

2021 Healthcare payment trends



It's all about the patient digital experience

Faster payment collection and a better patient financial experience are possible with digitization. Highlights from our 2021 Healthcare Payment Insights Report reveal which trends will endure and how to cater to new consumer demands.*

Impact of **COVID** on the patient experience

Adopting the **virtual** care delivery model



65% of patients used telehealth in 2020

+ 69% want it expanded



56% of patients are comfortable resolving payment questions via **live text / video chat**

Evolving the **in-office** experience



76%

of patients worry about **payment device cleanliness**



58%

of providers offered **touchless check-ins**

Patient payment **experience** & expectations

#1 payment option patients want



48%

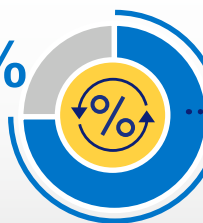
Contactless credit/debit

Recognizing patient preferences



59%

of patients would choose **recurring bill payments**



75%

of consumers would consider a **lump-sum bill discount** if offered

Opportunities for improvement & innovation

Patients want their providers to optimize these **top 3 digital payment methods**



37%

Patient portal



32%

Mobile app



25%

Contactless mobile wallets

Data & payment **security**



55%

of patients are worried about security when paying healthcare bills via **mobile app**

Check out the full report for more trends, insights and year-over-year analysis!

www.elavon.com/str-campaigns/elv-insights



*Data based on a February 2021 survey of U.S. consumers. Details and methodology available in full report.

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