The Relationship Between Billing Efficiency and Patient Satisfaction in Healthcare Facilities

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Abstract

Efficient administrative processes are increasingly recognized as essential components of patient-centered healthcare delivery. Among these processes, billing efficiency plays a critical role in shaping patients' overall service experience and satisfaction. This study examined the relationship between billing efficiency and patient satisfaction in healthcare facilities using a descriptive–correlational research design. Data were collected from adult patients who had availed of healthcare services within the previous 12 months and had direct interaction with billing and administrative procedures. A structured questionnaire was used to measure patients' perceptions of billing efficiency in terms of accuracy, timeliness, transparency, and clarity, as well as their level of satisfaction with administrative services and overall service experience. Descriptive statistics and Pearson product–moment correlation analysis was employed to analyze the data. Results showed that patients generally perceived billing efficiency and patient satisfaction at high levels. Moreover, a statistically significant positive relationship was found between billing efficiency and patient satisfaction, indicating that improvements in billing processes are associated with higher patient satisfaction. Although the strength of the relationship was modest, the findings highlight the importance of efficient billing systems as integral to healthcare service quality and organizational performance. The study provides empirical evidence to support administrative strategies aimed at enhancing patient satisfaction through improved billing efficiency.

Keywords: billing efficiency; patient satisfaction; healthcare administration; service quality; administrative processes