

Case Study: Oracle Services for Enterprise Billing



“The architectural implementation, Oracle Database implementation and ongoing Oracle Support is performed by Blue Crystal Solutions. BCS’s turn around and delivery was excellent, a job well done!!”

Background

Melbourne’s Peter MacCallum Cancer Centre has replaced their five aging billing systems with PowerHealth Solutions’ enterprise patient billing system and is set to recover an estimated \$1.4 million per annum in rejected claims and delayed or uncollected payments.

There existing legacy system was not an integrated solutions, Peter MacCallum Cancer Centre wanted a fully automated and integrated solution for Health Pathology Care billing.

Challenge

The public health sector has been under relentless pressure to reduce costs year on year, whilst demand for improved quality and services to the public has increased. The challenge for Peter MacCallum Cancer Centre was to keep making improvements to the efficiency of their business in order to remain competitive whilst continuing to provide an affordable and sustainable service.

Peter MacCallum Cancer Centre identified significant improvements and savings that could be made by replacing their manual billing with Power Billing and Revenue Collection (PBRC), an automated enterprise health care billing solution from PowerHealth.

As well as significant efficiency improvements, the automated billing solution would allow Peter MacCallum Cancer Centre to recover lost revenues that would directly improve their ability to continue to provide a quality service to the public



www.petermac.org

The Peter MacCallum Cancer Centre is Australia’s only public hospital solely dedicated to cancer treatment, research and education. Peter Mac treats more cancer patients each year than any other Australian hospital.

“Blue Crystal Solutions are an exceptional and responsive vendor, for example, they went well beyond the call of duty to implement and make sure the Oracle database and environment was installed and working perfectly.

Remona Lee
Peter Mac Project Manager

“A major contributor to the success of this project was the excellent collaboration between the Peter Mac, PHS and Blue Crystal Solutions.”

Stuart Mead
PHS Project Manager

Meeting the Challenge

Blue Crystal Solutions (BCS), a valued and experienced PowerHealth partner, was engaged by Peter MacCallum Cancer Centre to provide Oracle architecture and implement a Oracle database environment to support PBRC.

BCS performed the initial design, testing and setup of the Oracle database environment using advanced failover features combining Oracle Servers thus providing a stable and robust platform for 24x7 support of their new billing systems.

In addition, BCS provided support to the project team for the duration of the implementation and was selected to provide ongoing post go-live support services for the PBRC utilising BlueDiamond, a specialised and proven monitoring tool developed by BCS to enable a personalised, cost-effective premium support service.

Benefits

- Improved efficiency and reliability underpinned by a highly available architecture.
- Reduced operational costs through automated enterprise billing capability.
- Prompt billing for services, reducing the inpatient submission-to-recovery period.
- Improved revenue collection due to a fully integrated billing solution.
- Peace of mind with dedicated, cost-effective Oracle support and monitoring of the billing system on a 24x7 basis.



in partnership with:



Statistics

Size

- 11 public hospital
- 5 radiotherapy campuses
- 3,500 staff
- Budget \$300M

Clinical Activity 2014/2015

- 60,000 patients
- 260,000 episodes of care
- 48,000 bed days

Billing Activity

- 15000 incoming messages/day
- 900 invoices/day
- 119 receipts/day*
(88% electronic remittances)

* Australian public hospitals rarely bill patients, but generally bill health funds & other institutions and are paid in bulk with remittance advice.



We have a proven Track Record working on Oracle PowerHealth Billing System (PHBS) implementations.

We have Proactive PBRC System & Application monitoring with our BlueDiamond PBRC plugin

Blue Crystal Solutions can implement and manage your Infrastructure, Oracle licences and provide Oracle Managed Services for your PowerHealth Implementation anywhere in the world.



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