

# Flexible, scalable, secure hospital payment solutions

Spend less time on revenue  
management and more time focusing  
on what matters — your patients.



# Create a smooth, unified payment experience for everyone

Healthcare systems are always changing. It's crucial for hospitals to keep up and leave outdated processes behind — especially when it comes to managing patient payments.

Global Payments offers payment solutions that help hospital systems like yours modernize the payments process to improve both the patient experience and internal workflows for staff.



## Give patients peace of mind

Offer simple, transparent, flexible payment methods — online or over the phone.

## Alleviate administrative burdens

Get a centralized back office that automates billing, reconciliation and reporting processes.

# Make payments easy and convenient for patients

Your patients expect intuitive, user-friendly payments. Give them convenient, transparent payment methods so they can pay whenever, however — 24/7/365.



Offering a consistent payment experience across all platforms, whether they're paying online, from their phones or in person, ensures patients know what to expect. As a result, you can expect more predictable cash flow and faster reconciliation times.

# Rely on fast, hassle-free payment methods



## Online

Let patients review balances and make payments through a secure online portal, from any device, at any time.



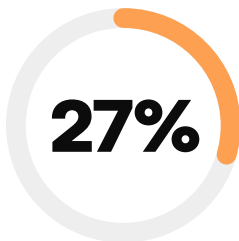
## By phone

Enable Interactive Voice Response (IVR) for a convenient, self-service solution that doesn't require wait times or staff interaction.



## In person

Allow patients to pay quickly and securely at registration, discharge or point-of-care using modern, easy-to-use terminals.



of patient transactions occur outside of working hours



of call handling can be reduced by IVR

# Move beyond paper-based billing

Transform your billing process with a digital solution that delivers **immediate operating cost reductions, accelerates cash flow and improves revenue performance** — while supporting staff efficiency and patient trust.

## Discover the real cost of paper statements

**\$4 per statement**

on average (printing, postage, handling)

