



## CASE STUDY

*This Hayes client is a large academic practice with more than 20 specialty departments which provides services in multiple ambulatory and hospital facilities.*

### Situation

Our client was implementing Epic Resolute Professional and had very little time to maintain the existing revenue cycle application. In addition, they needed resources to provide Epic Resolute implementation assistance to two non-owned, partner facilities.

### Our Approach

Hayes supported the legacy revenue cycle system and served as liaison to the partner facilities, assisting them with their separate implementations of Epic Resolute Professional. Specifically, Hayes provided:

- **Project management and testing of an improved HL7 ADT interface.** Many ADT updates were not getting to our client from one of the partner facilities. Hayes identified parameters and resolved the issue.
- **Change management assistance for current system.** Hayes consultants participated in all management meetings, monitored and assigned all incoming service requests and coordinated change management meetings and signoff for the current system.
- **Support to clinical departments.** One partner facility was implementing Epic Cadence, Prelude and Resolute, which required process changes for many of our client's clinical departments. We helped develop processes to ensure that our client obtained the necessary information to complete the billing process.
- **Assistance with new HL7 ADT interfaces.** We worked with the the partner facilities' IT departments and the Epic team to develop identical interfaces for the partners.
- **Assistance with Epic Resolute implementation.** Hayes helped our client's departments identify their requirements, coordinated the design validations, identified necessary workflow changes, assessed reporting needs and coordinated testing sessions.

### Results

Billing and accounts receivable system production and service requests continued to run smoothly, despite the partner facilities' new system implementations. Cash flow improved due to the change to the new interfaces. With Hayes' assistance, our client's internal resources were able to focus on their implementation of Epic Resolute Professional.

### About Hayes

Hayes works with healthcare organizations to solve mission-critical operational challenges by providing services and software solutions that improve quality and efficiency with the ultimate goal of improving the patient experience. For more information, visit [www.hayesmanagement.com](http://www.hayesmanagement.com) or call 617-559-0404.

## Large Academic Practice

**Revenue Cycle System  
Support**

**Epic Resolute Professional  
Implementation**