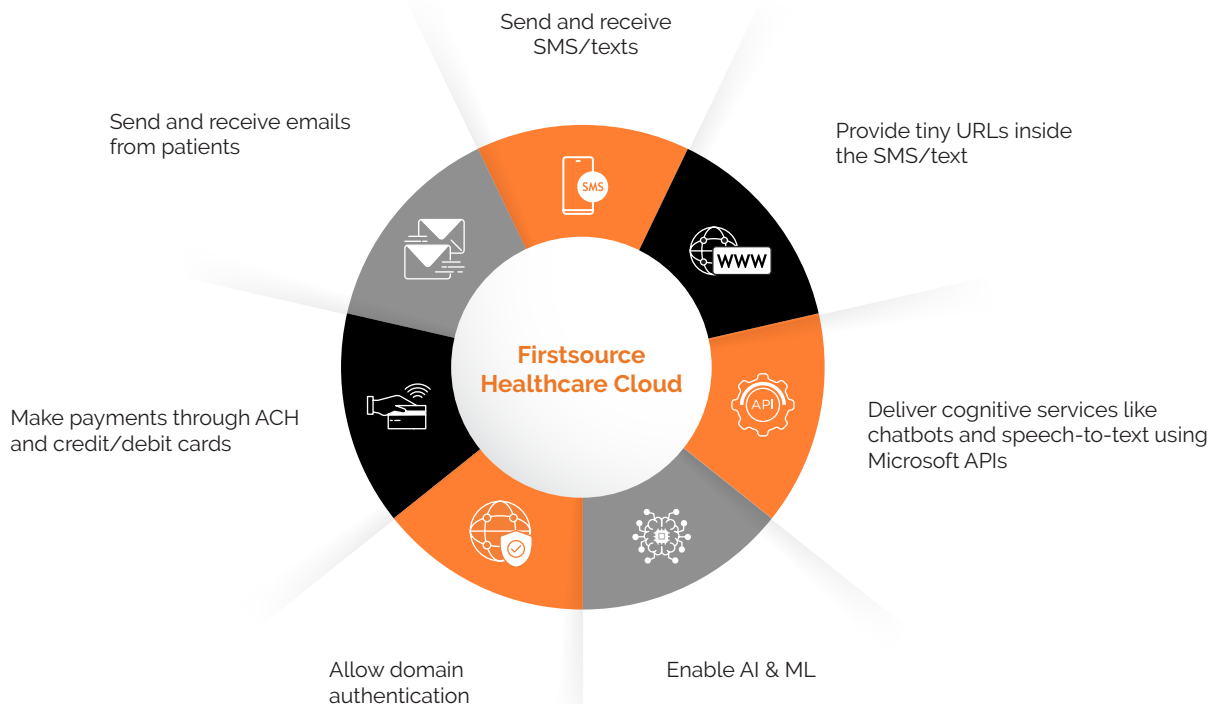
Key Benefits

The cloud-first solution can be white labelled in custom hospital branding. It supports omnichannel outreach to ensure patients receive appropriate reminders. Using the PCI-HIPAA compliant solution, hospitals can:

| Enable Self Service | Imporve patient experience | Increase Pre-service Collections | Reduce revenue leakage | Reduce cancellations |

Solution features

Our Patient Pre-Registration Services empower patients to perform a wide variety of activities. These include – validate/ update personal demographic information, confirm their insurance coverage, view an estimate of their out-of-pocket liability, make a payment, commit to a payment plan or leverage payment options, and complete pre-screening for eligibility and financial assistance programs.

