

## Northside ENT: At-a-Glance

Northside ENT has been serving the Central Indiana area from its location in Carmel, IN since 1977. They offer a one-stop shop for a variety of ENT conditions and other related care, including allergy treatment, audiology, aesthetics, and even surgeries with local anesthetics.

### Pain Points:

Northside ENT was looking for a way to consistently collect patient payments with a focus on the many small balances that too often go uncollected and lead to bad debt. Front desk staff wanted a more straightforward and transparent method to communicate with patients about out-of-pocket costs. The practice also wanted to streamline and automate back-office tasks to reduce staff burdens.

With Health iPASS, Northside ENT was able to offer their patients a complete mobile check-in, intake, and payment process that is quicker, easier, and more beneficial for patients and staff. Awkward cost conversations are a thing of the past, and their patients quickly adapted to keeping a card on file for automatic payment of residual balances.

### 4 providers | 1 locations

“When patients check-in using the Express Mobile Check-in or the in-office kiosk, absolutely everything is done for your staff. The patients are asked to verify all demographics and upload photos of their insurance cards. The platform collects copays and past due balances, and offers multiple payment touch-points. The cost communication and collection is super key feature for those front desk staffers who are uncomfortable asking for past due balances.”

**Carrie Eller**  
Director of Operations at Northside ENT



# 77%

Of patients opted in to leave a card on file (COF) for residual balances

# 100%

Copay conversion

# 73%

Prior balance conversion

