



On track to better  
healthcare operations



**The Path to Performance**

# We know the issues you face

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## The view from the top

As a healthcare executive, you need to deal with everything from clinical support to bill collection, insurance claims and privacy regulations, all at the same time. It's a complex task...and that's where TruBridge comes in. We help ease the operational burden so that you can accomplish your mission of delivering better healthcare.

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## THE PEOPLE IN YOUR COMMUNITY DEPEND ON YOU.

Delivering the healthcare they deserve is extraordinarily challenging, with rising costs, limited resources and increasing regulatory requirements. It can be tough to stay ahead so that you can meet your community's high expectations.

At TruBridge, we understand the unique challenges of community and rural healthcare organizations like yours. The need to find ways to do more with your available resources. The importance of each person and every dollar.

We know what it takes to create a smoothly operating community healthcare organization – and we offer a proven way to get you there. We're the leading provider of business, consulting and IT services for community healthcare providers. TruBridge is solely devoted to helping you meet the critical performance challenges you face every day.



*“This company is a true partner that understands the business challenges hospitals face, tailoring their service to our environment and the community. The service integrates seamlessly into our operations and the high level of accountability maximizes results.”*

**John Simodejka,**  
*President and CEO, Schuylkill Health System*



## What it takes to meet your challenges

### HEALTHCARE MANAGEMENT TODAY IS ABOUT OPERATING SMARTER.

Nowhere is that more true than in small communities, where the resources of a major medical center are not available. There's so much you *could* do if you had the means. Where do you begin?

TruBridge can guide you to more efficient operations, providing expert assistance and consultation all along the way. We can work with you to optimize your systems and processes, or step in and handle much of your daily routine – freeing your staff to concentrate on more important work.


TruBridge brings an in-depth understanding of the healthcare environment that enables us to tailor each solution to your unique needs. It's backed by years of experience helping organizations like yours find their path to performance. Partner with us and you might be surprised at what you can accomplish. That's a winning proposition for everyone from administrators to clinicians and most importantly, patients.

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### The view from the front lines

What happens when your only IT expert calls in sick, or has to do two critical things at once? Do you have the depth of resources you truly need to run your facility as well as it can be? TruBridge can show you how to leverage technology and managed services to build a more effective organization.

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*“For the first time in months,  
we were able to close our books  
with money in the bank.”*

Tommy Mullins

Administrator, Boone Memorial Hospital, Madison, WV

## Helping you handle the administrative details

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### The view from the patient's bed

When your organization runs more efficiently, you give patients and families something priceless – peace of mind. They know there will be no hassles with billing or uncertainty about payments. That means confidence... and the knowledge that they're in good hands.

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### KEEPING YOUR OPERATIONS GOING CAN BE A HIGH-STAKES BALANCING ACT.

The healthcare environment is unlike any other. Between the complications of governmental and private insurance, patient payments, privacy rules and new accountability regulations, many providers are hard-pressed to keep up. Dealing with these administrative details is vital if you're to fulfill your mission of caring for your community. Deploying good software is part of the answer, but the reality is that operations need to be considered as a whole – systems, processes, available resources and goals.

### BUSINESS SERVICES

Secure, proven TruBridge services complement and extend the capabilities of your administrative software systems and staff. They work together by design to streamline your business processes from end to end. Partnering with us improves both internal operations, like billing and private pay collections, and interactions with external partners.

When you combine our services with your own operations, you can achieve the business outcomes that matter most: fewer errors, better collections and an improved cash flow. We'll help you shorten the revenue cycle and improve efficiency, saving both time and labor.

### Revenue Cycle Management Services

*Improving your financial position with better cash flow*

- Accounts Receivable Management
- Private Pay Collections
- Insurance Follow-Up
- Contract Management
- Statement Processing
- Online Bill Pay

### Insurance Services

*Helping you navigate a complex payer system*

- Electronic Billing
- Eligibility Checking
- Electronic Remittances
- Medical Necessity Database
- Medicare Connect
- Claim Status Checking
- Health Services Review
- Pharmacy Online Adjudication

### Administrative Services

*Managing the back office more efficiently*

- Payroll Processing
- Electronic Pay Stubs





## The advice you need

### DO YOU KNOW WHERE YOU NEED TO GO AND HOW TO GET THERE?

You're focused on the daily demands of delivering high-quality care to your neighbors while keeping your institution financially viable. You know your operations better than anyone, but planning strategically for the long term is a very different endeavor. You need an experienced partner. TruBridge can help raise the bar with best practices in the industry developed over 30 years.

