

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

Communication and Teleworking: A Study of Communication Channel Satisfaction, Personality, and Job Satisfaction for Teleworking Employees, 2015

MYTH 2:

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

65%

of healthcare facilities surveyed either have a work-from-home team or plan to have one in the future.

- Vyne Survey NAHAM Webinar, October 2016

Healthcare Revenue Cycle Functions performed at home:

✓ Authorization/Eligibility

✓ Coding

✓ Pre-Reg

✓ Scheduling

✓ And Many More

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 Are

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.

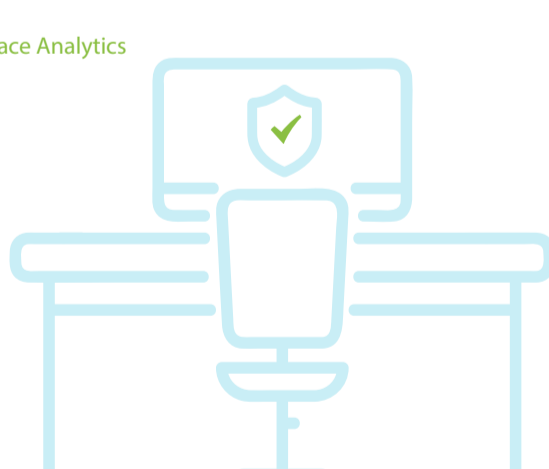
90%

of those charged with security in large organizations feel that home-based workers are not a security concern.

- Global Workplace Analytics



In fact, they are more concerned with the occasional work that is taken out of the office by traditional employees who lack the training, tools, and technologies that teleworkers receive.



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, voicemail, documents, images, data



Seamlessly integrate with patient records within the EHR and other critical systems

Moving employees from an in-office 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 surveyed cited 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.

- Vyne Survey NAHAM Webinar, June 2017

To get a customized assessment for your work from home program, visit vynemedical.com/next-steps/

