

Patient Financial Communications Training Program

Tools to help you educate patients about their financial responsibilities

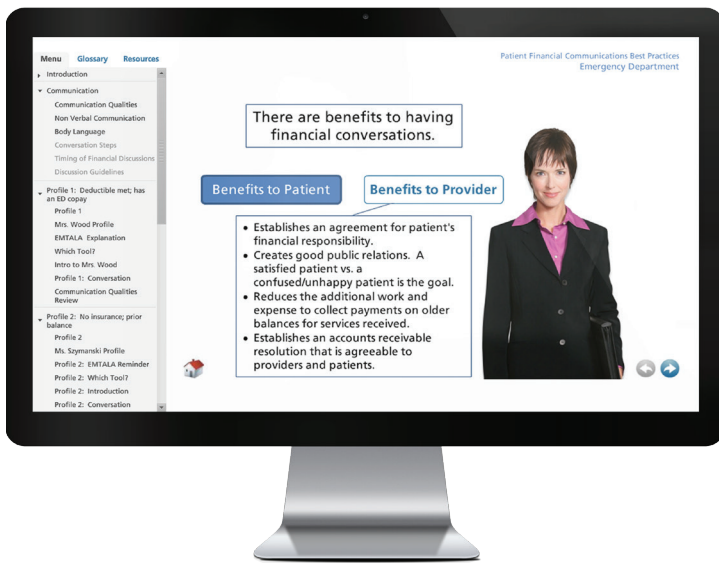
HFMA's **Patient Financial Communications Training Program** shows you how to communicate with patients about financial matters effectively, and with respect, in ways that enhance patient satisfaction.

Learn to have critical financial conversations in various situations (e.g., newly insured patients, those with high deductible plans, uninsured patients). Discover when and how best to communicate, including on the phone, in the emergency department, and in non-emergency situations. Get tools for explaining key terms, handling questions and comments, and helping patients understand and meet their financial obligations.



Patient Financial Communications Training Program

A complete training solution based on Best Practice guidelines



Tools for sensitive financial conversations

- Across care settings: advance of service, time of service, and emergency department
- When to approach patients
- Who should be involved
- How to handle different patient scenarios/questions
- Verbal and nonverbal communication
- Regulatory issues
- Tips for active listening
- Dos and don'ts for managing sensitive conversations

For trainers

Complete online toolkit

- User guide covers the big picture
- Training slide deck, easily customized to your setting
- Sample financial policies you can adapt to your institution

For staff

Scenario-based lessons to work at their own pace

- Self-assessments to guide progress
- Glossary and resources available 24/7 for on-the-job reference
- Job aids for quick access

Give your staff the tools they need to educate patients and improve patient satisfaction.

Patient Financial Communications Training Program from HFMA

hfma.org/pfcprogram