3 Ways Digital Wallets Improve the Patient Journey

What if paying for healthcare felt as simple as buying coffee?

Americans spent $4.9 trillion on healthcare in 2023, nearly one in every five dollars nationwide. Yet hospitals write off up to 70% of patient balances each year, totaling $36 billion in unpaid bills. Patients of every generation expect fast, digital options that make payments easier, more transparent, and more human.

Here are three ways digital wallets are transforming the patient journey

1. Convenient and Secure Payment Experiences for All Ages

62.5% of older adults have used digital payments for healthcare visits, and nearly 20% would use a digital wallet if it were available. 85% of Gen Z and 82% of Millennials prefer digital payments for everything.

✓ Patients appreciate convenience.
✓ Providers benefit from faster, more reliable payments.

2. Digital Wallets Reduce Friction and Accelerate Collections

70% of patients would pay sooner if their preferred payment options were available.

✓ Digital wallets offer the speed and familiarity of retail experiences, making it easier for patients to manage bills.
✓ Providers get paid faster.

3. Choice Matters: Flexible Payment Options Build Trust and Loyalty

87% of patients say it's important their provider accepts their preferred payment method, and 63% would switch providers for a better payment experience. Offering flexibility shows respect for patients' preferences and builds long-term loyalty.

✓ Convenience isn't just a bonus, it's part of how patients feel respected, valued, and heard.

As healthcare costs continue to climb, the payment experience has become a defining part of the patient journey. Digital wallets and contactless options aren't just conveniences—they're essential to meeting modern expectations, accelerating collections, and building lasting trust.

The future of healthcare payments is digital, connected, and patient-focused. **To learn more, contact TrustCommerce.**

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