



payment
navigator®
Medical Office



A SIMPLE WAY FOR VETERINARY OFFICES TO MANAGE PAYMENTS¹

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 customer experience to strengthen consumer loyalty and your bottom line.

Payment Navigator Medical Office is the flexible, secure web-based solution that enables your veterinary practice to manage all pet owner payments from a single system.

MAXIMIZE PAYMENTS

- Standardize processing for all payment types: cash, check, debit card and credit card
- 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

60% of veterinarians will discuss financing options when a client can't afford treatment for their pet*



LET'S TALK:

POWERED BY **InstaMed**[®]
Healthcare Payments Simplified

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

*AVMA Market Research Statistics: U.S. Veterinarians 2017

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Patient Portal

Collect more by enabling your pet owners 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 pet owners to make online payments, set up a digital wallet and sign up for eStatements.

Cut Processing Costs. Decrease paper processing costs, reduce customer 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

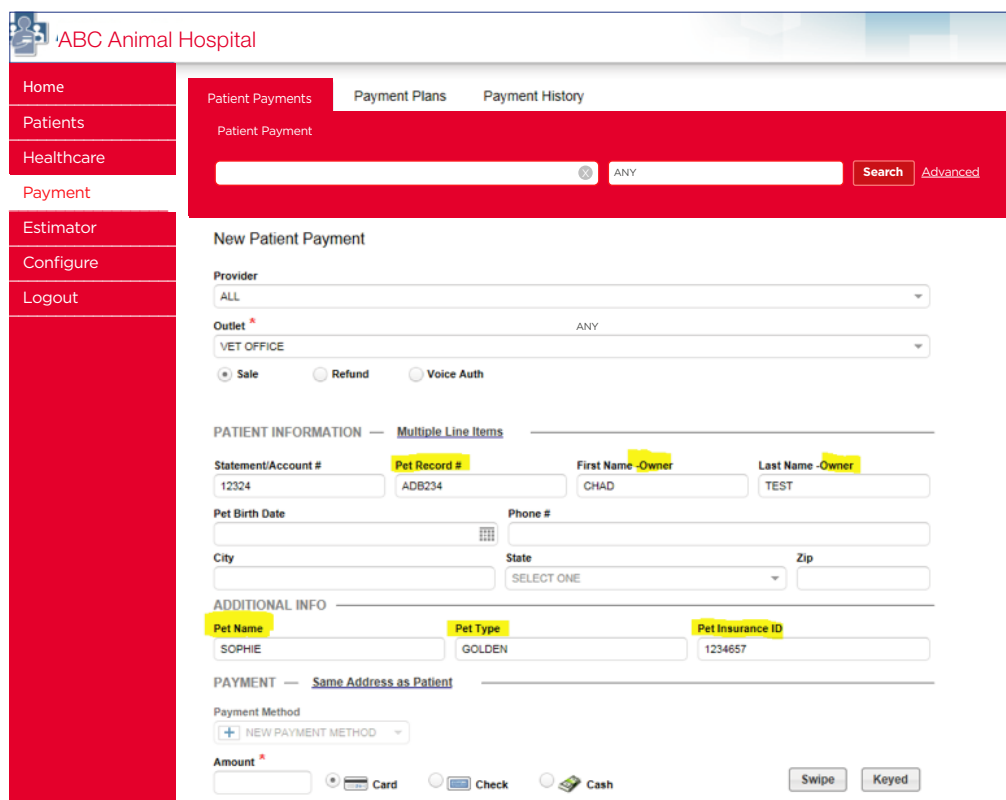
Payment Navigator Medical Office's Payment Plans solution enables you to customize flexible patient payment options and automate collections. Reduce processing costs and improve efficiency with automated posting and reconciliation. Deliver payment notification receipts to staff and patients via email/text.

Get Paid More. Customize pet owners' 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.



The screenshot shows the 'ABC Animal Hospital' Patient Portal interface. On the left is a navigation menu with options: Home, Patients, Healthcare, Payment, Estimator, Configure, and Logout. The main content area has tabs for 'Patient Payments', 'Payment Plans', and 'Payment History'. Under 'Patient Payments', there is a search bar with 'ANY' and a 'Search' button. Below this is the 'New Patient Payment' form. The form includes fields for 'Provider' (set to 'ALL'), 'Outlet' (set to 'VET OFFICE'), and payment type options: 'Sale' (selected), 'Refund', and 'Voice Auth'. A section titled 'PATIENT INFORMATION' contains fields for 'Statement/Account #' (12324), 'Pet Record #' (ADB234), 'First Name -Owner' (CHAD), and 'Last Name -Owner' (TEST). It also has fields for 'Pet Birth Date', 'Phone #', 'City', 'State' (SELECT ONE), and 'Zip'. An 'ADDITIONAL INFO' section includes 'Pet Name' (SOPHIE), 'Pet Type' (GOLDEN), and 'Pet Insurance ID' (1234657). At the bottom, there is a 'PAYMENT' section with a 'Payment Method' dropdown (set to 'NEW PAYMENT METHOD') and 'Amount' field. Payment options include 'Card', 'Check', 'Cash', 'Swipe', and 'Keyed'.

Payment Navigator Medical Office enables customizable screens for your Veterinary practice.

You might:

- Add pet record number
- Add "Owner" to first and last name
- Add additional fields such as Pet Name, Pet Type, Pet Insurance ID
- Add tips to a field (Pet Type: Dog/Cat/Bird/Reptile)