Mini Case Study

PBRC-IE Implementation Children's Hospital Westmead

AUTOMATED PROCESSES
Improved data integrity through automation

IMPROVED EFFICIENCIES
Reduced rejected claims with worklist items

COST SAVINGS
Reduced overall cost of generating patient invoices

The Pathology Department at Children's Hospital Westmead achieved significant improvements in billing practices and efficiencies with the implementation of PBRC-IE.

Customer Snapshot

The Children's Hospital at Westmead (CHW) provides quality care and clinical services to 80,000 sick and injured children each year. It is the largest paediatric centre in NSW, providing excellent care for children from NSW, Australia and across the Pacific Rim.

Project Snapshot

The CHW were exploring options to improve their pathology billing processes, and address their primary area of concern—multiple billing systems.

CHW were performing pathology billing using a combination of systems: EzyMed, HOSBIL and PBRC-AE. Exporting data to these systems required many manual processes, as did preparing and generating claims.

PowerHealth's proposal to perform the pathology billing by implementing PowerBilling & Revenue Collection -International Edition (PBRC-IE) was accepted, and the project began.

the children's hospital at Westmead

Project Outcomes

As well as addressing the issue of multiple billing systems, the PBRC-IE implementation project created real business benefits for CHW by cutting the overall cost of generating patient invoices.

Process Automation

Process automation further reduced costs, leading to increased revenue and efficiencies in the following areas:

- Charge creation
- Medicare claiming for outpatients
- Data integration

Improved Data Integrity

Automation and additional functionality resulted in improved data integrity through the following improvements:

- Reduced errors arising from manual data entry
- Accurate monitoring of data entry though automatic display of items as entered
- Use of Worklist items to reduce the possibility of invalid data, thereby decreasing the number of rejected claims
- Reduced inappropriate debt recovery by creating invoices only when all criteria are met

"With over 20 years' experience in using billing applications, the ease of implementing PBRC-IE into our processes has enabled us to eliminate errors through its automation features, and increase our efficiency significantly.

The Pathology Department processes differing types of invoices and having one system enables us to monitor our revenue, thus providing a time saving and organised practice."

Jacqueline Melendres
Pathology Billing Administrator

- Built-in billing rules
- Automated account code mapping to eliminate manual data entry and ensure an audit trail from source to general ledger

Summary

The project successfully reduced the number of billing systems that required support across the organisation as well as significantly improving efficiencies in billing systems and practice for the CHW Pathology department.