

# HFMA Grants Patient Compass Coveted Peer Review Status



**Patient Compass™ just named as one of the few, elite HFMA Peer Reviewed products!**

**After a rigorous 6 month RFP-like process review, HFMA has designated Patient Compass as one of their few Peer Reviewed products.** HFMA has determined that it meets the stringent standards of the peer review program and provides value to HFMA members, the Association, and the company. Patient Compass is powered by RelayHealth™.

## **What does this mean?**

This “Good Housekeeping Seal” ensures that our customers don’t have to take our word for it. Instead they can rely on HFMA’s objective third party evaluation of Patient Compass. HFMA found Patient Compass to be a solid, proven product that meets the performance criteria listed below.

Only 5 other products have been able to pass this extensive process and Patient Compass is the only patient financial billing communications product.

## **Who reviewed it? What were the criteria?**

The product was rigorously reviewed by a peer **review panel consisting of current product customers, prospects who have not purchased the product, HFMA members and HFMA technical directors.**

The panel either validates or rejects the product and its performance claims based on the **following criteria:**

- *The product has demonstrated that it provides a return on investment; can improve productivity or process effectiveness; meets its promoted benefits; and is accurate, effective and easy-to-use.*
- *The vendor has demonstrated superior customer service and technical support of the product.*
- *The vendor delivers excellent customer relations to effectively and efficiently resolve customer issues.*
- *The product is based on practical industry knowledge and proven experience.*
- *The vendor and the product maintain a strong reputation of integrity in the healthcare field.*
- *The vendor and its product are compatible with HFMA's brand and value statements.*

Read more about the Peer Review process at [www.hfma.org](http://www.hfma.org).

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