

# RURAL HOSPITAL: SOUTHERN COOS HOSPITAL

Southern Coos Hospital is a critical access, general medical and surgical hospital in Bandon, Ore., with 19 beds. Southern Coos' payer mix is 82 percent Medicare/Medicaid – the highest in the State for critical access hospitals.

## CHALLENGE:

A small, rural hospital with limited administrative staff, Southern Coos found itself struggling to effectively contact patients and collect accounts receivable on a timely basis. It sought vendors that could provide a customized solution to outsource both pre-collection and collection activities. It was also crucial that the selected vendor protect the facility's reputation by interacting with patients in a professional and respectful manner. And, that's where we stepped in.

## SOLUTION:

Professional was selected to manage pre-collection and collection services. To maintain a transparent process, Southern Coos accesses all account activity through Professional's Online Client Tools, a proprietary data base which offers 24/7, real-time monitoring and reporting of referred accounts.

***"We don't have the infrastructure for dialing and sending letters. Professional does. Its technology is far superior to other agencies. Other systems are much more restricted."***

*Carolyn Randolph,  
Southern Coos Hospital*

## Gained staff capacity

*By outsourcing, Southern Coos gained valuable time for its limited staff to perform critical tasks.*

## Pre-Collection Returns of Nearly 20%

*We consistently delivered pre-collection return of nearly 20%, even through three changes to coding and billing systems.*

## Double the Debt Recovery Rate

*Professional was able to more than double the industry average, with a recovery rate of 22%.*

*Contact us today for a consultation to discover how our methods can improve your collections process.*

