

# PFC USA's partnership approach ensures healthcare clients tackle regulatory and patient satisfaction issues

## How do you help healthcare organizations navigate the biggest challenges in healthcare?

With rising healthcare costs, workforce shortages and a volatile regulatory environment among the top concerns in healthcare, it's important for providers to adapt innovative strategies to address them. PFC USA helps its healthcare clients handle such challenges by adopting a partnership approach with them. Through PFC's seamless integration, we establish a direct expansion of their billing office by incorporating the facility's policies and procedures

**11 years** on the Short List  
**100%** of respondents felt that PFC Rev's services provided value and would recommend PFC Rev to their colleagues

and extending the organizational culture – forming a reputation of trust with our clients and their patients.

The dedicated team of Patient Account Representatives at PFC boasts an average of 6.5 years of hands-on experience within the industry. They undergo rigorous training, overseen by in-house development and compliance experts, ensuring an in-depth understanding of regulations. This thorough training guarantees that accounts receive meticulous management characterized by patient-centricity and adherence to regulatory standards. This expertly trained and experienced team provides patients with a better understanding of their financial obligations and presents patients with a billing plan designed to drive better payment behavior and a positive financial experience.

## What advice would you offer to healthcare leaders when choosing among vendors?

**Industry knowledge:** Choose a vendor that specializes in the service you are looking for rather than selecting a vendor that offers

the solution as a sub-service. The healthcare revenue cycle landscape is complex, so having a vendor that understands the intricacies of regulations and best practices is crucial.

**Cost and value considerations:** While cost is a key factor, don't solely base your decision on price. Consider the value the vendor brings in terms of improved efficiency and patient satisfaction.

## What is some advice you can give providers for a successful implementation of a new product or service?

Set reasonable expectations and timelines for vendor partners. Early in the project, establish quantifiable service level agreements with your vendor and arrange for regular operational meetings to periodically review and verify the advancement of the project. This proactive approach ensures that progress remains on track and fosters effective communication between your team and the vendor. ■



Since 1904, PFC USA has been offering accounts receivable management solutions for healthcare providers, currently serving a network of over 1,200 healthcare professionals across the nation. Through PFC's Omnichannel Preferred Solutions (OPS), patient communication is streamlined, enhancing your bottom line by providing convenient tools that enable patients to seamlessly interact and make payments with your facility. PFC's approach to

cultivating a successful partnership commences by prioritizing front-end functions and extends beyond the patient's service, converting accounts receivable into tangible revenue. From initial billing follow-up to third-party debt recovery, PFC ensures the optimization of your revenue cycle and patient engagement.

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