The system integrates with existing systems from across a spectrum of technologies using Rest APIs, Webhooks, SFTP, and LDAP that allow hospitals to:

Send and receive SMS/texts

Send and receive emails from patients

Provide tiny URLs inside the SMS/text

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Make payments through ACH and credit/debit cards

Deliver cognitive services like chatbots and speech-to-text using Microsoft APIs

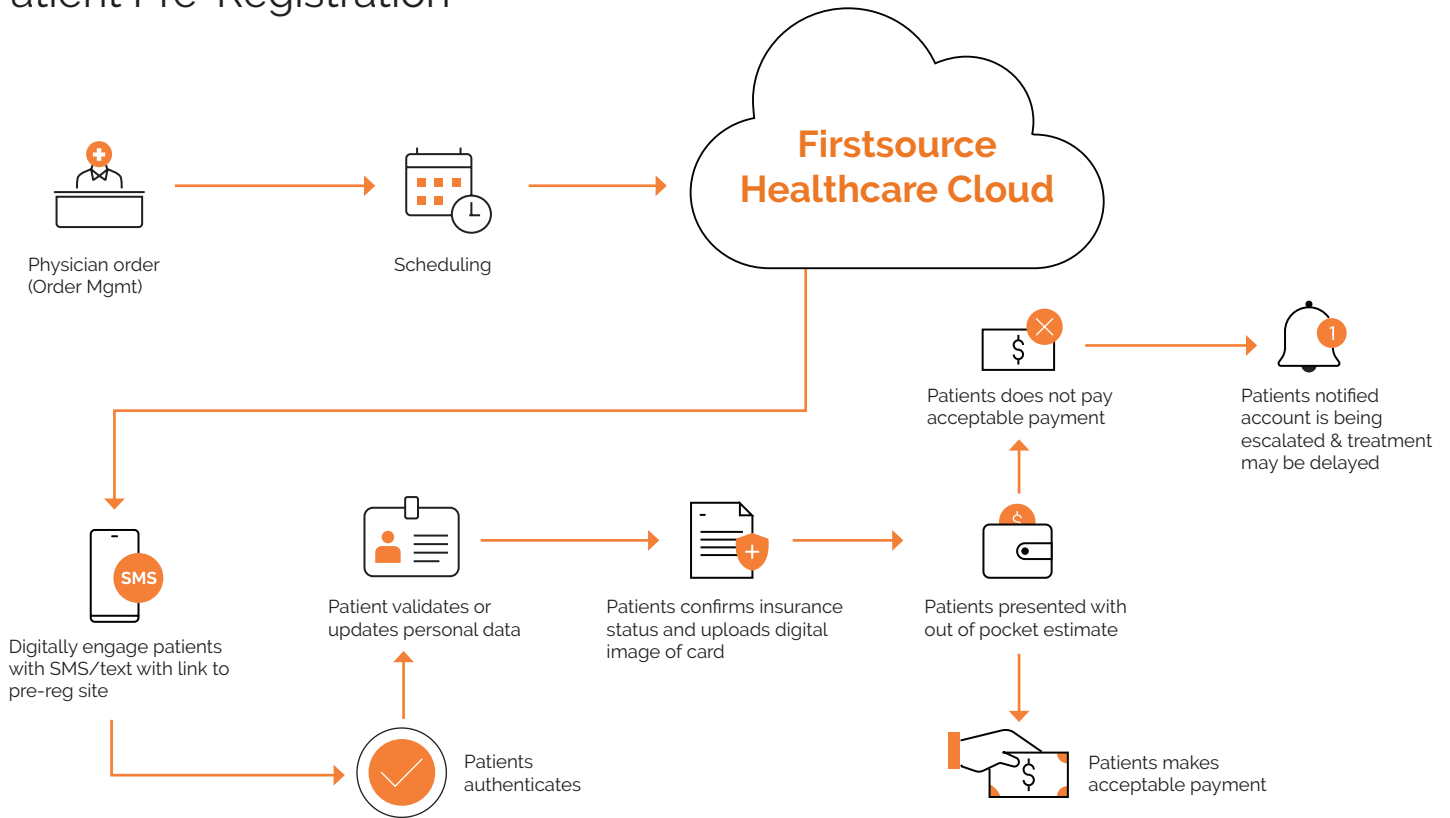Allow domain authentication

Enable AI & ML

The service currently enables basic pre-registration, limited EPIC integration, appointment reminders, COVID-19 screening, Medicaid screening, ML payment offers, patient financing, and medical prep reminders.

