

Medical Collection Skills

Successful Medical Collection Begins with Staff Knowledge

Medical Collection Skills E-Learning:

Successful medical collections requires a staff with the skills to handle difficult situations and negotiations with patients. This e-learning program offers three-hours of training on the eight most critical topics for successful collections.

Topics Include:

- Effective communication styles
- Triaging method
- Communication barriers
- Stages of the collection process
- Handling patient objections
- Quality Assurance methods
- Assumptions, presumptions & misconceptions



Why this training is important:

Recognize and overcome common patient payment objections and excuses. Learn best-practices in how to collect co-pays, deductibles and co-insurances at the time-of-service. Empower your staff with the skills to successfully collect payments during each face-to-face and phone-based patient interaction.

How to access BridgeFront e-learning:

All education is accessed via BridgeOne, our online Learning Management System. Courses are for both on-boarding and refreshing veterans. Managers can assign courses, set due dates, send reminder emails, and track progress for every employee enrolled. It's quick. It's simple.

About BridgeFront:

Effective, customizable and cost-effective; BridgeFront helps healthcare, government and businesses provide the highest quality of staff education. You have the flexibility to take any online course as-is or modify it, and even build your own courses. For over ten years, BridgeFront has provided engaging online education on compliance, revenue cycle, patient communications, clinical, leadership and now ICD-10.

Features & Benefits:

Comprehensive—Streaming audio, downloadable resources, key point summaries, and multiple self checks along the way.

Certificates—Printable "Certificate of Mastery" is available once the course and test has been passed.

Virtual Bookmark & Notes—Students can take notes online and bookmark their place in the course to continue later.

Testing—Review questions and testing engages the student, and makes it easy to document employee education.

Customizable—Courses can be easily modified to include your organization's information, such as policies and procedures.

Reporting & Tracking—Track students' training progress using the printable and customizable reporting tools. Get detailed information reports to show management.

Proficiency—A complete online library of Revenue Cycle courses are available to students with suggested curriculums for job titles and roles in the workplace.

Available, Online 24/7—Course are available on any internet-connected computer or mobile device if needed. No limitations.

"Starting a new employee out with BridgeFront, was one of the best things I've done with a new hire. Thanks for such a great product! I can't wait to get the next set of courses."

- Lori Thompson, Allegan General