

CASE STUDY

Champion Performance

Rectangle
HEALTH

Card on File in Vault Transformed Payments for Champion Performance

With over 20 years of expertise in return-to-sport rehabilitation, Champion Performance serves a diverse patient base, from children to seniors, and handles a high volume of visits, many of which require ongoing treatment. Historically, Champion Performance relied on manual billing processes, such as paper statements and credit card swipes at every visit, both time-consuming and labor-intensive. Frequent turnover at the front desk only added to the complexity, leading to inconsistencies in billing procedures.

Champion Performance turned to **Bridge™ Payments**, part of the **Practice Management Bridge®** platform, for its affordability, healthcare focus, and seamless integration with their EMR system, ReDoc (formerly Net Health). Recognizing the added benefit of securely storing patient payment information, they adopted the Card on File in Vault feature within Bridge™ Payments in 2022. Over the past two years, the practice has seen a significant increase in Card on File adoption, streamlining billing processes and offering patients (and their families) peace of mind.

CHALLENGES

Before adopting the Card on File in Vault feature in Bridge Payments, Champion Performance grappled with managing manual payment and billing tasks, particularly for patients with multiple weekly appointments and families with several members receiving care. These complex billing situations often resulted in numerous unsettled balances.

// We've had a lot of kids that come without their parents... so a lot of the co-pays would go unpaid."

Marcy Kassell
Practice owner of
Champion Performance (PT)



AT A GLANCE

Champion Performance, an outpatient physical therapy practice near Austin, Texas, with a team of seven therapists, adopted Bridge Payments, to accelerate revenue and simplify administrative tasks.

One of their favorite features within the platform is Card on File in Vault, which securely stores patient card information, making the payment process efficient for both the team and patients.

KEY RESULTS

- Increased the number of cards on file by 500% in two years.
- Reduced the time spent on billing and collecting outstanding payments.
- Improved patient satisfaction by decreasing wait times and offering seamless payment options.

Card on File in Vault Transformed Payments for Champion Performance

As a trusted family provider in the community, Champion Performance recognized the need to offer flexible and diverse payment options for families, while simplifying the payment process for each appointment.

With one designated front desk member supporting seven therapists, wait times for check-in and check-out increased, especially during peak hours like patient lunch breaks. This wasn't the experience Champion Performance wanted for their patients, and they were eager to reduce congestion in the waiting room.

SOLUTION

Card on File in Vault allows patients to securely store their preferred payment methods, simplifying the checkout process. This secure payment solution not only complies with PCI, DSS, and HIPAA regulations but payment data is encrypted and stored off-premise, which reduces exposure to cyber threats and adds an extra layer of security.

Recognizing the value of this powerful feature, Champion Performance integrated Card on File through Bridge Payments into their payment system in 2022. The results were evident, with noticeable improvements in billing efficiency and patient satisfaction. Over the following two years, the number of cards on file grew by over 500%.

“The time savings is huge for all of us. Not having to print statements, fold them, put them in the mail, wait for checks... It definitely saves time” noted Kassell.

Patients who once waited in line to check out now simply wave goodbye after their appointment, confident that their card on file will handle payment. Parents, too, enjoy peace of mind knowing there won't be an outstanding balance to pay when sending their teens to their appointments.

CONCLUSION

Kassell recommends that healthcare practices with patients who have regularly scheduled appointments, particularly those serving families, consider adopting the Card on File in Vault within Bridge Payments. As Champion Performance's experience shows, this powerful feature can automate billing and statement processes, freeing up resources for patient care and other essential administrative tasks.

“I've never had a complaint about it,” Kassell said. “Once they have their card on file, patients find comfort in knowing they'll never have to get a bill.”

Want to make the most of the Card on File in Vault feature within Bridge Payments? Access our [tutorials and resources](#) to learn how to use and get started!

Ready to simplify payments for your practice? [Schedule a demo](#) to see how Bridge Payments can help streamline transactions and improve the patient experience!

Practice Management **Bridge**[®]

