

## A Typical Patient Experience

A sample experience to illustrate what typically happens and what goes wrong.

1. Patient consults with medical provider.
2. Patient scheduled for pre-surgical visit and surgery concurrently.
3. Patient pays full \$500 provider deductible at pre-surgical visit.
4. Nurse calls patient the night before for pre-surgical evaluation.
5. Patient arrives to registration for surgery.
6. Registration asks for remaining balance to be paid. Patient is confused why they have a remaining balance after paying full deductible.
7. Patient was told not to bring anything to surgery and must frantically call relative to provide payment.
8. Patient receives successful surgery but is dissatisfied with the payment process.

Source: Impact Advisors

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Figure 6