

CASE STUDY

Success Story: Urological Associates of Savannah, P.C.

How APS helped a one-person HR team streamline their processes, minimize manual paper processes, and reduce their overall workload.

ABOUT

Urological Associates is a privately owned and operated six-physician group with an on-site Ambulatory Surgery Center in Savannah, Georgia. Specializing in complete urological care for patients 18 years of age and up, they employ an 85-person staff to provide quality medical services.

They are IAC and ACR accredited in Computed Tomography (CT) and Radiology; provide CLIA certified medical laboratory services; and the surgery center is accredited by the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC). All of these accreditations are awarded to providers who undergo a rigorous process review and demonstrate their commitment to nationally accepted high-quality standards of care.



It was easy to use, and the support team has been wonderful. The fact that we have a support team and not just a call center was a selling factor for me. I actually know the names of the people I talk to.



— *Wendy Partain, Human Resource and Credentialing Specialist*



THE CHALLENGE

As the only person managing all the HR processes for the business, Wendy Partain, human resources and credentialing specialist ran into several challenges:



1 | MANAGING A GROWING STAFF BASE

"We've grown from a staff team of 65 to almost 90 now. That's more people I needed to manage in a one-person HR office," said Wendy. It was no longer logical to rely on the manual Quickbooks system that the health clinic was previously using, especially with a growing stack of paperwork.



2 | KEEPING TRACK OF NEW HIRES

Tracking the staff records, in general, was challenging to manage alone, especially with paid sick leave during the COVID-19 pandemic, HHS monies, and payroll tax breaks. Wendy also needed help with onboarding new hires and the necessary regulatory Office of Pharmacy Affairs (OPA) and Health Insurance Portability and Accountability Act (HIPAA).



3 | MAKING THE SWITCH TO PAPERLESS PAYROLL AND HR

While trying to manage paperwork, there was a need for Urological Associates of Savannah to go paperless. Each new staff had at least three files of documentation: a confidential file, a payroll file, and an HR file. "We had to maintain their health records and keep those for 30 years in a file separate from their HR ones," Wendy explained.



4 | HAVING A SIMPLE AND STRAIGHTFORWARD SOLUTION

In the case of the Urological Associates of Savannah, bigger wasn't always better. As a small and mid-sized health facility, they didn't need additional features from payroll and HR solutions that would cost them extra money.

"A lot of the other payroll solutions had so many modules I knew we wouldn't use," said Wendy. "We don't need all those bells and whistles — we only needed one or two."



THE SOLUTION

After narrowing down their choices, the Urological Associates of Savannah's management team chose APS' unified healthcare payroll software in November 2019.

"APS was laid out in a logical format making it easy for administrators, managers, and staff to follow," said Wendy. She also praised the APS integration team for assisting with the data upload and training sessions. These sessions, according to Wendy, were very informative and easy for their managers to learn.

Urological Associates of Savannah also uses APS Hire, which includes OPA and HIPAA requirements for onboarding documentation. "I was able to do all that electronically with my new hires and not have a stack of paperwork. All they have to do is come in the door on the first day, and APS Hire manages all that," said Wendy. In addition to APS Hire, Urological Associates of Savannah also started using the Verified First software integration for pre-employment background screens, automating the process and reducing Wendy's workload.

Beyond having a more intuitive healthcare payroll solution to use, Wendy attributes part of their excellent customer experience with APS to the personalized support staff. "I rarely have to wait very long for a response to a support question, and they are all very knowledgeable. The fact that we have a team dedicated to our business is what sets APS apart from other HRIS providers — it's not just a call center."

BOTTOM LINE

"Payroll is much more manageable now," said Wendy. Employee data is more easily available to managers and staff, while the reporting process is fantastic. "With the recent recordkeeping requirements surrounding the FFCRA and ARPA COVID mandates, I don't know how we would have been able to capture that data without APS."

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Increasing our staff numbers is not such a burden on me anymore. I save so much time and money, especially in timekeeping and new hire onboarding.”

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— Wendy Partain, Human Resource and Credentialing Specialist

ABOUT APS

APS has a mission: to make payroll and HR easier. We provide our clients and partners with intuitive technology delivered with personalized service and support. We design our unified solution to simplify workforce management tasks. Process payroll in hours, automate HR workflows and elevate the employee lifecycle with a single-system platform. We are APS, your workforce partner.

Businesses choose APS as their workforce partner because of our focus on the customer experience. As a result, we continually maintain 98% customer retention and satisfaction rates. For more information on APS and how we can help make payroll and HR easier for your business, visit www.apspayroll.com.

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