

## WRS Partnership with TransFirst Increases Efficiency of Medical Practices' Patient Payment Process



*“The Integrated Credit Card Processing relationship between Waiting Room Solutions® and TransFirst Health Services® has provided our clients with the benefit of collecting payments at the point of service. The ability for medical practices to take credit card payments increases their revenue. WRS partnership with TransFirst has been invaluable in building a complete end- to-end solution for our clients, from check in to check out,” said Melissa Sciorra, WRS Senior Account Representative.”*

### Challenges

Waiting Room Solutions (WRS) is the leading web-based provider of fully integrated EMR and Practice Management software solutions for physicians' offices. WRS seamlessly integrates all of the clinical and business functions required for healthcare practices, including: Electronic Medical Records, Revenue Cycle Management, Personal Health Records, electronic prescribing (eRx), scheduling, website creation and content management, messaging, fax, order tracking and billing. WRS, which provides innovative workflow solutions for healthcare providers and medical offices, wanted to provide a tool to help providers increase the efficiency of their payment processing.



WRS partnered with TransFirst Health Services Inc., one of the nation's premier providers of transaction processing services and payment processing technologies.

Emphasizing that many physicians' offices have been using a point-of-sale device for payment processing, Clark A. Edwards, Portfolio Manager at TransFirst Health Services said that TransFirst Health Services offers a more efficient solution. “The point-of-sale device is a stand alone credit card terminal that sits in the front desk environment. The device plugs into a phone line, so it either has a dedicated phone line or it is sharing a phone line with the fax machine. The staff has to go over to the system, swipe the credit card, manually enter the amount they want to charge, wait for the transaction to go through and then rip the rolled up paper off to provide the patient with a

receipt. That process is also done in the back office or 'billing environment.' If a patient sends a payment or calls in to make a payment with their credit card number, the billing staff has to stop working, walk up to the front office and manually enter that information on the device. It's very inefficient from a workflow standpoint. The device doesn't post back to anything, so the staff has to manually enter that into the point of sale device, then turn to their computer, redo all of that work by entering the information into the patient ledger in the practice management system. At the end of the day they have to balance that machine out in order to get those payments to actually settle. That's a manual process that is inefficient," said Clark.

## Solution

"TransFirst offers WRS clients a simple card reader. It's a plug and play USB port. If the practice has five work stations they can plug in five card readers and everyone has access to it, including the person in the billing office. There are no drivers. You simply plug it into the computer and it acts as a keyboard emulator. When they swipe a credit card, it auto populates into WRS. For example, they can tell the card whether they are paying a \$20 copay or \$40 balance. Once that payment goes through, it's also auto posting to the system. It's a tremendous benefit to the practice's workflow," said Clark.

## Benefits

WRS integration with TransFirst also enables physicians to set up installment payment plans for patients via electronic funds transfer. "If a patient has a high deductible and he needs an expensive procedure, but he can only pay \$100 a month, the medical practice has the capability to set up a recurring payment plan. Each month, \$100 will automatically be pulled from the patient's Health Savings Account (HSA), card credit card, checking or savings account. You set up the payment plan and tell how many times you want the payment to run. You set it and forget it. You don't have to worry, because it will run every month. It's a great tool for payment plans or balances that can't be paid up all at once," stated Clark.

WRS integration with TransFirst also enables physicians to easily reconcile accounts. "With a point-of-sale device, the physician's staff had to manually batch the payments at the end of the day. With WRS, an auto batch runs automatically between 11:55 p.m. and 11:59 p.m. TransFirst deposits gross funds. We send a statement that is simple and easy to read. It says, 'Here's your MasterCard, Discover, etc. volumes.' This function is tremendously efficient for the staff person who is responsible for doing the reconciling," said Clark.

Yet another business need that the partnership provides is eliminating an employee's trip to the bank to deposit checks. "With ACH they can go into our system and convert that check to an

electronic transaction. The funds go directly to the bank, instead of an employee making the deposits at the bank. It's another convenience. A lot of practices take checks from patients and they put them in a side drawer and those checks might sit there for a week. That delays the time the physicians are going to get paid," said Clark.

Instead of waiting until the end of the month to receive a statement, physicians can log into Transaction Central hourly, daily or weekly to run settlement reports, detailed transaction reports and ACH reports.

WRS integration with TransFirst also provides physicians with a recurring report that will show all patients' cards on file that will expire in the next 90 days. "They can proactively have the staff call the patient to get the new expiration date on the card or they can make a note on the account to ask for the updated information when the patient comes in," said Clark.

Finally, Clark said, "There are a number of reports they can pull up, convert to Excel and download to their computer. This capability frees the staff and increases efficiency."

Sciorra concluded, "Waiting Room Solutions partnership with TransFirst substantially reduces the time that physicians spend processing payments, updating and balancing two separate systems and managing multiple payment options. The partnership is exemplary in bringing automation and efficiency to the patient payment process within the WRS EHR/EMR workflow."