SOLUTIONS FOR HEALTHCARE

Five top tips for healthcare travel & expense management:
There's an easier way.
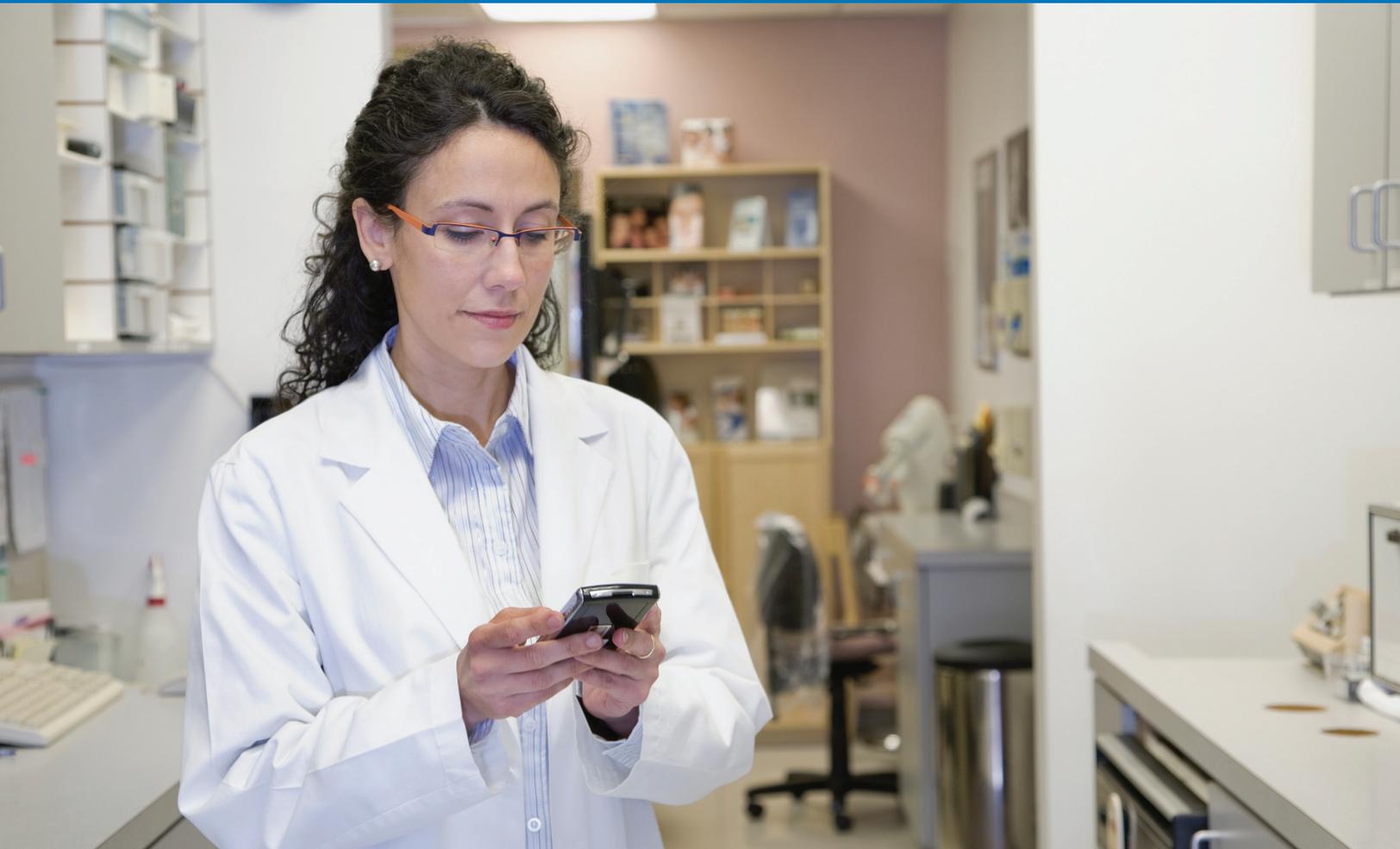
Five top tips for healthcare travel & expense management: There's an easier way.

Tracking your hospital or health system's travel and entertainment (T&E) expenditures is critical, but not always easy in a healthcare culture. Commonly, departments waste significant time and resources tracking T&E through paper-heavy, manual processes. This often leads to a lack of visibility into the data needed to make strategic decisions. This document provides an overview of how automation can streamline this process, create efficiencies, virtually eliminate paper, reduce mistakes and provide access to an unprecedented level of data.

FIVE TOP TIPS FOR T&E MANAGEMENT IN HEALTHCARE:

1. **ELIMINATE PAPER (AND THE PAPER CHASE).**
   Processing T&E can be a paper-intensive process. And with paper comes people ... to staple, copy, audit, scan and handle inter-department mail (and that's just the beginning). Then there's hounding your travelers for crumpled paper receipts, just to follow compliance. Bottom line: Paper is naturally an inefficient process and prone to mistakes and inaccuracies. The good news? Automation **eliminates** paper; not just some paper ... but all paper. Expense data is entered directly into an automated system and imaged receipts are matched to those transactions. Reports are then routed automatically for approvals and reimbursements while the data is easily accessible.

2. **DECREASE REIMBURSEMENT TIMES.**
   If you could easily eliminate the calls and emails asking, "Where is my money?" – wouldn't you? Automation helps to significantly decrease reimbursement times, for your providers and staff, by eliminating the need for manual re-keying and reducing the need for additional human intervention in the process. You may be wondering, what do you mean by significant? Some hospitals have seen reductions of 50% or more to their reimbursement times. This is a win across the board – travelers are happier, administrators are happier, and finance is happier.

3. **GAIN VISIBILITY INTO ACTIONABLE DATA.**

How much did we spend on T&E last month? Last year? On this vendor? From this department? If those questions increase your anxiety levels, then automation is your calm blue ocean. With automation, these types of questions can be answered in the manner of minutes; not days or months. And, of course, the automated data is ALSO accurate.

4. **INCREASE ADOPTION/COMPLIANCE VIA USER-FRIENDLY TOOLS.**

"Change" is often a difficult or downright terrifying word in healthcare. Fear not. T&E automation is actually embraced by end users, including travel arrangers and expense delegates. The days of overflowing manila envelopes and the stapling, taping and copying of receipts to expense reports and inter-department mailings are over. Forever. Automation makes the user experience (we dare say) delightful; and happy users make change management a breeze.

5. **REDUCE RISK.**

Employees misusing the T&E process for personal gain is an unfortunate reality. And, without a best-in-class automated solution and process, you are banking on the hope that all users will do "the right thing" in all situations. With automation, you no longer just hope. You have the checks, balances, and data to fully understand the decisions your travelers are making on behalf of the hospital or health system.

ABOUT CONCUR

Concur is a leading provider of integrated travel and expense management solutions. Our adaptable cloud-based and mobile solutions help companies and their employees control costs and save time. Concur's systems adapt to individual employee preferences and scale to meet the needs of companies from small to large.

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