### CONSULTING SERVICES

You've got clear goals, but you may feel at a disadvantage in finding a way to reach them. TruBridge can help you assess the needs of your organization, understand what's possible and develop a realistic plan of action. Our consultants are well versed in the specific areas of most importance to you, from optimizing your revenue cycle to integrating information, systems and processes.

TruBridge brings a solid understanding of clinical systems and IT to each consulting project, along with an in-depth knowledge of revenue cycle issues. Our experts can also help you plan and execute a comprehensive technology strategy to support all of your operations.

With your clinicians, administrators and business office staff devoted to daily operations, they have precious little time to spend on project planning and execution, change management or training. We handle all the details for you, allowing you to pay attention to what's truly important – patient care.

### Revenue Cycle Consulting

*Optimizing business processes to improve the bottom line*

- Revenue cycle assessment
- Process redesign
- Interim management
- Benchmarking
- Custom Contract Services

### Clinical Consulting

*Enabling advanced clinical capabilities*

- Computerized Physician Order Entry (CPOE) Adoption
- Meaningful Use Achievement
- Point-of-Care Utilization
- Clinical Application Roll-Out
- Physician Documentation
- Medical Practice Management
- Medication Reconciliation
- ICD-10 Readiness
- Custom Contract Services

### IT Consulting

*Working to create the technology foundation for better healthcare*

- Strategic Planning
- IT Infrastructure Assessment, Planning, Design/Redesign, Deployment and Management
- IT Resource Services (e.g., staffing)
- Security Risk Assessment
- Custom Contract Services

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### The view from the doctor's office

Physicians rely on you to handle everything from recordkeeping to billing and information management. When you become more efficient and effective, it helps them do a better job of attending to the well being of their patients.

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*“TruBridge IT Managed Services allow us to access expert support in our rural setting, with a business model that makes sense.”*

Ross Hurd

Lake Chelan Community Hospital, Washington



## IT that helps you accomplish your mission

### **TECHNOLOGY SHOULD MAKE DELIVERING HEALTHCARE EASIER, NOT MORE COMPLICATED.**

Healthcare today depends on the right technology foundation. Information and systems have to be available 24/7 – if they aren't, lives can be at stake. The challenge that so many smaller organizations face is a lack of staffing resources to keep those systems running smoothly.

### **TECHNOLOGY SERVICES**

TruBridge can help you make better use of your technology budget. Our team of experts will work with your IT department to untangle the systems knot, creating a well-managed, reliable and cost-efficient infrastructure.

Many IT tasks such as backups and software updates are routine, repetitive and time consuming. Your IT administrators have more important things to do. We supplement your valuable staff, freeing them to be more productive and to focus on value-added projects rather than maintenance and daily operations.

TruBridge can also extend your capabilities, moving key functions off-site. By using our assets, you need not invest in or manage your own. That drives down both capital and operational costs, while protecting your IT investments.

### **Managed IT services**

*Helping reduce the cost and complexity of IT*

- Cloud computing
- Backup and recovery (on- and off-site)
- Collaboration and connectivity (e-mail and web)
- Security services (anti-virus, malware, content filtering, firewall and VPN)
- Systems management (servers, networks, PCs, mobile devices and virtualized environments)
- Help desk





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## The only call you need to make

At TruBridge, we aim to be the only company you need – one partner who can support all of your operational needs. Our dedication to organizations like yours, an end-to-end portfolio and the ability to tailor what we do to your unique situation make that possible.

When you work with us, you can run your organization more efficiently today and into the future. Whether you need to shorten your revenue cycle, implement better systems and processes or plan ahead, we offer a clear path to performance.

Let us help you as we've helped hundreds of healthcare organizations like yours. We know the challenges you face every day – and we know what it takes to meet them. Contact us today and we'll show you how.

### **ABOUT TRUBRIDGE**

TruBridge has its roots in CPSI, a leading provider of electronic medical records (EMR) software solutions. Today, we are a separate company focused exclusively on meeting the business office, consulting and managed IT services needs of community healthcare providers. TruBridge brings 30 years of expertise in delivering effective solutions uniquely created for community healthcare providers.

## The Path to Performance