

Case Profile: Collaborative Urgent Care Billing Practices Build Patient Loyalty



After noticing declining volumes and dwindling loyalty at its Urgent Care Center, this Arkansas hospital expanded its partnership with SCP Health to implement a unified billing process, essentially simplifying the patient experience with one consolidated bill for provider and technical fees. Through a collaborative partnership, the urgent care received all of the benefits of a nationally recognized physician practice service, while SCP helped bolster operations with patient-friendly billing practices. This methodology resulted in overall patient satisfaction, increased patient volumes, streamlined resources and cost savings for the hospital.

