

## How this Hospital is Losing Paper and Gaining Control

What started as a single hospital wing has, over the course of several decades, become part of one of the largest healthcare companies in the United States. With expanding hospitals and offices, this branch saw an increase in the number of monthly invoices it was sending and receiving, but the accounts payable department soon began to have trouble keeping up. Paying ahead of and even on time became increasingly difficult, not to mention just keeping track of all the paper. The department was well run, but still they knew things could be better. Something had to change.

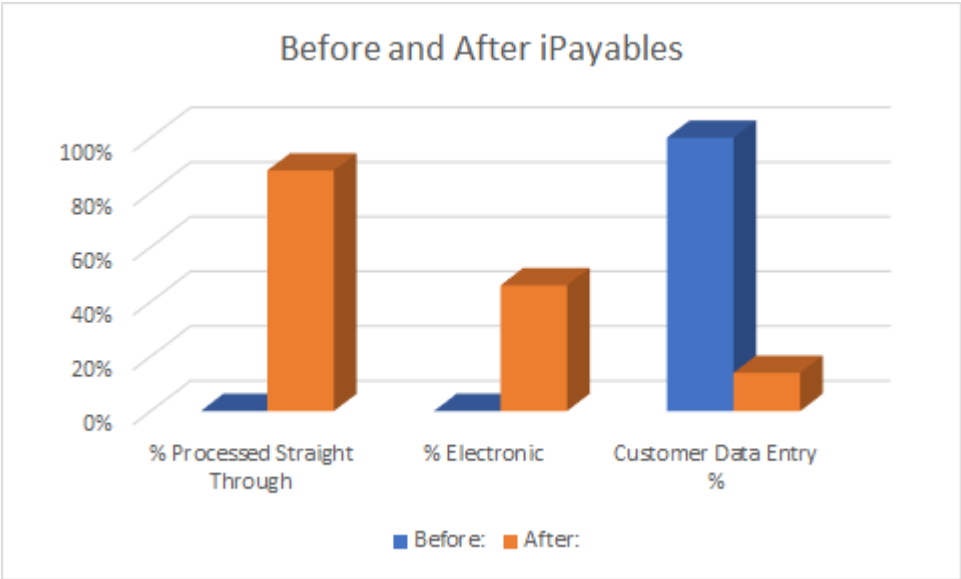
As this branch began looking into an accounts payable automation solution, their goals were clear: go paperless, increase visibility and control, reduce manual effort, and increase discounts. Not long after the need was defined and developed, the branch came into contact with iPayables, an AP automation provider with experience in healthcare. After establishing their goals with iPayables and setting up a plan of action, the automation solution was green-lighted and the process began.

<b>Goals:</b>
Go paperless, increase visibility and control, reallocate headcount, and increase discounts

With approximately 10,000 invoices coming through each month, it's important that the AP department deals directly with as few of those as possible. Unfortunately, before automation, no invoices in this department were able to be processed straight through. Everything was a manual process, with every invoice needing to be checked and approved by someone in the AP department before receiving the approval to pay, which took up to 30 days. On top of that, the company began to recognize all the personally identifiable information on the invoices and began questioning their ability to comply with HIPAA guidelines, causing further stress in the department and company.

<b>Before</b>	
<b>Invoices Received/Month</b>	10,000
<b>% Processed Straight Through</b>	0%
<b>% Electronic</b>	0%
<b>Average Approval Days</b>	30
<b>Customer Data Entry %</b>	100%

So why did they choose iPayables? To begin with, the iPayables automation solution is capable of dealing with complex systems, like the ones often present in healthcare to protect patient information. iPayables was able to work with the specific needs of this company to help them work towards their goals. The iPayables automation solution is very focused on eliminating paper and increasing visibility and control through a vendor, or supplier, portal. This portal allows for the elimination of manual data entry, lets everyone involved see where the invoice is at in the process, and makes editing invoices easier. These benefits allow for a decrease in average approval days, or the amount of time it takes and invoice to go through the whole process. In addition, payments are more easily made on or ahead of time, allowing this company to access early pay discounts. Very important as well, iPayables is audited for HIPAA compliance, which allowed them to help this hospital pass audits more easily with a start-to-finish HIPAA compliant, automated accounts payable department.



Once the company was set up with iPayables, they set to work towards their goals. While they continue to increase their percent of electronic invoices, the AP department has fine-tuned the imaging process through the iPayables system, allowing 88% of their invoices to be processed straight through, without needing to stop in their department at all. In addition, the average approval days has dropped to 6.3 days, a difference of 3 weeks!

After	
<b>Invoices Received/Month</b>	10,000
<b>% Processed Straight Through</b>	88%
<b>% Electronic via Vendor Portal</b>	46%
<b>Average Approval Days</b>	6.3
<b>Customer Data Entry %</b>	14%

While the company is still striving towards more growth and advancement of their goals, they are very satisfied with the progress they've seen. They are especially grateful for the confidence they have in their HIPAA compliance, as the HIPAA compliant automation solution has helped ensure that things are up to regulation standards. iPayables strives to lift everyone involved in the procure to pay process and knows that companies have more success when they have an efficient accounts payable department.

This case study was written by iPayables, Inc. If you have any questions regarding AP Automation, please feel free to contact us at 866-874-7932 or <https://www.ipayables.com/contact/>

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