

Debt Collection for Medical Centres

1. Three (3) Reasons for Medical Centre Debt

Administrative

Can be an error by either the Medical Centre (eg. incorrect contact details) or the debtor (eg. both partners in a relationship understood the other partner was paying).

Psychological

The debtor either doesn't like or doesn't agree with the advice from the consultation and as a consequence believes that they do not owe.

Financial

The debtor has a lifestyle such that their usual periodic outgoings are greater than their income and so they prioritise their spending but such prioritisation does not include paying the Medical Centre.

2. Regardless of the reason, communication from the debt collector to the debtor will finally **shock** the debtor into doing something. The shock created by the debt collector's involvement is far greater than any communication or pressure that the Medical Centre can bring to bear.

3. Account Collections amplifies and harvests from the shock factor by using three communication tactics;

- Using colour, graphics and pictures in all visual communications (so letters, emails and texts). Debtors don't read so other ways to get a message absorbed have to be used.
- Immediate telephone reception by mature staff. Debtors are put off by technological advancements and prefer to speak with someone who can guide and help.
- Repetition of communication. Debtors need lots of communication each week to get and keep a debt repayment in their priority list.

4. It is reasonable and even kind to get debtors to pay for their medical consultations rather than the Medical Centre having to wear the cost and increase prices to other patients and for the debtor to simply spend their money on other things such as big colour TV's etc.

5. Account Collections is a specialist in the professions of medical, veterinary and dentistry although there are different recovery rates for the different professions. On the basis of 10 debts or more it expects recovery rates of;

- 5.1. Medical Centres 40% - 55%
- 5.2. Veterinarian 45% - 50%
- 5.3. Dentistry 60% - 80%

ABOUT ACCOUNT COLLECTIONS

Account Collections is a health specialist debt collection business (e.g. collecting debt for Medical Centres, physios, dental practices and DHBs) as well as power companies and ISPs, and has heard, seen and read every credit and debt scenario. We have worked out what causes debt to arise even when the debtor is getting reasonable income and more importantly have worked out the best tactics to get paid.

CONTACT:



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