

## Orthopedic Center of Palm Beach County: At-a-Glance

The Orthopedic Center of Palm Beach County (OCPBC) serves the West Palm Beach, Florida community with over 18 surgeons and 45 clinicians. Prior to choosing Health iPASS, practice leadership struggled with the rise in high deductible health plans and collecting patient responsibility. They determined a need for an easier, more reliable way to manage their patient revenue cycle.

Due to the older patient population in West Palm Beach, OCPBC leadership wondered how their patients would receive an automated solution.

Would their patients be willing to adopt new technology and keep a card on file?

**18 providers | 10 locations**

Health iPASS has been a game changer for our practice. Never before has collecting from patients been so simple and effective. Our staff loves the way Health iPASS saves time and simplifies tasks that used to be a burden. Not only that, but our patients love checking in and paying through Health iPASS.

**John Hornberger**  
Former CEO, OCPBC



## Results Delivered with Health iPASS

After vetting other solutions, OCPBC practice leadership decided to implement Health iPASS due to its elegant simplicity and results-driven philosophy. Health iPASS allows patients to check-in within 30 seconds and was embraced by OCPBC's older patient population.

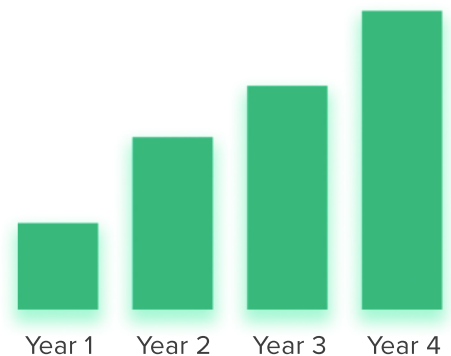
**94-96%**

Patients at OCPBC have consistently chosen to leave a COF for residual balances with a 94-96% opt-in rate over 4+ years.

**+33%**

OCPBC saw a 33% increase in patient payment collection in the first year

**117%** 



Patient payment collection soared to a 117% percent increase over the next four years with Health iPASS.