Community General Hospital  
SYRACUSE, NY

Sunrise Patient Financial Manager™

Opportunities

Like all healthcare organizations, Community General Hospital constantly strives to optimize revenues, improve business efficiency and keep up with the latest managed care and compliance requirements. But faced with billing and collection demands that its homegrown patient accounting system simply could not handle anymore, the hospital was experiencing long A/R cycles and decreased cash flow.

Solutions

To solve these problems and establish a solid foundation for future financial operations, the hospital implemented Sunrise Patient Financial Manager. The solution from Allscripts provides integrated registration and accounting workflows that put essential information into the hands of everyone who needs it, boosting employee productivity while ensuring compliance with payer and regulatory requirements. The system’s rules and alert features are triggered during patient intake, throughout the stay and during end-of-visit processing to ensure that care is provided in compliance with payer and regulatory criteria.

The “flex fields” in Allscripts revenue cycle solution allow Community General’s users to customize screens and workflows to fit approval requirements and contract terms. “Flex fields are one of the many key advantages of the Allscripts system because they allow us to customize screens to meet our specific needs,” said Nancy Thompson, director of patient financials at Community General Hospital. “When combined with the system’s report writer, we have the ability to zero in on accounts receivable and improve our results.”

The hospital is also taking advantage of the Web-based functionality and other advanced features for revenue cycle management. “Since moving to the Web version, our employee training time has been significantly reduced. The system also allows for better tracking and reporting information,” Thompson said. For example, the hospital can also track denials, identify the problem quickly, and then send the information directly to the appropriate department, so it can be fixed at the source. To help rectify variances, an online audit trail provides a complete history for the patient and particular service.

The Allscripts solution gives the hospital’s managers immediate feedback about its operations, along with actionable information that helps improve performance. To ensure registration quality, the system tracks performance of the hospital’s patient registration staff to identify recurring errors and the need for possible retraining. Registration managers also have instant access to account status and resolution of variances—the kind of information only an integrated system can provide.

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Mitch Razonkiewicz  
CIO, VP, Information Services, Community General Hospital
Outcomes

“Improved communication between the hospital’s three departments—insurance verification, the business office and case management—is now possible because every user has access to the same information,” said Mitch Rozonkiewicz, Community General Hospital’s CIO and vice president of Information Services. The business office also uses the system to communicate with its outside collections office. Sharing the same information across the enterprise has resulted in significant time savings, reduction in errors and improved communications.

Using Sunrise Patient Financial Manager has yielded big improvements on the back-end and better financial accounting. “We now know what our true A/R is,” Thompson explained. “When a payment comes in and it’s not what we expected, that’s a red flag. We investigate to find out what the discrepancy was. This allows all the parties involved, including the insurance companies, to validate the charges. As a result, our A/R over 90 days has dropped to 24 days from approximately 45 because it’s much easier to track cash flow,” Thompson said.

“The Allscripts system does the job we need done, does it well and needs significantly less support than our previous system. I envision our partnership with Allscripts continuing indefinitely,” Rozonkiewicz added.

OUTCOMES:
• A/R over 90 days dropped from 45 to 24 days
• Improved cash collection
• Significant time savings
• Reduction in errors
• Improved communications
• Significantly reduced employee training time