

Wixcorp partnered with a **Critical Access Hospital (CAH)** to provide a new financial experience for their patients. By integrating Wixcorp's patient interaction engine, Redde, into their revenue cycle the CAH system was able to see immediate results. Here's just a snapshot of the CAH and Redde's impact.

25 Bed Hospital System

Emergency Room
Women's Center
Surgical Suites
Retail Pharmacy
3 Family Practice Clinics

Orthopedics
Physical Therapy
Radiology
Diagnostic Lab
and more...



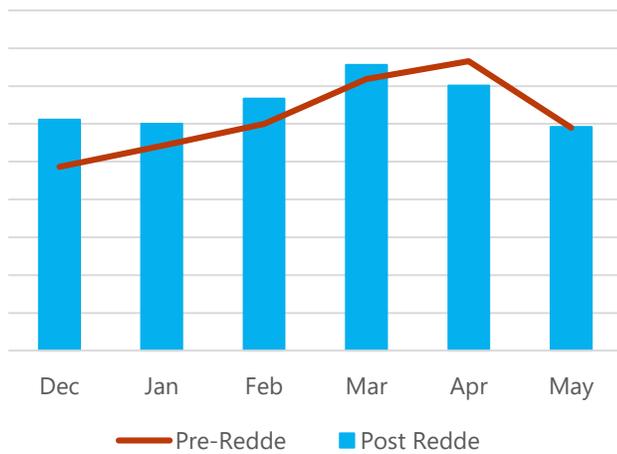
Revenue Cycle Processes

In-house billing Department
3rd Party services for:
Early Out
Online Payments
Statement Generation
Collections Agency



Patient Revenue Impact

Monthly Total Patient Revenue



Total Pt. Revenue

 5.7% YTD



Patient Payments

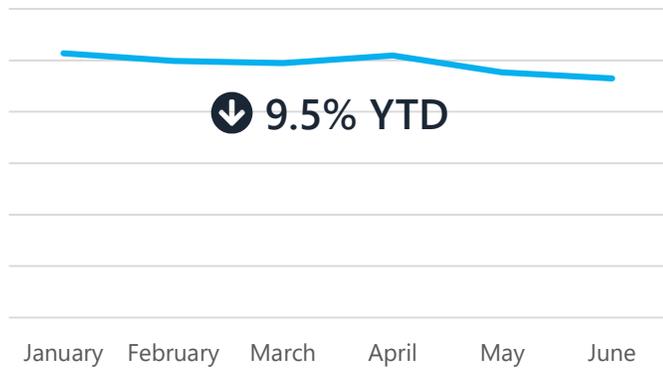
- 171% increase in patient self-service transactions
- 10% of patient payments made via Text-to-Pay
- No-login payments are up 47%
- Manual check processing down 32%

"We've had people paying us through Redde that never used to pay us anything, ever."

~Kalee, Billing Team

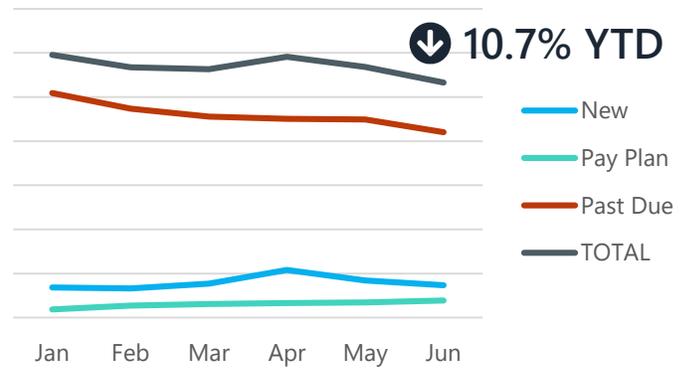
 **Patient AR Impact**

Patient AR - Open Invoices



The CAH saw a drop of 9.5% in Total Invoices in their Patient AR.

