



payment  
navigator®  
Medical Office



## **A SIMPLE WAY FOR DENTAL OFFICES TO MANAGE PATIENT PAYMENTS<sup>1</sup>**

With Payment Navigator Medical Office, you can improve patient payment coordination – increasing operational efficiency and effectiveness. Reduce bad debt, boost productivity, and provide a positive patient experience to strengthen consumer loyalty and your bottom line.

Payment Navigator Medical Office is the flexible and secure web-based solution that enables your dental practice to manage all patient payments from a single system.

### **MAXIMIZE PAYMENTS**

- Standardize processing for all payment types: cash, check, debit card, credit card and FSA/HSA
- Accept payments via any compatible Apple™ tablet or mobile device
- Consolidate patient information and payment data to ease administration
- Available reporting allows payment posting to your accounting system for reconciliation
- Adhere to latest card data security standards to mitigate risk and help reduce your PCI DSS scope



### **LET'S TALK:**

Contact your Firsttrust Relationship Manager or Branch Manager

Or contact Customer Care at 800-220-BANK  
Visit us at [firsttrust.com/dental](http://firsttrust.com/dental)

POWERED BY **InstaMed**®  
Healthcare Payments Simplified

<sup>1</sup>Firsttrust Bank's Merchant services products and services are through our Merchant Service provider Elavon.

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## Patient Portal

Collect more by enabling your patients to pay you online with Payment Navigator Medical Office's Patient Portal. Integrate and embed with your existing applications and begin receiving online patient payments.

**Enable Online Payments.** Allow patients to make online payments, set up a digital wallet and sign up for eStatements.

**Cut Processing Costs.** Decrease paper processing costs, reduce patient phone calls and eliminate manual posting.

**Get Started Quickly.** Leverage Payment Navigator Medical Office's Patient Portal to deliver a robust solution with flexible integration options that fit your workflow and quickly enable online payments.

**Get Online Payments With Your Existing Workflow.** Track all of your patients' online payment activity with transaction level detail, summary and detailed reporting. The only payment solution with posting and reconciliation detail all on one platform.

## Payment Plans

Payment Navigator Medical Office's Payment Plans solution enables you to customize flexible patient payment options and automate collections. Reduce processing costs and improve efficiency with automated posting and reconciliation. Deliver payment notification receipts to staff and patients via email/text.

**Get Paid More.** Customize patient payment plans and collect more.

**Cut Costs.** Ensure payments are processed on time with less staff intervention.

**Most Trusted.** Payment card data tokenization ensures information remains secure.

**Reduce Bad Debt.** Collect every payment in a timely manner with automated, scheduled payments according to your pre-arranged payment plan.

### How Patient Portal Works



Promote the URL to your embedded or standalone Patient Portal for patients to pay



Notify patients of their payment responsibility as you do today



Patients can go online to make a payment 24/7



Funds are deposited directly into your bank account with automated posting/reconciliation

### How Payment Plans Works



Engage your patient any time, anywhere, including point of service, online, mobile, phone, IVR



Secure your patient's preferred payment: credit card, HSA, FSA, HRA, eCheck, ACH, checks



Customize a recurring payment plan in installments



Elavon will automate the payment, then send you and the patient an email notification



Funds are deposited directly into your bank account with automated posting/reconciliation