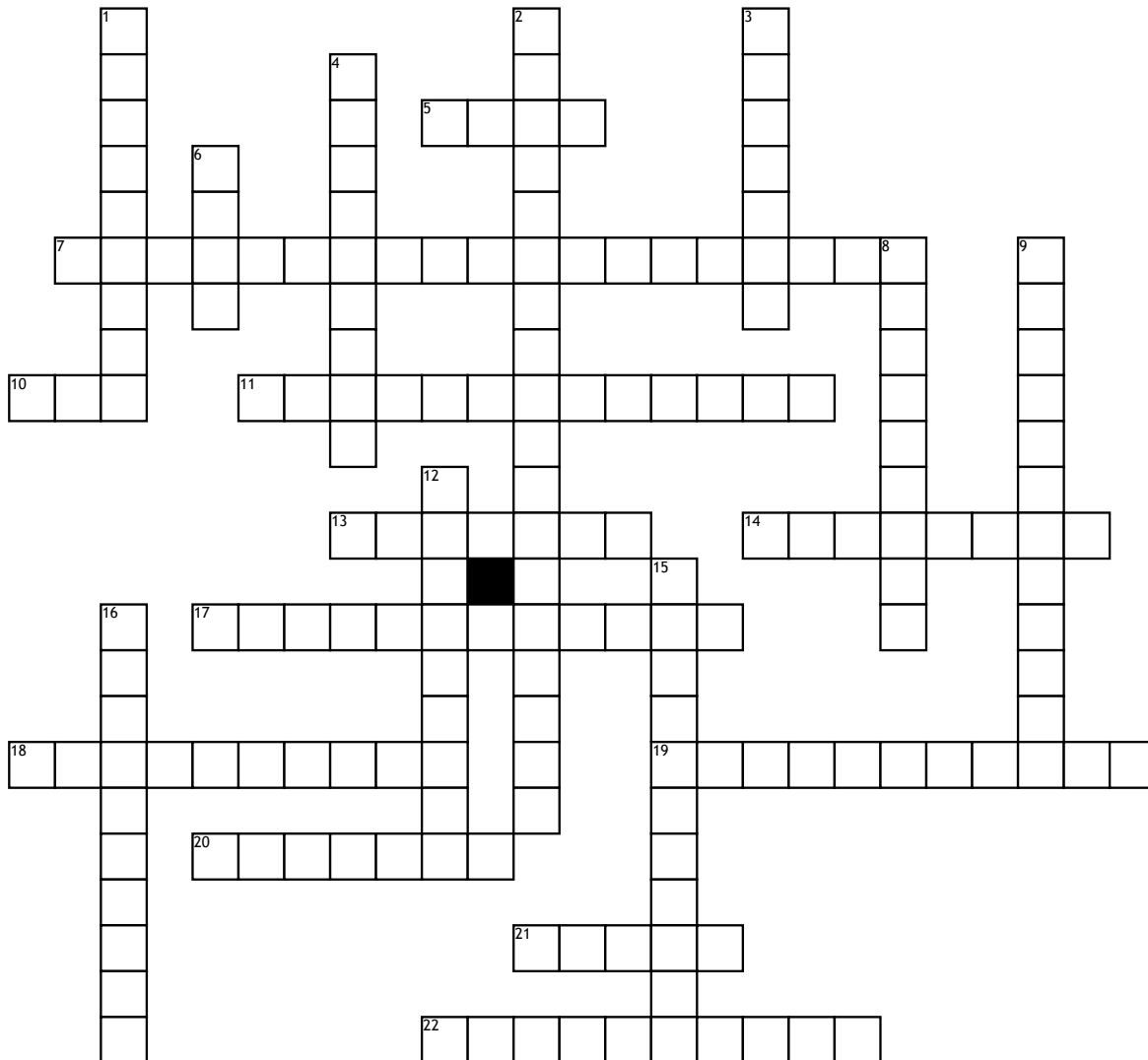


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Patient Access Week



## Across

5. Healthcare software utilized by Aspirus.

7. First point of contact for patients with questions on bills and payments.

10. Payments received from a patient at the time of service are known as \_\_\_\_\_ Collections.

11. How the things we say make a difference in our interactions with patients.

13. Non-hospital locations where patients visit their healthcare professional.

14. The virtual location of archived communications (i.e., P3, TNT), training materials, tip sheets and other valuable information.

17. The process of ensuring a patient's insurance will cover their required procedure.

18. The name of the monthly Patient Access newsletter.

19. The time reserved for a patient to see their provider.

20. Small, informal meetings that happen daily or weekly.

21. A fixed amount paid by a patient to receive a particular service.

22. Individuals that help patients arrange payment plans are called Financial \_\_\_\_\_.

## Down

1. A place where patients can view and pay bills, manage appointments, communicate with their doctor, and access test results.

2. Permission given before scheduling.

3. The person all of Patient Access is here to help.

4. Term used to refer to the medical professionals patients are scheduled to visit.

6. Aspirus Patient Access staff make a great \_\_\_\_\_!

8. The directing of a patient to a medical specialist by a primary care provider.

9. All administrative and clinical functions that contribute to the capture, management and collection of patient service revenue.

12. The type of service a patient is receiving. (2 words)

15. To work together as a group for a positive outcome.

16. These people help patients to make appointments.