

Sustainable success in private pay collections

Modern best practices for infusion providers

The private pay collections process doesn't have to feel reactive or unpredictable. With the right focus and a few intentional changes, you can build a process that supports sustainable financial success while creating a smoother and more positive experience for patients.



Start strong by collecting a method of payment upfront

Set clear expectations early and reduce friction later in the process.

- Establish financial responsibility from day one
- Minimize aging accounts receivable and manual follow-up
- Maximize collection rates without increasing staff workload
- Create a more predictable billing experience for patients

Build confidence with purposeful front-end conversations

Shape the entire financial relationship based on how you communicate at the start.

- Request a payment method on file without hesitation
- Clearly explain patient financial responsibility
- Collect digital contact information efficiently
- Build trust while minimizing awkward or reactive conversations

Make digital communication a priority

Support faster, more efficient collections through modern communication methods.

- Send timely, automated notifications
- Decrease dependence on paper statements and outbound calls
- Lower operational costs while improving response rates
- Reach patients where they are, via email and mobile devices

Empower patients with self-service payment tools

Offer patients an easier and more convenient way to manage their accounts.

- Provide online payment options that are simple and secure
- Reduce inbound billing-related calls
- Accelerate payments and improve patient satisfaction
- Enable transparent, easy access to balances and payment history

Put these best practices to work

A successful private pay collections strategy starts early and stays consistent. With the right tools and approach, you can strengthen financial outcomes while enhancing the patient experience. To learn more, contact us at

info@brightree.com or **888-598-7797**.