



Client Success Story

Triangle Orthopaedics Reduces Operational Costs and Streamlines Processes

Company Profile

Client:

Triangle Orthopaedic
Associates, P.A.

Industry:

Healthcare

Profile:

A physician-directed medical
practice offering a full range
of musculoskeletal
orthopaedic services

Web Site:

www.triangleortho.com

Size:

30 physicians, 17 physician
assistants, 35 PT/OT,
333 total employees

Years in Business:

Established in 1952

Corporate HQ:

Durham, NC

Locations:

13 throughout central NC

Microsoft Dynamics**GP Solution:**

Financial Management for
five users, Microsoft FRx

GP Add-On Software:

KwikTag by Image Tag

www.kwiktag.com

The Challenge

Hundreds of patients of all ages and backgrounds come to Triangle Orthopaedic Associates to gain a higher quality of life and relief from debilitating pain. On a typical day, each of Triangle Orthopaedic Associates' 13 locations sees 25 patients in the morning and 25 in the afternoon. Their broad scope of services include state-of-the-art medical treatment, surgery, physical medicine and rehabilitation, physical and occupational therapy, a chronic pain program, orthotics, sports medicine, and other medical and diagnostic services.

Early on, Triangle Orthopaedic Associates (TOA) used the entry level accounting system QuickBooks. QuickBooks presented severe limitations to their practice's growth because the software was not capable of breaking down general ledger accounts by location, department, and individual. Even with only four locations in earlier years, TOA had no easy way to assess each location's profits, losses, revenue, and expenses.

It was essential for TOA to implement a more powerful accounting and business system. The accounting department needed the ability to drill down by location, department, and physician. As a thriving medical practice with multiple locations, each of which offers a myriad of different services, TOA absolutely needed to enter transactions by department and shared expenses between departments such as rent and utilities.

TOA also needed more sophisticated reporting features. Pam Verble, TOA Accounts Payable, says "We couldn't run the reports we needed in QuickBooks. Everything was done in Excel, which was incredibly time consuming."

The Solution

With the help of Microsoft Gold Certified Partner Business Ready Solutions, TOA implemented Microsoft Dynamics GP because of its powerful financial and operational features. TOA immediately recognized Dynamics GP was an exceptional solution for healthcare organizations that need strong reporting options with the ability to report by location, department, physician, and service line. TOA also implemented Microsoft FRx, which together with the flexible accounting structure of Dynamics GP, provides all the reporting and business intelligence capabilities they need.

Pam Verble relies on General Ledger in Dynamics GP that has essential features QuickBooks does not – strong financial controls, transparent audit trails, and the ability to drill down from summary information to substantial detail according to location, department, and individual.

Says Verble, "One of the most important aspects of Dynamics GP is seeing how money is spent by whom and understanding that breakdown. Dynamics GP is extremely accurate. It gives us enormously better use of human and financial resources. When we do a budget and see what goes over budget, Dynamics GP easily lets us reevaluate why that occurs on a monthly basis and lets us take care of the problems."

"One of the big pluses about Business Ready Solutions is working with their support team that has an accounting background. They are expert in how Microsoft Dynamics GP works from an accounting perspective."

Pam Verble
Accounts Payable
Triangle Orthopaedic Associates

About Business Ready Solutions

Business Ready Solutions, LLC is a consulting practice that provides Microsoft Dynamics GP software implementation and support along with business process and accounting consulting for small and mid-sized businesses.

As a Microsoft Gold Certified Partner, we are more than just a software vendor. Our team of outstanding accountants, CPAs, Microsoft Certified Professionals and consultants is a broad-based resource with deep expertise to improve your business process and maximize your technology investment.



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TOA achieved even more efficiency and cost savings when it implemented KwikTag by ImageTag, a document imaging system that seamlessly integrates with Dynamics GP. As a busy medical practice with multiple locations, TOA was awash in thousands of paper documents generated every month and stored in large on-site file cabinets. Every year they purged these files, put the papers in boxes and paid for off-site storage, even having to expand storage rental space to contain the paper overflow.

With KwikTag by ImageTag, TOA effortlessly scans and tags financial documents to quickly email and share them with other users, departments, locations, and vendors. This has a major impact on eliminating storage space and paper, and improving staff efficiency and productivity. "It's wonderful to email tagged documents," says Verble. "We currently have a company looking into our telephone usage and bills. Before KwikTag, I had to pull invoices and make copies for U.S. Mail or pick-up. Now I just send an email."

The Benefits of Microsoft Dynamics GP for Healthcare

Microsoft Dynamics GP dramatically reduces administrative and operational costs for TOA, automates, streamlines and simplifies processes and workflow, and enables greater business insight from in-depth data. Pam Verble cites other major benefits of Dynamics GP:

- Integrates with patient billing and records systems and other disconnected systems
- Streamlines the procurement process for materials with purchases and processing
- Outstanding reporting features that substantially reduce the time it takes to gather and share data
- Scalable solution that keeps pace with TOA's growth and expansion
- A good value for healthcare organizations required to reduce costs and improve patient care
- Easy to use, works out of the box, and integrates with already familiar Microsoft Office software

Among technology issues facing healthcare organizations such as the HITECH Act of 2009 and healthcare IT, why should their accounting and business software also be evaluated? Verble replies, "It's very important. The accounting system is the core of a healthcare organization's finances. It's easy for finances to get out of hand. The knowledge we gain from Dynamics GP helps us better understand our revenue and expenses, and has led us to evaluate an office's profitability. We make much more informed decisions with Dynamics GP and save money."

Why Business Ready Solutions

"One of the big pluses about Business Ready Solutions is working with their support team that has an accounting background," says Verble. "They understand what's going on with our finances and know what we're looking for. Business Ready Solutions is expert in how Dynamics GP works from an accounting perspective."

In addition to their knowledge and expertise, Verble adds Business Ready Solutions is very responsive. "You can't undervalue that. It's really hard to be shut down with IT problems. Business Ready Solutions' help and support are always timely and let us keep productivity up and everything flowing."