



## OnBase Solutions for Accounts Payable in Healthcare Organizations

The OnBase Accounts Payable (AP) solution for healthcare organizations eliminates the time spent on mundane, tedious AP responsibilities and allows staff to concentrate on value-added tasks, such as invoice resolution and vendor relationships. Using enterprise content management (ECM) to convert documents to digital content and to automate the entire procure-to-pay process, healthcare AP departments

- Capture all invoices, purchase orders (POs) and packing slips securely
- Accelerate approvals and payments to take advantage of early payment discounts
- Support vendor relationships and increase favorable contract terms
- Eliminate redundant data entry through integrations with existing technology investments
- Ease internal and external compliance audits
- Increase usable space by eliminating cumbersome and resource-intensive paper.

### Increase Processing Capacity with Automated Processes and Integrated Applications

With an exclusive endorsement from the American Hospital Association (AHA) as an integrated document management solution to improve administration, human resources and revenue cycle management, OnBase is a proven AP solution. AP departments use OnBase to capture documents and content at their points of receipt, whether paper, electronic data interchange (EDI) or fax. Documents are then immediately searchable, retrievable and routable from a central repository by authorized users.

By adding OnBase Workflow to processes such as three-way matching, contract negotiations or exception resolution, AP departments use load-balanced, rules-based processing to send electronic documents through appropriate reviews and approvals. With Workflow, AP departments increase efficiency and process more documents in less time.

OnBase does not replace systems in which staff is used to working, but enhances them. OnBase provides the following features:

- Integrates with virtually any application, including Lawson® and Oracle PeopleSoft® ERP systems and portal products, so that users can stay within their familiar interfaces
- Users retrieve related documents and kick off document routing with integrations to ERP process flows or a simple click from within line-of-business applications
- Integrations, accomplished through point-and-click configurations, are often seen by users as a new feature of their software (without realizing they are actually using OnBase)
- Integrations reduce manual entry by pulling indexing information from applications and automatically assigning correct keywords to content.

“Call volume has been reduced dramatically. There are buyers, accountants and financial analysts throughout the system who used to request copies of invoices, which would have to be faxed to them. Now they can go into Lawson and pull them up themselves.”

Cathy Fuhrman

Manager of the Document Imaging Group  
Sharp HealthCare

### Advocate Healthcare

Using workflow and integrating with Lawson ERP software, Advocate Hospital has implemented ECM to improve and automate financial processes. With eight hospitals and 200 care sites, Advocate has realized the following benefits in its AP Department:

- Manages volume increase without additional labor
- Reduces cycle times for processes such as invoice resolution
- Increases ability to collect early pay discounts
- Improves ability to communicate and track financial information as well as human interaction
- Supports business continuity and compliance auditing.

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### Support Compliance and Ease Auditing

Using OnBase to retrieve and deliver documents throughout a healthcare AP department provides proof of security, authenticity and compliant processes. OnBase mitigates risk and improves compliance through some of the following functionality:

- Document histories that track who has viewed a document and when and if the user made any changes to it or its metadata
- Automatic audit trails throughout workflow processes to record how and where the document moved and any decisions or approvals that were made on it
- Document retention and records management to ensure content is kept for appropriate periods of time, preventing them from being purged too quickly or preserved too long
- Workflow load-balancing ensures fair workloads and re-distributes processes if a clerk goes on vacation or must leave for an emergency, eliminating stalled invoices.

Should an auditor request documents and evidence that proper business rules were followed, users can retrieve the documents and audit trails significantly faster than if searching through paper files. An organization can even give auditors limited access to its OnBase system so that the auditors themselves can search for necessary documents, reducing the strain on AP departments even more.

### Develop Vendor Relationships to Increase Favorable Contracts

When AP departments have more control over content and processes, they can leverage the resulting earlier payments to negotiate more favorable contracts and reduce costs for purchases. OnBase can also help track vendor relationships to record when they send incorrect quantities, charge inaccurate prices or provide late shipments. Vendor contracts can be stored and retrieved in OnBase so that all authorized users are sure to refer to the correct and final version as well as reference versions of contracts during negotiation processes. Negotiation processes and review of contract versions can also be automated by OnBase.

When discrepancies with a vendor arise, all information is securely stored in OnBase and immediately retrievable to quickly and definitively end the dispute. With a simple right click, AP departments can send the electronic POs, invoice, packing slip and other relevant information via e-mail, fax, the Web or print.

### Enterprise-wide Solution Provides Even Greater Value

Reducing total cost of ownership and IT administration as well as providing a standard across departments, OnBase is not a niche solution that can only fit the needs of an AP department. Healthcare organizations use OnBase enterprise-wide in nearly all departments, including health information management (HIM), electronic health records (EHR) and revenue cycle management.

Healthcare organizations often begin their OnBase implementations in one or a few departments with an enterprise vision in mind and then expand as mindshare and resources allow. Rapidly deployable and easily customizable, OnBase's feature set is broad enough to cover departments as diverse as AP and laboratories, but designed to fit to the individual department's unique requirements. By expanding the solution, healthcare organizations realize a lower total cost of ownership, a greater return on investment and increased efficiency in every department.

### About OnBase Healthcare Solutions

OnBase Healthcare Solutions are built using the OnBase ECM suite and are deployed to meet an organization's specific content and process requirements now and into the future. Used by nearly 600 healthcare organizations, OnBase Healthcare Solutions address virtually every aspect of hospital operations from clinical care to the business office as well as administrative functions such as accounts payable and human resources. The open architecture of the system enables integration with EMR, HIS, PMS, AP/AR, HR and PACS systems to fully leverage their capabilities and achieve rapid payback on your technology expenditures. OnBase Healthcare Solutions enable organizations to run more efficiently by managing content and streamlining workflows across the enterprise with point solutions for revenue cycle management, medical records and back office operations. Visit [www.onbase.com/healthcare](http://www.onbase.com/healthcare) for more information and dozens of other case studies and video testimonials.

"By becoming more efficient through OnBase, we now have the luxury of having time to concentrate on resolving exceptions and working statements."

Susan Wendel  
Accounts Payable Manager  
Advocate Healthcare