CASE STUDY

Wesley Mission

Wesley Mission hospitals move forward with MasterCare ePAS and online claiming

GL🔵BAL HEALTH

Connecting Clinicians and Consumers

Background

Wesley Mission provides support to people in the community who are vulnerable and marginalised. This consists of centres across New South Wales with 2,000 staff and over 3,000 volunteers. The programs cover child and family services, aged care, community services, homeless person services, disability services, employment services, youth services, research and advocacy, suicide prevention, health services, counseling services, camping and conference centres.

Wesley Hospital Kogarah, with 30 beds and Wesley Hospital Ashfield, with 38 beds provide acute psychiatric care and average about 76 monthly admissions. Both hospitals provide a range of in-patient and day patient services.

The situation

Both Wesley Hospitals have been using Matash's Hoscare system for a number of years but it lacked key online functionalities. Wesley had outgrown the system and needed more functionality. They wanted online claiming and billing that wasn't available with Hoscare.

"The transition from our old PAS to MasteCare ePAS has been very smooth thanks to the Global Health team, who were very organised and thorough from planning up to going live. We can already see the impact of using MasterCare ePAS and online claiming. Our ability to now lodge claims electronically with private health funds and DVA streamlines and cuts processing time for us. We've been extremely happy with the process!"

Adam Goss, Wesley Mission
Business and Administration Manager

The solution

Adam Goss, Wesley Mission Business and Administration Manager says, "We thought changing PAS was going to be a huge task so we wanted to make sure we chose a system that would suit our long-term strategy. This is why we decided to put the project out to tender.

"Global Health was one of three software vendors short-listed. In the end, we chose Global Health because they are an established company that has been successfully providing software to hospitals for 20 years. Their patient administration system MasterCare ePAS was the best product to support our strategy for e-health adoption, and they have an experienced implementation team to work on the project.

"The Global Health team converted all our PMI and episode data from our legacy system to MasterCare ePAS. The implementation process was simple and only took three days to go-live while super user training was provided on-site," he says.

The benefits

Adam says: "With the old system, when checking a patient's eligibility for a claim, we had to pick up the phone and call the health fund or go to the health fund website to perform a Patient Eligibility Check. Now we can do online eligibility checking (OEC) within MasterCare ePAS. With the click of a button an OEC report is generated in a matter of seconds.

"This is extremely beneficial and it not only makes the claiming and payment process more efficient, but it also records each claim for our records, saving us from doing it manually.

"The ERA (ECLIPSE Remittance Advice) allows us to receive electronic remittance advice from private health funds, which reconciliation of accounts is now quicker and more accurate.

"Overall, we're reducing the errors and costs associated with manual processing of claims. We're also reducing the time it takes to process claims which means shorter payment times that then translates to improved cash flow," he says.

About MasterCare® ePAS

MasterCare ePAS (enhanced Patient Administration System) is a solution for automating administrative operations in hospitals and day surgeries. It simplifies communication to create a seamless flow of information from the time the patient presents at reception, to the time the patient is discharged.

Features
- Client billing and receipting
- Online Eligibility Checking (OEC)
- Online claiming
- Fee-for-service
- Appointment scheduling
- Theatre management
- Reporting
- Statutory reporting
- Search

Patient management functions
- Alerts
- Episodes and activities
- Medical records
- Wait list
- Emergency department