

**The Client:**



“What use to take us over two hours to do can now be accomplished in 5 or 10 minutes with just a quick review of payment activity”

-Beth H.

The Pathology Laboratory, headquartered in Lake Charles, LA, provides quality pathology services with superior customer satisfaction. The lab provides coverage for numerous hospitals, doctor’s offices, nursing homes and other healthcare providers, operating the largest independent anatomic and clinical pathology laboratory in Southwest Louisiana.

The Pathology Laboratory has been in business for over 50 years and provides a full range of services including fine needle aspirations, pap smear screening, full surgical pathology and cytology services, as well as complete clinical laboratory testing including drug screens, with a Medical Review Officer on staff. The Pathology Laboratory, the leading medical laboratory in the area, offers daily courier services from over 200 locations, in a 60-mile radius throughout Southwest Louisiana.

**The Challenge:**

“We were looking for a way to help our clients pay their bills online. We also wanted to streamline our lab’s workflow. Our old system had online statements, but they were not presented in real time. They were static PDFs which were often out of date when the clients accessed them to make a payment. This generated confusion and lots of phone inquiries for our staff. In addition, when a client did pay by credit card, we had to research the payment information and manually post it into our system. This sometimes took our staff over two hours per day to accomplish,” explained Beth Hilton, Controller for The Pathology Laboratory.

**The Solution:**

The Pathology Laboratory selected Easy Pay from Seacoast Laboratory Data Systems. This online patient payment solution is specifically designed to make paying lab bills easy. The Pathology Laboratory’s clients can log onto the Easy Pay web site using a secure URL, view their statements in real time and apply a payment using a credit card. They can also update their account information and sign up for email notification when a new statement is available. Clients’ verified payments are applied to a batch at the end of the day within the laboratory’s SurroundLab AR, which is also supplied by Seacoast Laboratory Data Systems. The payments can be quickly reviewed and posted. Detailed management reports allow for close monitoring of all web-based payment activity.

## The Results:

The Easy Pay payment solution has many benefits for The Pathology Laboratory's clients, including:

- ✓ Ease of use and access
- ✓ No need to mail a check or paper form back to the lab
- ✓ Ability to view their statements online
- ✓ View payment status and amount currently due online
- ✓ Immediate email confirmation of payment

"Our workflow has been significantly streamlined by reducing the manual processing of patient payments. What use to take us over two hours to do can now be accomplished in five or 10 minutes with just a quick review of payment activity. Our efficiency has also improved because we print and mail far fewer paper statements. My staff particularly enjoys not having to answer all those inquiries generated by outdated patient statements," Ms. Hilton commented.



## About Seacoast:

Since 1986, Seacoast Laboratory Data Systems has been providing quality customizable software solutions and services to commercial and hospital outreach laboratories nationwide. Seacoast proudly offers our exclusive SurroundLab™ Suite of high throughput clinical and financial products, as well as custom application development and enhancement.