



How Physicians Benefit from Private Healthcare Advocates



Alicia Mascarenas
CEO & Co-Founder



Samantha Ready
President & Co-Founder



What is a healthcare advocate and how does your practice benefit from working with a healthcare advocate?





How does your practice benefit from working with a healthcare advocate?



- As healthcare advocates we function as a liaison between you, your patients, and insurance companies.
- There are numerous benefits from working with a healthcare advocate and here are the top 3:
 - Increase in patient compliance
 - Decrease in patient complaints
 - Free up staff from non-clinical work



Increase in Patient Compliance



Increase in Patient Compliance



- Healthcare Advocates increase compliance by:
 - Meets with patient and discovers the amount of actual participation in treatment plan.
 - Discovers other/conflicting treatment plans that patient may be following.
 - Meets with physician and patient at appointment times to confirm treatment plan.
- This ensures an increase in compliance by the patient which allows the treatment plan to work and physician to have accurate information to base further treatment plans.




Decrease in Patient Complaints



Decrease in Patient Complaints



- Patient complaints are common due to miscommunication and this can often lead to negative reviews.
- Most of the time this can be resolved with the help of a Healthcare Advocate since the patient does not feel the need to complain, the situation gets resolved amicably.
- Both parties benefit and the practice does not take a financial or reputation hit.



**Free Up Staff
From Non-
Clinical Work**



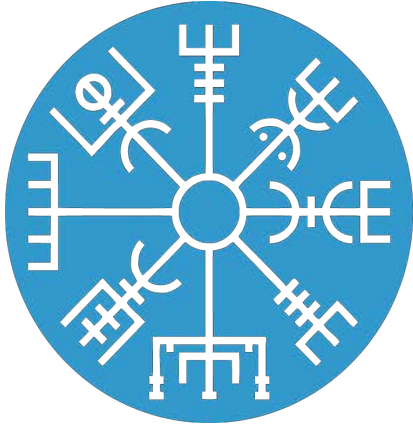
Free Up Staff from Non-Clinical Work



- Physicians and their staff can feel overwhelmed with the “overworked and underpaid” feeling, when instead they need to stay focused on what their knowledge authorizes them to do.
- Healthcare Advocates focus on non-clinical tasks in support of patient care. This supports the practice as a whole.
- Examples of Non-clinical tasks:
 - Sort out insurance issues regarding payments for providers and patients.
 - Facilitate communication with caregivers.
 - Manage financial aspect of patient care.
 - Accompaniment to appointments.
 - Follow up to appointments both verbal and written.
 - Reminder of appointments.

Overall, we strengthen the relationship with your patients and provide a complete and excellent patient experience resulting in a fulfilling and lucrative outcome for your practice.





Viveesa

Your Private Healthcare Advocates

+ **Contact us for a Free Assessment**

(800) 511-9616
www.viveesa.com

