



Customer Profile

Appalachian captures untapped revenue with Infor Lawson Point of Use.



Facts at a glance

Solution: Healthcare

Products: Infor™ Lawson Financial Management, Infor Lawson Supply Chain Management, Infor Lawson Mobile Supply Chain Management, Infor Lawson Point of Use

Industry: Healthcare/Hospitals and Health Systems

Country: USA

"A reliable, efficient, and easy-to-use charge capture system was foreign to our organization until we implemented Infor Lawson Point of Use."

—IT Director of Business Applications and Technical Services, Appalachian Regional Healthcare System

About the organization

Appalachian Regional Health System consists of three North Carolina hospitals and the Appalachian Regional Medical Associates practice management corporation. Together, the three hospitals comprise 277 beds and serve more than 7,500 patients annually. The system employs a total of 1,400 employees—nearly half of whom use Infor Lawson Point of Use. To learn more, visit www.apprhs.org.

Challenges

- Simplify supply charge capture system to reduce uncaptured charges and increase revenue.
- Ensure departmental accountability for supply charge capture.
- Integrate charge entry with financials system for billing.
- Eliminate manual transactions.
- Reduce exceptions.
- Improve reporting.

Benefits

- Implemented point-of-use charge capture solution featuring touch screens and bluetooth scanners in supply rooms and nursing stations.
- Realized an increase of \$85,000 in gross supply charges within the first two quarters.
- Improved accountability by department with integrated financials and supply chain reporting.
- Enabled real-time posting of supply charges to patient bill.
- Eliminated manual billing data entry.
- Automated par counting and replenishment requests.
- Allowed clinical staff more time to focus on patients.

"Clinicians soon told other staff how great the system performed. In the end, the user experience and results have been very positive, especially compared to what we had before."

—IT Director of Business Applications and Technical Services, Appalachian Regional Healthcare System

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