



**MOBAY HOPE**  
MEDICAL CENTER

**CUSTOMER:**

MoBay Hope Medical Centre  
Montego Bay, Jamaica  
www.mobayhope.org

**INDUSTRY:**

Healthcare  
Locations: 2  
Employees: 62

Users on Sage Accpac: 7



Authorized Partner

## MoBay Hope: Healthier Finances with Orbus and Sage Accpac

When an American businessman had a heart attack while on vacation in Montego Bay, he discovered first-hand that while the area had knowledgeable doctors and nurses, it could use additional, and more sophisticated, healthcare facilities. So he returned and founded MoBay Hope Medical Centre, a non-profit organization that opened its doors in 1997.

Today MoBay Hope provides superior-quality, affordable, and accessible emergency medical and diagnostic services to the citizens of Montego Bay and its visitors. It now offers general practice care as well as 24-hour ambulance and emergency services, and specialist care in areas such as cardiology, radiology, pediatrics and women's wellness.

### INTERNATIONAL BILLING WOES

But an international clientele made difficulties for the medical centre's accounting department. MoBay Hope's business software only allowed it to work with Jamaican dollars. So invoices for foreign patients had to be converted between currencies manually, a tedious and time-consuming process. Reports

were a nightmare too. Staff members spent hours pulling financial and patient information from various databases.

Even worse, the centre relied on a mixed platform of software programmes that did not integrate with one another. Thus data had to be entered several times, introducing the possibility of errors. One of its systems was the award-winning Sage Accpac accounting solution. But the centre's business partner had been unable to tailor the software to meet their needs.

### ORBUS TO THE RESCUE

MoBay Hope wisely decided to keep its Sage Accpac system, but to switch to a more competent consultant, namely Orbus Technologies. Orbus made a point of determining the medical centre's greatest needs, and then finding ways to meet those needs within Sage Accpac.

The first step was installing Sage Accpac's multicurrency module, and implementing the software's bank reconciliation features to replace

### CHALLENGE:

Multiple stand-alone software programs hampered billing and patient record management, and prohibited swift currency exchange for a global patient base

### SOLUTION:

Sage Accpac was implemented and customized by Orbus, and now provides a single integrated system

### RESULTS:

Tasks that once took 5 hours are now completed in half an hour; bank reconciliations and multicurrency accounting are fully automated

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manual bank reconciliations. Suddenly, all currency conversions were automated, eliminating several duplicated processes, and allowed the billing department to submit statements to patients in their native currency. At the same time, accounts payables were still easily tracked in Jamaican dollars.

#### TEN-FOLD INCREASE IN PRODUCTIVITY

Orbus also found a way to integrate FoxMed, a commonly used medical record program, with Sage Accpac. Previously, invoices and receipts generated by FoxMed had to be reentered into Sage Accpac by the accounting staff.

Sheldon Chin-See, Accounting Solutions Consultant at Orbus, explains the disadvantage of the old method, "the redundant data entry took so long that financial statements were often several months late, despite the MoBay staff working long hours of overtime."

Now, thanks to a custom interface by Orbus, data from the billing department is transferred to the accounting system with the click of a mouse. And changes made to one set of records are now immediately updated throughout the entire system. "The completeness of the data and the overall efficiency is greatly enhanced," says Chin-See.

"Financial tasks that used to take us five hours are now accomplished in less than 30 minutes," says Valerie Latham-Campbell, Chief Accountant at MoBay Hope. "We no longer have to dig up information in one place and transfer it to another. The improvements in productivity are staggering."

#### AUTOMATING DATA EXPORTING

Other efficiencies were realized when MoBay Hope implemented Orbus

Exporter, an application that extracts daily invoices from FoxMed and creates a Sage Accpac AR batch for posting. "The extraction and creation process for a 24-hour set of records, which once took days, is now done in just a few minutes," notes Latham-Campbell.

Accuracy and completeness of data is greatly enhanced too. "Any invoices that are missing from batches are automatically highlighted. This has improved our revenue, since invoices can no longer be lost or overlooked," she says.

#### FASTER PHYSICIAN CHECKS, AND MORE

Getting doctors paid had also been a major issue. Staff spent up to two weeks each month manually matching services to invoices to calculate physician paychecks. To solve this, Orbus automated the entire process with its Commission Manager program. Now doctors can receive payment in just one or two days.

MoBay Hope appreciates the excellent service it receives from its software consultant. "I've dealt with business partners over the years, and Orbus is definitely different when it comes to customer relationships," says Latham-Campbell. "They make our needs their top priority, and they understand how much we rely on Sage Accpac to keep functioning. If we ever have a question about our system, Orbus is there with a solution."

Because Orbus Technologies and Sage Accpac have made such a difference in MoBay Hope's financial prognosis, Latham-Campbell is pleased to recommend them to other healthcare facilities. "If you're looking for a company that knows Sage Accpac inside and out," she says, "call Orbus. Their product expertise and excellent service keep us coming back to them over and over."



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—Valerie Latham-Campbell, Chief Accountant

**sage**

Authorized Partner

Sage Software  
Development Partner  
**SILVER**

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