



## HEALTH CARE BILLING OF ST. CHARLES/ ST. CHARLES ORTHOPAEDIC SURGERY ASSOCIATES, INC.

2 Offices • 7 Providers • St. Charles, MO • ZirMed client since 2008



**Health Care Billing  
of St. Charles**

### SITUATIONAL ANALYSIS

#### BEFORE ZIRMED:

THE LACK OF AN ONLINE PAYMENT OPTION FOR PATIENTS MEANT HIGH BANK FEES, INCREASED WORKLOAD ON FRONT DESK AND BUSINESS OFFICE STAFF, AND PROCEDURAL LOOPHOLES WITH HIGH POTENTIAL FOR ERRORS.

#### ZIRMED SOLUTION:

- ZPAY—ENABLES PATIENTS TO PAY BILLS ONLINE, AND STAFF TO PROCESS CREDIT CARD, CHECK, ACH, AND CASH PAYMENTS FROM ANY PC

#### RESULTS:

- UP TO 1% SAVED ON BANK FEES FOR EACH TRANSACTION
- ELIMINATED LOOPHOLES THAT PREVIOUSLY RESULTED IN MISSING CASH
- INCREASED STAFF PRODUCTIVITY
- IMPROVED INTERNAL CONTROL

“We average 200 patients each day, and we’ve been doing supervised billing since 2007. Before we switched to ZPay, we were processing payments manually using credit card machines from banks,” said Betsy Richardson, director of operations for St. Charles. “It was a nightmare for the staff at the front desk to track payments and write manual receipts for co-pay collections. In addition, balancing was inefficient, running end-of-day balance statements was cumbersome, and transaction fees were awfully high.”

#### Why We Chose ZirMed

“We’d already been using ZirMed’s Claims and Remits solutions and were really pleased with how easy they were to use. We wanted to give our patients a way to make secure online payments and I had immediate management buy-in for all ZirMed products, so we decided to implement ZPay as well,” she said.

In addition to streamlining the entire process of collecting copays, ZPay has reduced uncomfortable face-to-face collections, which means less work—and less stress—for the busy front desk staff, giving them more time and energy to focus on patient relations and other duties.

#### Favorite Features

“Implementation of ZPay was a snap. ZirMed provided the link and put it on our website so we could start accepting online payments right away,” said Richardson. In

addition to running credit cards, ZPay can be used as an invisible cash drawer. And reports can be broken out by location or even by doctor—which helps with daily and monthly balancing.

“The ZPay implementation process is easy, thorough, and straightforward—and it leaves very little room for mistakes. I recommend ZirMed solutions every chance I get!”

– Betsy Richardson  
Director of Operations

#### How ZirMed Benefits St. Charles

“Every month, we average around \$35,000 in credit card transactions, so saving up to 1% on each transaction is a huge deal. And we’ve realized cost savings in staff time—since the process is so streamlined, we’ve been able to remove one full and one part-time employee from the front desk and reassign them to new responsibilities.”

Because the solution is so easy to use, the accuracy of posting payment collections has improved, and the staff spends much less time using ZPay to balance out the day than they did with the old manual process.

“As a manager, I get to see the big picture,” said Richardson. “ZPay has made us more efficient and has also helped us put tighter controls in place, which directly impacts the integrity of our financials.”

# CREATE YOUR OWN SUCCESS STORY WITH ZIRMED.



ST. CHARLES  
SUCCEEDS WITH:

## ZPay

Process credit card, check, ACH, and cash payments from any PC—with real-time reporting of all transactions.

With ZPay, your staff can immediately process credit card, debit card, check, and cash payments from any PC. They simply log into ZirMed's secure web-based "virtual terminal," enter payment information, and within seconds the payment is securely processed. ZPay generates a printable electronic receipt for each transaction, and receipts can even be delivered to patients by e-mail.

### ZPay Features

#### Payments can be accepted through:

- **Patient entry** using an online website
- **Point-of-care entry** using a simple USB card swipe device
- **Back office entry** (mail or phone payments)
- Integration using API calls

#### Forms of payment accepted include:

- **Discover®, MasterCard®, Visa®, and American Express®**
- **FSA and HSA cards** from a health insurance plan
- **Personal checks** using ACH check conversion
- **Cash and money orders**

### Benefits

- **Increased collection rates** by making it easier for patients to pay their obligations
- **Improved staff productivity** due to more efficient payment processing
- **Reduced expenses** by auto-posting patient payments, outsourcing low-value tasks, and benefiting from ZPay's lower cost virtual terminal

**Improved internal controls** for detailed reporting, audit trails, and more

Discover what ZPay can do for your organization. Call **(877) 494-1032** and request a personalized demo today.

ZirMed is a **PCI Compliant Level One** Service Provider—with a fully compliant virtual terminal—so you can feel confident in using it. The same process controls and security protocols used by the nation's banks keep your information and that of your patients safe and secure.

Visit [www.ZirMed.com](http://www.ZirMed.com) for information on all of ZirMed's Revenue Cycle Management, Population Health Management, Predictive Analytics, and Patient Engagement Solutions.

### About ZirMed®

As the nation's only company delivering proven cloud-based end-to-end **business and clinical performance management** solutions to meet the challenges of managing population health and optimizing fee-for-service and fee-for-value reimbursements, ZirMed delivers award-winning technology and client support. To discover how much our solutions can do for your organization, visit [www.ZirMed.com](http://www.ZirMed.com).