Enhanced Patient Statement Delivery

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Providers that currently use DrChrono patient statements now have access to an enhanced patient statement delivery system designed to improve engagement and reduce costs. This new multi-channel solution automatically delivers statements through a strategic sequence of communication methods—text message/email and physical mail—ensuring patients receive their statements as effectively and efficiently as possible.

How It Works

The process begins by checking the patient's chart for a valid mobile number.

- If one is found, a digital patient statement is sent via**text message**. If the patient does not open the text, the system will follow up in 2-3 days with a reminder text. If another 2-3 days pass without the patient opening the text, a paper statement will be mailed.

If a valid mobile number is not found, the system will check for an email address.

- If one is found, an electronic patient statement is sent via email. If the patient does not open the email, the system will follow up in 2-3 days with a reminder email. If another 2-3 days pass without the patient opening the email, a paper statement will be mailed.

If neither a valid mobile number nor an email is found in the patient's chart, a paper statement will be mailed.

If the patient opens either the text or the email, the process stops, indicating that the statement has been successfully received. No paper statement will be sent.

This layered approach ensures reliable delivery while prioritizing speed and cost-effectiveness. The process depends on the patient's chart, including a valid mobile phone number and email address. If the mobile phone number is missing, the process will move to an emailed statement. If the email address is missing, the process will move to a printed statement.

Documentation in the patient's chart

To see which type of statement your patient received:

1. Navigate to the Patient's Chart

2. Select Demographics

3. Select the Balance tab

4. Scroll down to the Last Patient Statements section

Under the Type column, you will initially see one of two entries: print or mail.
- If the type states Print, the statement PDF has been generated and is in your mailbox.
- If the type states Mail, the system will try to send out a text and/or email, depending on the information listed in the patient's chart. If the patient has a phone number or email listed and they open the link, the process stops, and the type column will be updated. If there is no phone number or email listed, the statement will be dropped to paper and mailed to the patient.
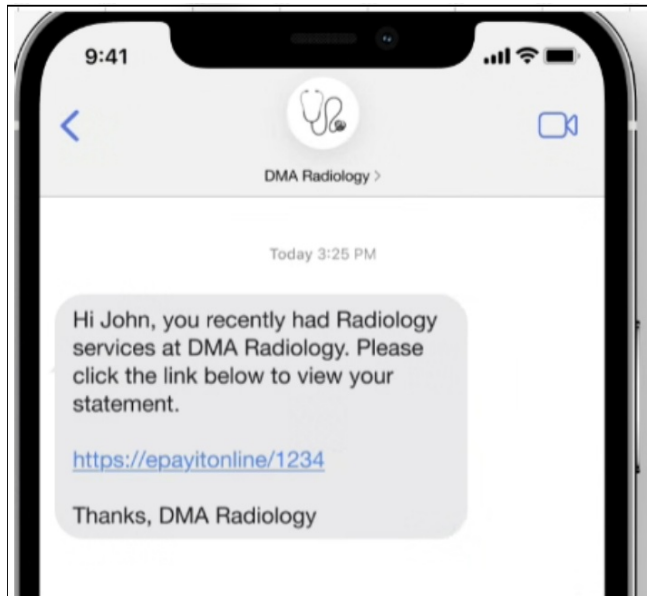

OnPatient

If you have OnPatient enabled for your DrChrono account, patients who open the text or email statement will be taken to the OnPatient portal to submit an electronic payment.

If you do not have OnPatient enabled for your DrChrono account, the patient will receive a copy of their statement via text or email.

Example statements

Text/Email Message

Paper Statement

STATEMENT   5555

DMA Diagnostic services
PO BOX 2305, ALPHARETTA, GA 30023-2305

PAYMENT DUE UPON RECEIPT	
STATEMENT DATE	PAY THIS AMOUNT
08/26/2015	$100.00
ACCOUNT #	SHOW AMOUNT PAID HERE
01-01-12345678	$

Office Phone: (770) 475-4464 or (800) 533-1640
Monday - Friday 8:00 am - 5:00 pm

☎ Automated Attendant (24 Hours A Day)
Call: 800-533-1640

45678
A. GREAT PATIENT   01-01-12345678
1234 ANY ST
ALPHARETTA GA 30024-1234

MAKE CHECK PAYABLE AND REMIT TO:
DMA DIAGNOSTIC SERVICES
PO BOX 2305
ALPHARETTA GA 30023-2305

012345678901234567890123456789

DETACH TOP PORTION AND RETURN WITH PAYMENT IN ENCLOSED ENVELOPE

DATE	DESCRIPTION	CHARGES	PAYMENTS	ADJUSTMENTS	PATIENT BALANCE
08/12/2015	CHEST 1 VIEW	$36.00			
08/12/2015	ECHO RESTROPERITONEAL	$120.00			
08/12/2015	CERVICAL SPINE/AP & LATERAL	$27.00			
08/12/2015	FLUORO GUIDED NDL	$128.00			
08/12/2015	CHEST, 2 VIEWS, FRONT/LATERAL	$36.00			
08/12/2015	CERVICAL SPINE/AP & LATERAL	$27.00			
08/15/2015	PATIENT CO-PAY		$40.00-		
08/15/2015	INSURANCE BILLED			$334.00	
08/22/2015	INSURANCE CARRIER PAYMENT		$234.00-		
08/26/2015	PATIENT BALANCE DUE NOW				$100.00

