

# Provider Success Stories



FEATURING

Dr. Robert Purchase, MD  
Purchase Orthopedic Clinic



How Wellpay reinvigorated the entire payment experience: a case study



# Opportunity

At Purchase Orthopedic Clinic, the patient payment experience was severely lacking. After numerous attempts at implementing a basic payment capture system, Dr. Purchase still struggled with...



## 01

Capturing payments at the time of service. Current retail credit card systems were not made for a medical office setting.

## 02

Effectively capturing payments through traditional billing methods. Paper statements, lost mails, and clerical errors were points of friction.

# 01

We activated Wellpay's modern, integrated credit card terminal at the front office. Now, patient payments like co-pays could get captured immediately in a way that is streamlined specifically for a medical office setting.

# 02

Aged A/R bills were digitally sent through the Wellpay platform, and bills were being paid in real-time, within a *few minutes* of sending the bills.

# 03

Wellpay's virtual terminal was also used to capture payments remotely, after tele-health visits.

# Solution

List 1-3 ways your company  
profits from them.



# The Results



INCREASE IN  
COLLECTION RATE

45%

FASTEST BILL PAID

4 mins

AFTER BILL SENT, PAID IN  
FULL IN 4 MINUTES

INCREASE IN PATIENT  
ENGAGEMENT

40%

DAYS LIVE ON WELLPAY

10 days

LAUNCHED DURING COVID-19

# Contact Us

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