**10 minutes**

of staff time per statement

**3x the expense**

30/60/90-day reminder cycle



Take control of your revenue and your time\*

**60%**

**reduction in  
statement  
delivery costs**

**30%**

**faster  
payments**

**20%**

**fewer  
accounts sent  
to collections**

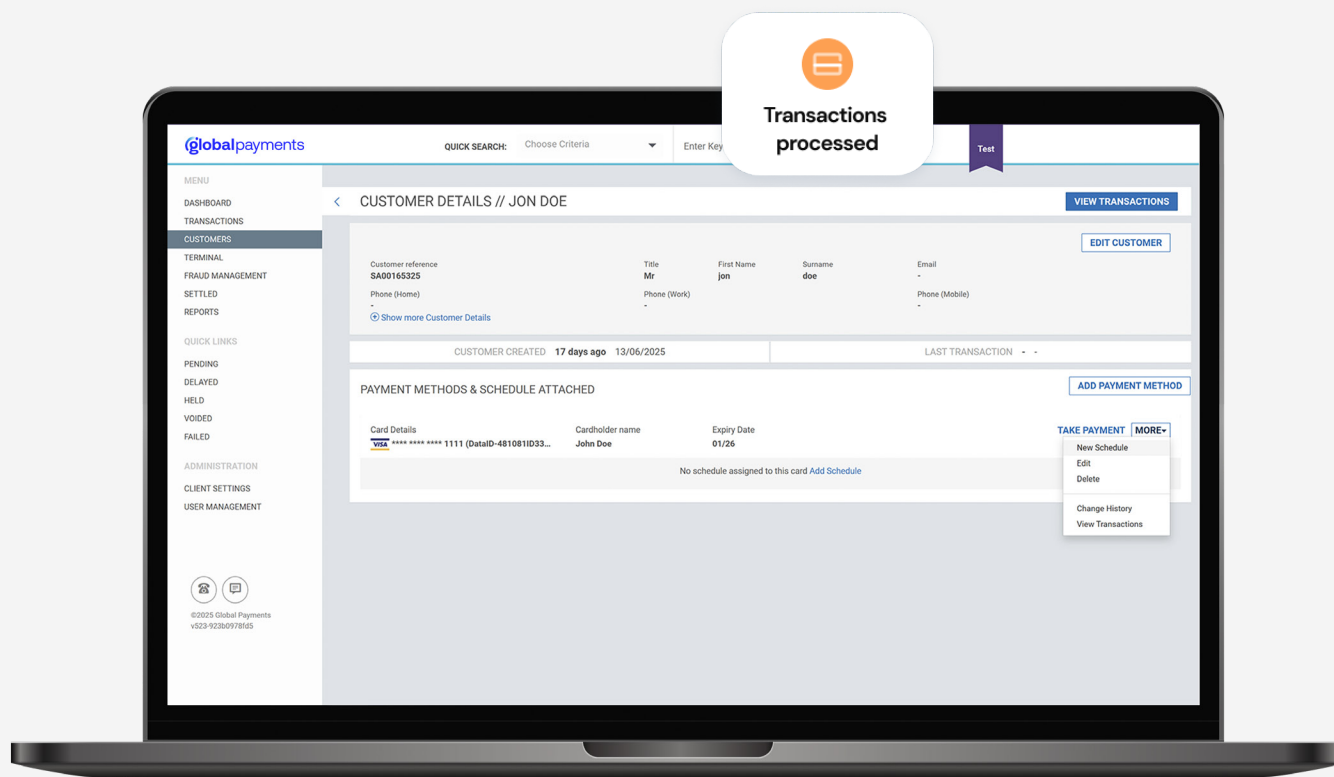
# Centralize your back office

Designed to reduce administrative effort while improving efficiency, our Virtual Terminal is a **secure payment platform that can help streamline how hospitals accept, manage and reconcile payments** — all from a single, unified interface.



## Manage payments with confidence, accuracy and ease thanks to:

- ✓ Secure, online credit card payment processing
- ✓ Fast and easy setup with minimal IT involvement
- ✓ An intuitive, user-friendly interface
- ✓ Flexible payment options, including one-time and recurring
- ✓ Automated payment reminders that accelerate collections
- ✓ Comprehensive transaction reporting and more visibility



# Payment solutions you can trust



With the right partner at your back, you can significantly reduce your PCI scope. Our 50+ years of experience managing PCI scope and secure payment environments helps take the guesswork out of meeting PCI DSS requirements.



## **Respect patient privacy**

Protected Health Information is never accessed, stored or handled, ensuring full alignment with provincial privacy acts.



## **Protect patient data**

Reduce the risk of data breaches and ensure only necessary data is collected and retained by implementing data minimization practices.



## **Detect fraud before it happens**

Get real-time notifications of fraudulent transactions with advanced algorithms and tools like geolocation monitoring.



# Simplify payments without disrupting operations

To manage complex hospital payment environments while maintaining accuracy, security and operational efficiency, you need a solution that's designed to integrate, not disrupt.



## Start faster

Our solution works with your existing infrastructure right out of the box, requiring minimal IT involvement.



## Process with confidence

Interoperable architecture ensures payment data is transmitted, reconciled and reported accurately for financial clarity and audit readiness.