HELP US GO GREEN!
Register to receive future statements electronically at www.dma.us

Account Information
Statement Date: 08/26/2015
Patient: A. Great Patient
Account #: 01-0112345678
Total Balance: $374.00
Patient Balance: **$100.00**

DUE NOW
$100.00
This amount is your responsibility

Pay Online or by Phone
www.dma.us/epayitonline
Code ID: DMADIAG01 Access#: 55555-1-1
☎ Automated Attendant (24 Hours A Day)
Call: 800-533-1640

SCAN FOR MOBILE PAYMENT

If you need to make arrangements for payment, please call our billing office immediately at (770) 475-4464

DMA Diagnostic services
www.dma.us
PO BOX 2305
ALPHARETTA GA
30023-2305
(770) 475-4464

SAMPLE01-00000000-00000000-006875849587-001-000001

Flexible, Outcome-Based Pricing

The pricing for these enhanced statements is based on the method by which the patient ultimately receives and engages with the statement:

- **$0.59 per statement** if the patient opens either the text or email
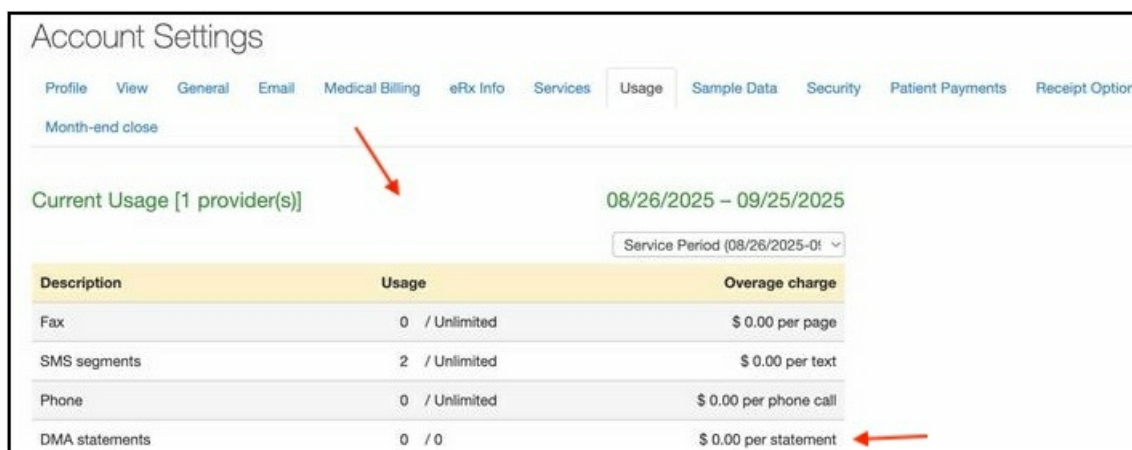
- **$0.90 per statement** if a paper statement is sent

This tiered pricing structure rewards digital engagement by lowering the delivery cost while still ensuring traditional mail is used as a backup when needed, if there is no mobile number or email included on the patient's chart.

** If you are an Apollo Plus customer, the above statement costs do not apply to your account. **

Usage

To monitor the usage and successfully sent text/email statements, you can see the data in your account.

- Navigate to Account > Account Settings > Usage tab

Benefits for Providers

- **Cost Savings**: Reduce statement delivery costs by encouraging digital adoption.

- **Faster Payments**: Digital delivery typically results in quicker patient responses and faster collections.

- **Environmental Impact**: Minimize paper usage by leveraging digital communication first.

- **Automated Workflow**: Let the system handle the delivery sequence without staff intervention.

Turn on/off enhanced patient statements

If you would like to turn off enhanced patient statements, it can be done by navigating to **Account > Account Settings > Medical Billing Tab > Patient Statement section**. Unchecking the box will turn off enhanced patient statements. Please note that this option will only appear on the Primary Provider's view. Turning it off will turn off enhanced patient statements for all providers in the office.

The process for patient statement processing remains the same. If you would like additional info, please see the knowledge base articles for processing patient statements.

To learn how the patient payment processing works with enhanced delivery, see this article.