

# Discovery Questions

## Payment Posting

- How much time does it take to post payments into your EMR?
- How is payment information currently posted into your EMR?
- How often do you experience human error in that process

## Text-to-Pay (Balance Collect)

- What is your current process to attempt to collect balances due?
- What % of your patients would prefer to pay digitally through web/ text to pay options?
- How would digital payment options in your practice affect office processes and improve the bottom line?
- How much faster would a text message be received when compared to a paper statement?
- How many of your patients do you think try to pay your practice after hours?
- What would accepting payments 24/7 do for your practice and client experience?

## Recurring Payment Plans

- What options are available when a patient cannot pay the entire balance all at once?
- What happens when a patient says, "I cannot pay all at once."?
- What do you do if your recurring payments fall on the weekends?
- How often do you have to set up a payment plan?
- How would you set up a payment plan?

## Card on File

- What is your process to get permission from the patient to pay balances left over by insurance?
- How might a card on file speed up the check in/out process?
- How do you think your patients would feel about having a card on file?