



NORTH BEND MEDICAL CENTER INTEGRATES OPERATIONS WITH SAGE 300

Optimizing data flow to improve customer service



Customer

**North Bend Medical
Center**

Industry

Healthcare

Location

Coos Bay, Oregon

System

Sage 300

North Bend Medical Center (NBMC) is a medical cooperative based in Coos Bay, Oregon, with five clinic locations, 50 physicians, and over 160 managers and staff. NBMC offers a wide variety of specialties, including acupuncture, hematology, oncology, pediatrics, obstetrics, and general surgery.

For many years, the company endured the limitations of a manual, spreadsheet-based system in its attempt to track ever-changing employee HR- and payroll-related data. Management sought a long-term solution and determined that Sage 300 would provide seamless information flow between their HR and payroll functions.

Today, NBMC is enjoying tremendous increases in efficiency and accuracy in tracking all HR and payroll activity, and is providing a higher level of service to its internal customers.

Manual system receives poor prognosis

For years, NBMC's bookkeeper, Cheryl Hodkinson, had attempted to track all the HR and payroll data for the company's employees with a manual spreadsheet system. With no way to tie HR and payroll data together, Hodkinson struggled to keep up with a vast array of ever-changing employee information.

"I would have to print out massive reports with all of the information on a particular employee, not just the specific data I wanted," recalls Hodkinson. "We then had to manually input the required data from the printed report to a spreadsheet that was easier for managers to read. This process increased the odds for input errors and slowed down our ability to process requests."



Hodkinson remembers the frustration levels rise when she wasn't able to efficiently deliver the information the organization's management team asked for. "When management would ask how many sick days a particular employee has remaining, or if an employee wanted to know how much they had contributed to their 401(k) plan, the response usually was, 'I'll have to find out and get back to you.' This was not satisfactory—we urgently needed a better system so that we could process these requests in a timely and more accurate fashion."

Healthy transition

Since NBMC was already using the Sage 300 General Ledger, Accounts Payable, and Accounts Receivables modules, management decided to add the U.S. Payroll module and its EFT Direct Payroll add-in program, which provides tight integration with the system's General Ledger module. The implementation proceeded flawlessly and was completed in just three days, and the positive results were instantaneous.

Using the software's built-in import tool, it was a simple process to import all of NBMC's HR data and have the data automatically populate the Sage 300 Payroll module with the applicable payroll data.

Keep sensitive data secure

The multilevel security features within Sage 300 ensure that confidential employee information is accessible only to authorized personnel. Hodkinson can set up the security features so that managers have specified limits as to what data they can see and change about their staff. Read-only access can be set in areas where the employee record should not be changed.

A higher level of service

The integrated solution automatically provides reminders for important events, such as employee birthdays, employee benefits information, assorted payroll and I-9 notifications, performance review, and vacation accrual. This proactive functionality enables NBMC to provide a higher level of service to its employees and ensure that important actions are taken in a timely fashion.

"We have finally come into the twenty-first century with the addition of Sage 300," concludes Hodkinson. "Now, when a manager calls me with a request, I say, 'I'll have that for you momentarily.' And when I make changes, the applicable fields for that employee are automatically updated in Sage 300 Payroll. This saves me countless hours of work since I never have to rekey data. It feels great that I can deliver a much higher level of service to all of my colleagues and that everyone receives their benefits exactly when they are supposed to."

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