

CHILDREN'S CLEAR VISION SIMPLIFIES PATIENT PAYMENT WITH WEAVE

+
CHALLENGE

Collecting balances efficiently while giving patients more ways to pay.

Children rarely know when they have vision problems: they don't know what "normal" vision looks like. Problems reading, playing, and interacting with other kids are often the result of undiagnosed vision issues. As the only pediatric optometry and vision therapy clinic in Twin Falls, ID, Children's Clear Vision's seven-person practice plays a crucial role in helping local kids succeed in school and thrive in life.

Children's Clear Vision uses Weave to make life easier for busy parents. For example, they automatically text patients' parents about upcoming appointments and notify them when their eyewear is in, all from their office phone number. And since last year, Children's Clear Vision has been using one of Weave's newest features, Weave Payments, to dramatically change the way they collect balances - giving patients' parents a more convenient way to pay.

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RESULTS

\$10k+

COLLECTED IN JUST 12 MONTHS EXCLUSIVELY OVER TEXT

30+

HOURS SAVED MONTHLY TIME SAVINGS FOR BILLING STAFF

250+

MONTHLY PRINTED INVOICES REPLACED

\$200

IN AVERAGE MONTHLY SAVINGS FROM ELIMINATING PRINTED INVOICES, ENVELOPES, AND STAMPS

Convenience

PATIENTS PAY FROM THEIR SMARTPHONE - NO NEED TO CALL IN OR MAIL A CHECK

“ I used to spend three days a month printing off and mailing out invoices. Now, it takes me less than a day to text them to all our patients with outstanding balances. ”

EMILY LOTT + Billing Specialist

SAVING TREES AND SAVING TIME

Children’s Clear Vision used to collect balances which could not be collected day-of-service in a fairly traditional way. Every month, their billing specialist would spend around three days checking, printing, and mailing out 250-300 invoices. Patients could only pay by mailing in a check or calling into the office’s front desk. Many would file away their bill, sometimes forgetting to pay. Children’s Clear Vision employees needed to spend around 10 hours a month calling and following up with overdue patients.

Then they made the switch to Weave Payments. Instead of mailing hundreds of invoices a month, they used the Text To Pay feature to send invoices and collect payments from patients

entirely through SMS messaging. This process takes around 70% less time: a little under a day, rather than the three days it would take to mail out physical invoices. And since patients can be followed up with via text, Children’s Clear Vision doesn’t need to operate a miniature in-house collections agency. All in all, they’re saving over 30 hours a month - while having better success collecting.

The text-first approach is more convenient for patients, too. Rather than calling into the office - and potentially distracting staff from assisting in-office patients - or mailing in a check, patients

“ We’ve seen better success collecting. A lot of people tend to put off paying mailed invoices. Getting a text is more urgent and allows us to send follow-up reminders. ”

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simply pay using their cell phone. Only 1-2 patients a month request a paper invoice; paying over text is faster, and more convenient, and more environmentally friendly.