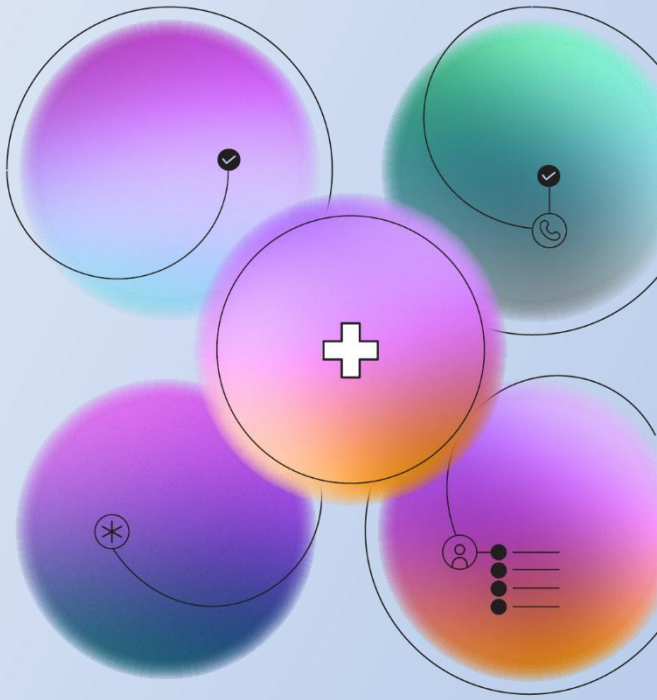
Embedded, Secure Payments for Modern Healthcare Communications

Close PCI gaps, reduce audit exposure and improve revenue collection without changing your workflows.



Today's healthcare organizations face a unique combination of payment challenges, including:

A significant portion of payments still completed over the phone

Complex billing conversations requiring human interaction

Dual regulatory exposure (HIPAA + PCI DSS)

Manual and insecure legacy processes

Rising patient expectations for frictionless digital payment options

"We have seen customer experience improve, revenue protected through reduced call abandonment, and agent error eliminated. We don't store any payment card data in our environment, which completely removes risk."

Jeff Stoddard
VP of Information Technology, NFP Health

PCI Pal™ + RingCentral®

pcipal.com

PCI Pal embedded, secure payment platform designed for healthcare billing

PCI Pal removes card data from staff, call recordings, and internal systems, keeping sensitive payment information outside your healthcare environment. Whether payments are taken through staff-assisted or automated interactions, the same secure cloud architecture protects payment data without disrupting care or billing operations.

Staff-assisted payments

Capture payments via secure keypad entry (DTMF masking), digital payment links, or AI-powered speech recognition

Guide patients and members through complex billing and balance discussions

Support card, ACH, and digital wallet payments within a single secure workflow

Automated payments

24/7 automated payments across IVR, conversational AI & chatbots

Complete payments via keypad, AI-powered speech or digital links

Support after-hours payments and overflow demand

Seamless integration and minimal operational lift

Integrate easily into the systems you already use with minimal disruption to existing healthcare operations, including:

- CCaaS and UCaaS platforms
- Revenue cycle and billing workflows
- Payment gateways and telephony environments
- CRM and EHR systems, including Epic

Ensure PCI DSS Level 1 compliance

Protect revenue continuity

Enhance the patient and member experience

About PCI Pal

PCI Pal is a cloud-native, secure payments platform purpose-built for Business Communications Providers and modern contact centers. Fully embedded within all major UCaaS and CCaaS platforms — and interoperable across payment gateways and desktop systems, PCI Pal enables secure, seamless, and compliant payments without disrupting the customer experience.

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The Trusted Transaction Layer

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