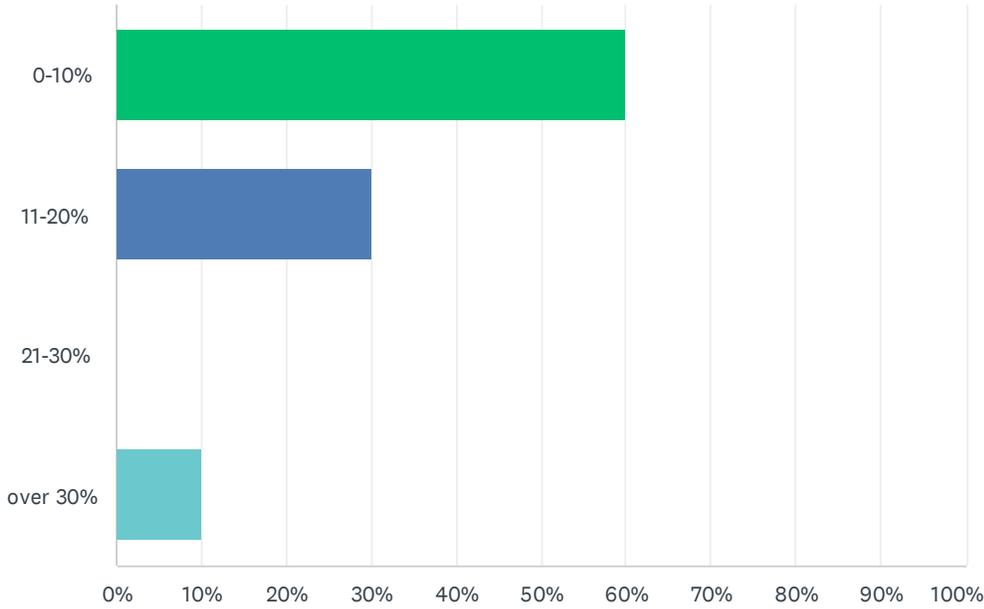


Q1 What percent of your receivables sent to a collection agency are actually collected?

Answered: 10 Skipped: 1



ANSWER CHOICES	RESPONSES	
0-10%	60.00%	6
11-20%	30.00%	3
21-30%	0.00%	0
over 30%	10.00%	1
TOTAL		10

Q2 If an account is in collections, what other measures do you take, if any, to continue to try and collect the balance? (for example, if the parent calls to schedule an appointment do you collect the amount due, even if it is in collections?)

Answered: 11 Skipped: 0

#	RESPONSES	DATE
1	Continue to send out payment reminders through phreesia and for balances over \$50.00 we eventually dismiss from the practice after multiple letters letting the patients know.	7/16/2025 1:24 PM
2	n/a -none currently in collections	7/15/2025 10:39 PM
3	Yes we do. We tried to give patients a discount to bring the account to zero.	7/15/2025 4:36 PM
4	We don't send an account to collections unless they are being dismissed and the account is flagged so we don't make appointments.	7/15/2025 11:52 AM
5	We dismiss any patient we send to collections.	7/15/2025 11:26 AM
6	Yes, we collect the amount due plus the \$35 fee.	7/15/2025 11:02 AM
7	We won't let the parent schedule without talking to the billing office and we won't schedule a well check until the balance is paid or they set up payment arrangements and make some payment.	7/15/2025 10:55 AM
8	IF WE TURN OVER TO COLLECTIONS, WE HAVE EXHAUSTED EVERY POSSIBLE AVENUE - THE FAMILY IS DISCHARGED.	7/15/2025 10:22 AM
9	we just implemented a collections agency but we do collect if they call our office even if their account is in collections.. The reason is that our collections agency only send collection letters and they are not responsible to collect..	7/15/2025 9:40 AM
10	Yes, we collect.	7/15/2025 9:14 AM
11	yes, we continue to try and collect and will not schedule appt until amount is paid. We also have a very robust in-house collection effort which has yielded good results	7/15/2025 9:05 AM

Q3 What collection agency do you use?

Answered: 9 Skipped: 2

#	RESPONSES	DATE
1	PDQ	7/16/2025 1:24 PM
2	We do not use any collection agency. We have our own collection department in house.	7/15/2025 4:36 PM
3	PDQ	7/15/2025 11:52 AM
4	In-house collections	7/15/2025 11:02 AM
5	We don't use one anymore we have a 2nd Tier Collections here in the office where we give the billing staff a % of collection accounts they collect	7/15/2025 10:55 AM
6	PDQ	7/15/2025 10:22 AM
7	TSi - Transworld	7/15/2025 9:40 AM
8	We currently do not use one at this time.	7/15/2025 9:14 AM
9	Universal Collections	7/15/2025 9:05 AM