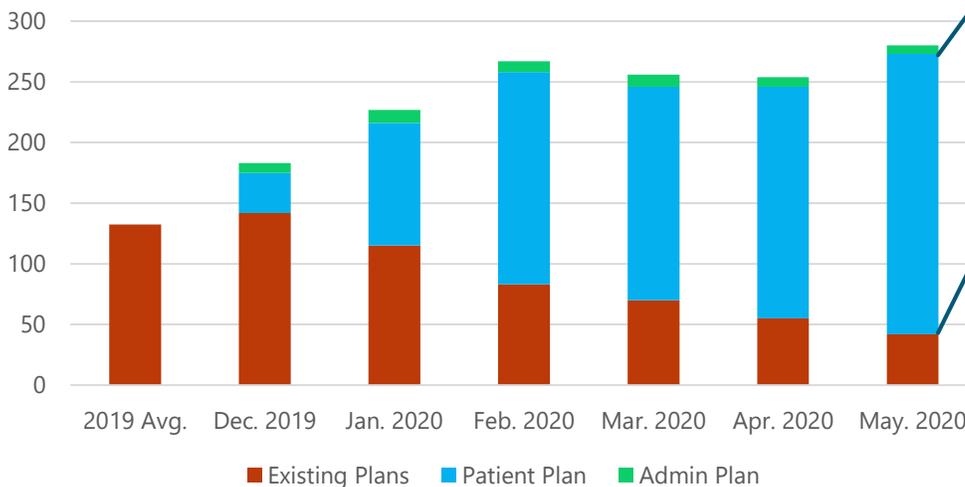
Patient AR - Balance Due



The CAH saw a drop of 10.7% in their Total Patient AR Balance.

 **Patient Payment Plans**

Payment Plans



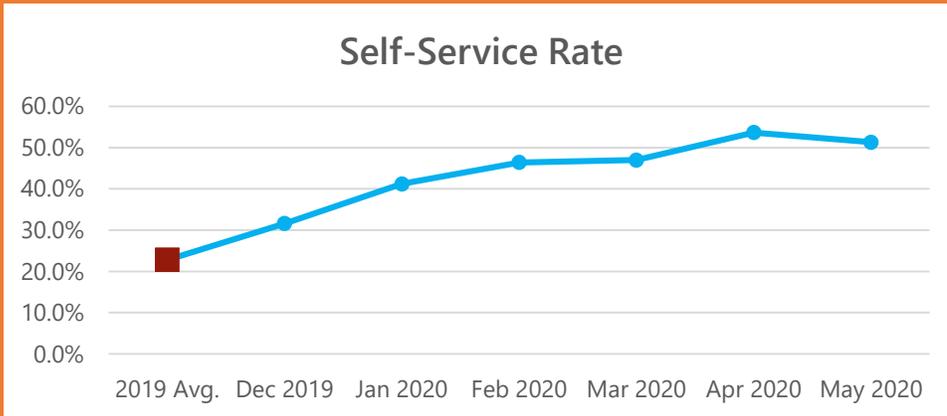
97%

Redde Payment Plan Transactions are Self-Serviced

107% Increase in payment plan creation

4% of Total Patient AR is on a payment plan

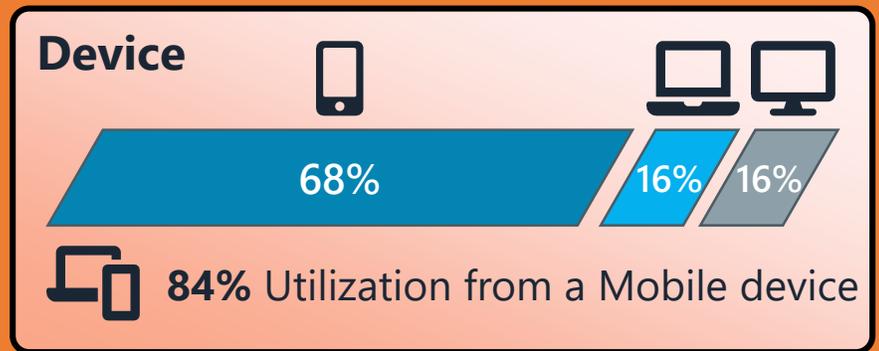
👥 Patient Self-Servicing and Access



Patient Self-Servicing is up 225% compared to the previous year.

25% of patients with an outstanding balance have accounts created in Redde

Half of all Redde accounts are created, linked to the appropriate patient data, and accessed by the patient without assistance from anyone at the Hospital.



🛡️ COVID-19 Impact

During the pandemic, the CAH made no new patient financial initiatives or programs. Redde allows patients to self-serve, so those who needed it naturally transitioned from single payment transactions to installment payments with no help from the billing team.

March – May Impact Metrics

One-Time Payments
↓ 10.4%

Payment Plans
↑ 9.4%

Total Patient Revenue
↓ 1.4%

Learn more at [Wixcorp.com/COVID19](https://www.Wixcorp.com/COVID19)