Future updates to the system include (i) Integration of certain SABAL capabilities such as estimates, price transparency and propensity to pay, (ii) DocuSign integration for DRA, COA, ABN, MSP forms, (iii) Merchant services and expanded EPIC and EHR integration (Cerner, Meditech and so on).
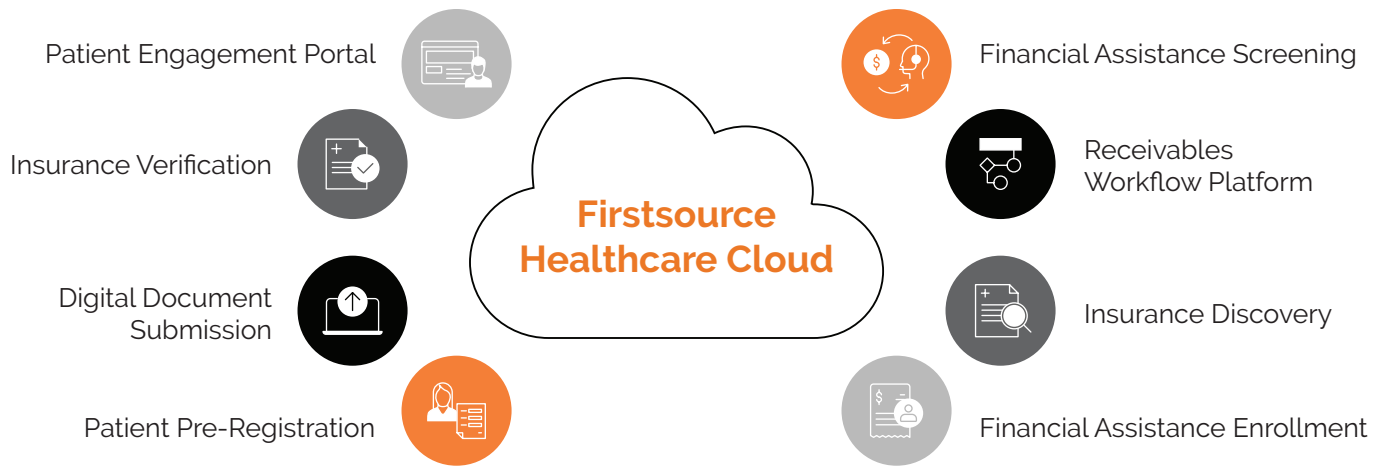
How does it work

Patient Pre-Registration

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Physician order (Order Mgmt)

Scheduling

Digitally engage patients with SMS/text with link to pre-reg site

Patients authenticates

Patient validates or updates personal data

Patients confirms insurance status and uploads digital image of card

Patients presented with out of pocket estimate

Patients makes acceptable payment

Patients does not pay acceptable payment

Patients notified account is being escalated & treatment may be delayed

Patient Pre-Registration is just one component of our comprehensive Patient Engagement and Receivables Management solution

The holistic Firstsource solution includes an entire stack of digital-first patient engagement and Eligibility and Enrollment services. They are specifically designed to uncover missing patient information and enhance engagement with patients across their journey, dramatically improving patient satisfaction as well as financial performance for hospitals.

Patient Engagement Portal

Insurance Verification

Digital Document Submission

Patient Pre-Registration

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Financial Assistance Screening

Receivables Workflow Platform

Insurance Discovery

Financial Assistance Enrollment

Healthcare systems plagued with data extraction challenges, arduous implementation meetings, burdened IT resources, and long-involved contractual negotiations, are a thing of the past.

Introducing Firstsource Healthcare Cloud, a new, innovative platform in Revenue Cycle Management.

Our Cloud-native services are built to complement your existing infrastructure and provide patients with a superior user experience. Combining our rich domain experience with Intelligent Automation, we've found the proper balance between bot technology and Digitally Empowered Contact Center support.

The Cloud-first delivery model optimizes productivity and scalability with turnkey solutions powered by our comprehensive and in-depth cloud platform. Enhance your teams' collaboration in simplifying the patient experience, while continuously improving healthcare operations to eliminate revenue leakage, streamline care delivery, and focus on activities that improve patient health.

Learn how Firstsource Healthcare Cloud can help your organization transform financial performance and patient experience. Click here

Thank you for your payment.
We look forward to seeing you.