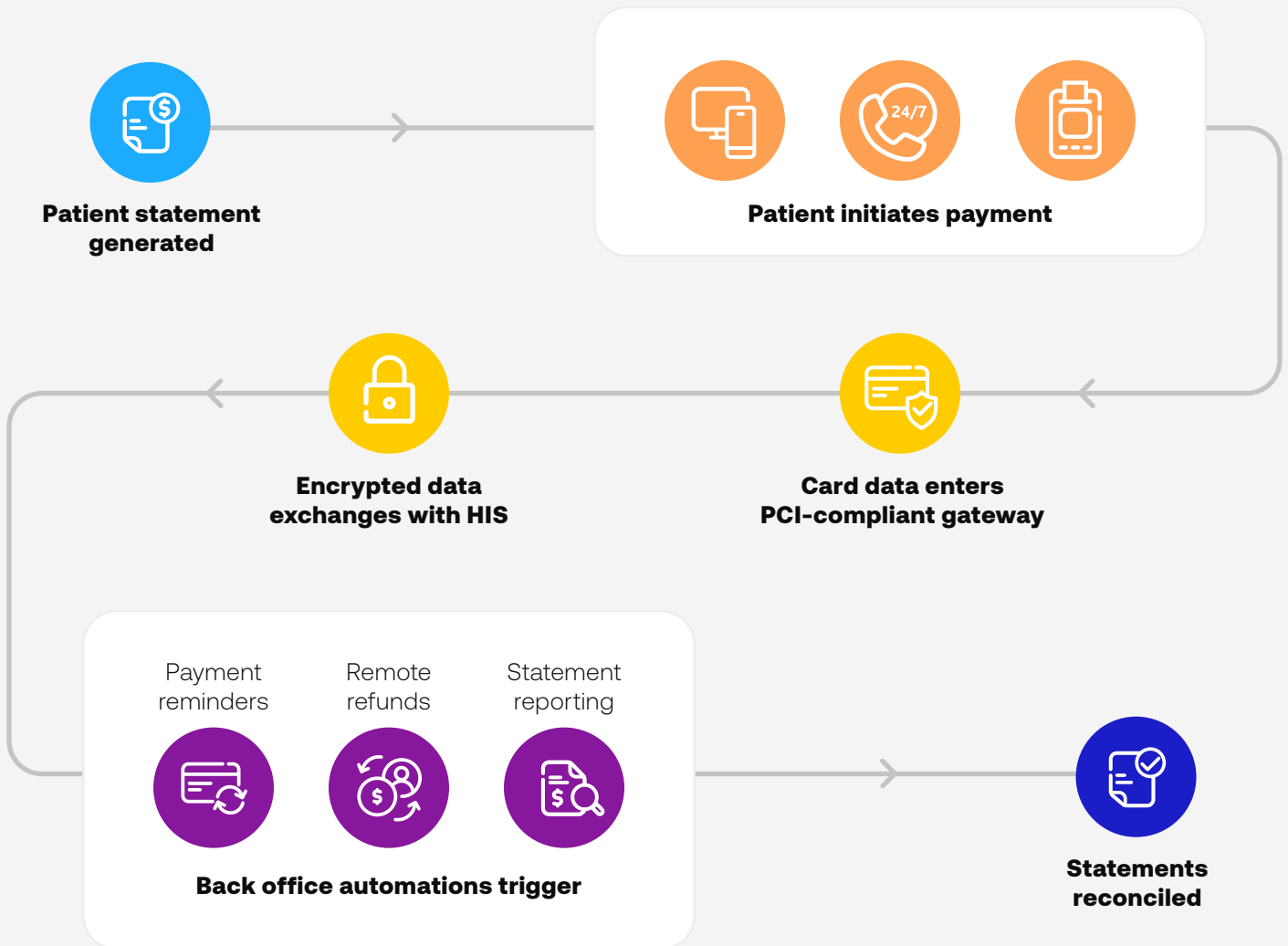


## Scale effortlessly

Build a secure, multi-channel payment ecosystem designed to scale with your organization on your terms.



# Secure and reliable end-to-end payment handling



## Integrate seamlessly

Ensure consistent data exchange with your existing Hospital Information System (HIS) while aligning internal workflows.

**Epic**

**ORACLE**  
Health

**MEDITECH**

# We have your back every step of the way

Global Payments is committed to delivering a responsive and reliable support experience to ensure your payment operations remain stable, secure and optimized.

## Our commitment to you

- ✓ Technical support by email, web help desk or phone
- ✓ Standard incident response and resolution times
- ✓ Business process review with workflow and operational optimization support
- ✓ Security and PCI incident response
- ✓ Self-service resources
- ✓ Customer success advocate check-in



## Solutions designed to give you more peace of mind

Our tiered support plans can be tailored to your organization's size, complexity and operational needs.



### Extended

Ideal for smaller-sized hospitals seeking faster response times and priority case handling and support



### Premium

Enhanced SLAs, proactive support engagement and expanded availability perfect for mid-sized hospitals with multi-site organizations



### Enterprise

Built for larger hospital networks and health systems requiring dedicated support resources, 24/7 availability and enterprise-level escalation



## We're committed to supporting Canadian hospitals

We also know how to combine **global reach** with **specialized, local support**. Rely on our **secure, compliant payment automation** to strengthen the financial control of your healthcare organization while **improving staff and patient experiences**.

**50+**

years of experience

**100+**

industries

**4,000**

tech partners

**170**

countries

**1,500**

financial industries

**66b**

in annual transactions

**Join other Canadian hospitals that have trusted us to help transform their payment experience**



**Ready to start a healthier payments journey?  
Reach out today.**

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\*ROI summary based on 10,000 annual statements  
Source: Datatel

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