

# WPTA Webinar: Best Practices in Documentation Series

## Patient Friendly Payment Strategies

Patient responsibility in payment for therapy services have grown tremendously over the past several years. In 2016 *PT Journal* published an article that indicated that about 30% of patients were not able to complete their plan of care based on the payments they had to make. In addition, many facilities are finding that patient collections are significantly impacting their bottom line. How can you implement a positive patient friendly payment strategy that encourages patients not only to participate in their full plan of care but also to compensate you for the valuable services you provide. Join us for an hour exploration on how best to collect from your patients.

### Date & Time

**Date:** March 8, 2017  
**Time:** 11 am - Noon pm CT (1 CEU)  
**Meets Ethics and Jurisprudence requirements**  
**Webinar will be recorded and available for purchase at [www.wpta.org](http://www.wpta.org) at a later date.**  
**Webinar Limited to 100 Participants!**

### Course Objectives:

- Participants will list 3 or more types of patient payments that are prevalent.
- Participants will identify required elements to properly inform our patients of their responsibility, work with them to keep their accounts current, and ensure that they have a complete value-based experience in therapy at your facility.
- Participants will define three or more touch points that keep patients informed and lead to financial transparency.
- Participants will define what is required to collect patient payments in a timely fashion.

### Speaker Bio

**Dr. Steffes** is a 1981 graduate of Northwestern University and completed her Transitional DPT in December of 2010. She served as a Network Administrator for a group of 50+ private practice clinics where her primary responsibilities included marketing, payer and provider relations and contract management. In addition Dr. Steffes is active in her profession on the Nominating Committee for the Private Practice Section of APTA, and the Wisconsin Chapter of APTA, serving as the Chapter's Reimbursement Specialist. She is President/Consultant of Steffes & Associates, a rehabilitation consulting service. She provides consulting services to rehab providers nation-wide.

### REGISTRATION FORM - Patient Friendly Collections Webinar

Fax completed form to **608/221-9697** or Mail to **WPTA, 3510 E. Washington Ave. Madison, WI 53704**

**Please Circle One:** WPTA Member \$50      Non-member \$125

Name/Credentials: \_\_\_\_\_

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### -PAYMENT METHOD-

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**Confirmation and webinar instructions will be emailed to all participants 3 days prior to webinar.** Registration includes one phone/computer connection. Please call 608/221-9191 or email [wpta@wpta.org](mailto:wpta@wpta.org) if you have questions, special needs or require additional assistance.

