

How Patient Payments

helped Lidder Orthopaedics cut administration, reduce aged debt & strengthen their financial management



Lidder Orthopaedics streamlined its operations by moving from manual payment processes to the automated Patient Payments system. Practice Manager Natasha Weatherill identified the inefficiencies of bank transfers and manual reconciliations as key reasons for this transition.

By using Patient Payments, Lidder Orthopaedics has:



Cut time spent on payment tasks by more than 65%



Reduced aged debt and improved cash flow



Improved financial management



Been able to focus on business growth

Implementing Patient Payments reduced the administrative workload by over 65%, minimised aged debt, and improved overall practice financial management, significantly driving practice growth.

Background

Lidder Orthopaedics, a specialised orthopaedic practice led by Mr Surjit Lidder, sees 30 to 60 patients per week. Previously, the practice relied heavily on bank transfers for payment of these sessions.

When Natasha started as Practice Manager, she discovered thousands of dollars in unreconciled accounts. This highlighted the need to improve their processes and led her to investigate a new, automated system, Patient Payments within their Gentu software.

“When I started, patients were sent details so they could pay via bank transfer. Then we would have to log in regularly, check incomings, see if any patients had paid, manually reconcile it, and it was just a heavy workload,” Natasha said.

Relying on the patient to complete the bank transfer occasionally led to errors that were time-consuming to fix.

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Benefits of using Patient Payments

The decision to adopt Patient Payments was driven by the need to reduce time spent on administration and allow staff to focus on other tasks.

Natasha said Patient Payments has revolutionised how the practice manages its finances, highlighting several benefits:



Maximised staff efficiency

Natasha believes the greatest advantage they have gained is the optimisation of staff time. By cutting down manual payment tasks from taking up 30% of her week to just 5-10% for third-party payers, the administrative workload has significantly decreased.



Streamlined payment cycles

For surgeries that attract a known gap payment, patients can pay via an online invoice sent from Patient Payments. The balance is then billed directly to the health fund, simplifying the payment cycle.



Reduced aged debt

Chasing payments and aged accounts are no longer an issue, as patients are able to pay online in their own time, which is immediately reflected in their account.



Improved financial management

Patient Payments has streamlined financial management at Lidder Orthopaedics. Automating payment collection has enabled swift and accurate transactions, reducing time spent processing payments, and ensuring up-to-date records.



Facilitated business growth

Finally, the adoption of Patient Payments has paved the way for Lidder Orthopaedics to concentrate on its most important goal: growing the practice.

Navigating the fine line between managing and scaling the business, Natasha and Mr Lidder are now better equipped to focus on expansion and improving patient care.



To learn more about how Patient Payments can help your practice with integrated EFTPOS and online payments, visit www.ezidebit.com/en-au/software-integrations/magentus



Ezidebit gets your payments done in one.