



5 Myths

About Having a Virtual Revenue Cycle

Work-from-home programs can save health systems millions of dollars per year while improving employee retention and productivity. Despite these benefits, many hospitals hesitate to implement teleworking programs for revenue cycle employees. Some of the most common objections to a work-from-home revenue cycle program are outlined below, plus the real facts.

MYTH 1:

Employees can't communicate with one another as easily when they work from home.

When asked about their time working remotely, **83%** of teleworking employees said their ability to communicate with coworkers was the same or better than when on-site.



Teleworkers experience higher levels of communication satisfaction compared to traditional office workers in all areas:

- ✓ Relationship with supervisor
- ✓ Communication climate
- ✓ Horizontal communication
- ✓ Organizational integration
- ✓ Personal feedback
- ✓ Overall communication satisfaction

Communication and Working a Day of Communication: Personal Satisfaction, Remotely and on-Site Satisfaction by Working Conditions, 2015

MYTH 2:

Work-from-home programs are fine for other industries, but they're not going to catch on in healthcare revenue cycle.



MYTH 3:

Teleworkers aren't going to be as productive if they are working from home.

In a recent survey of revenue cycle professionals conducted by Vyne during a recent NAHAM webinar,

83% see teleworker productivity exceeding that of their in-house peers.

Home-based employees work

9.5% longer And **13% more productive**

That's **5.2 extra hours per week**

Stanford University, 2015

Employees working from home:

- ✓ Have a quieter environment
- ✓ Take fewer breaks and sick days
- ✓ Encounter fewer interruptions
- ✓ Have no commute time

MYTH 4:

Employees who work remotely pose a security threat.



MYTH 5:

Compliance is difficult to monitor with an at-home workforce.



With today's technology, monitoring remote revenue cycle employee compliance is **identical to monitoring compliance among the in-office staff.**

—Lynne Hildreth, Revenue Cycle Director, Moffitt Cancer Center, May 2017

With the right tools, none of these myths about working from home are true.

The Trace® Anywhere solution has everything your health system needs to benefit from a work-from-home revenue cycle program without any of the hangups.

With Trace Anywhere, you can:

- ✓ Enable a secure, paperless environment from any location
- ✓ Manage revenue cycle communications including phone, email, fax, document, images, data
- ✓ Seamlessly integrate with patient records within the EHR and other critical systems

Moving employees from on-site setting to an at-home environment with the right tools in place comes with undeniable advantages. Health systems with a work-from-home program in the revenue cycle reduce the costs associated with real estate and free up valuable space for patients and clinicians. They can recruit the best candidates for the job, keep them happier and retain them for longer.

In fact, **73%** of facilities that employee satisfaction and retention as the primary driver for their work-from-home program. Most notably, increased productivity is a resounding result with a majority of at-home teams.

Source: Survey of Revenue Cycle, May 2017

To get a customized assessment for your work from home program, visit vynemedical.com/trace-8step/

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