

Commerce Patient Financial Experience Charts

Expected Change in Revenue Coming from Patient Obligation in the Next Five Years

Category	Percent of Executives
Stay the same	5%
Increase somewhat (1%-10%)	71%
Increase significantly (>10%)	24%

Figure 1

LHS Executive in Charge of Leading Patient Financial Experience Efforts*

Category	Percent of Executives
VP of Revenue Cycle	59%
Chief Marketing Officer	24%
Chief Financial Officer (CFO)	24%
Chief Consumer Officer	6%
Other	6%

**Percentages do not add up to 100%, as participants were able to "Select All That Apply"*

Figure 2

LHS Patient Financing Options*

Category	Percent of Executives
Our health system offers in-house interest-free patient financing	65%
Our health system is in a partnership through which we offer patient financing	24%
Our health system does not offer patient financing	6%
Our health system offers in-hour patient financing with competitive interest rates	6%
Other	6%

**Percentages do not add up to 100%, as participants were able to "Select All That Apply"*

Figure 3

Where Patients Enroll in Payment Plans

Category	Percent
Over the phone	53%
Online	47%

Figure 4

LHS Online Bill Pay Portal

Category	Percent
Our health system offers an online bill pay portal through our EHR	53%
Our health system offers an online bill pay portal through a vendor partnership	47%

Figure 6

Rating of LHS Education Efforts in Billing and Financial Obligation

Category	Percent
Fair	18%
Good	53%
Very Good	29%

Figure 7

LHS Barriers to Improving the Patient Financial Experience*

Category	Percent of Executives
Competing priorities	76%
Inability to estimate out-of-pocket costs	29%
Insufficient IT capabilities	29%
Payer relations	24%
Regulatory requirements	18%
Lack of patient education	18%
Lack of clinician engagement	6%
Decentralized billing offices	6%
Other	6%

**Percentages do not add up to 100%, as participants were able to "Select All That Apply"*

Figure 8