![Attendance on Demand logo]

Taking Back Sunday

Health Clinic Automates Employee Time Tracking for Efficient Payroll Process

Executive Summary

For a North Carolina-based urology clinic, it once took nearly a day and a half each pay period to track employee time and labor. The business manager came in on a Sunday to process paper time cards, manually calculating employee hours worked to prepare payroll. Now, Attendance on Demand® automatically tracks and manages time and labor securely over the web. The clinic streamlined what was once a labor intensive process, and the business manager is now free to focus on more meaningful tasks.

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About Carolina Urological Associates

Carolina Urological Associates is the leading urology practice in North Carolina's Winston-Salem and Forsyth Counties. Formed in 2001, a team of board-certified urologists and support staff provides patients with advanced urologic care and a complete range of diagnostic and therapeutic treatments.

In past years, the clinic tracked time and labor data for 43 nurses, medical record clerks, front desk staff and other workers using a paper punch clock and manual spreadsheets.

"The payroll process is now virtually paperless, with all processing and reporting done online in real time. Plus, I got my Sundays back and during the week have time to concentrate on other responsibilities besides payroll."

Triplicate Data Entry

According to Carlene Grimes, Carolina Urological Associates' Business Manager, information was handled a total of three times each pay period. "After I reviewed each employee's paper punch card and manually totaled the weekly totals on each card, I then had to key that same information into a spreadsheet; then enter it a third time into the payroll system for cutting checks."

It was difficult to manually round shift totals to the 10th of an hour, and it was time consuming to track down missed punches or figure out time cards with overstrikes or faulty punches.

Very often, Grimes came into the office on a Sunday to assemble pay period totals in time for the new pay period, which began the following Monday. All told, Grimes spent nearly 10 hours each pay period manually processing payroll and validating data accuracy.

A Better Way

To avoid the hassles of manual processing and to increase efficiency, Carolina Urological Associates partnered with Labor Strategy (Greensboro, NC) for an improved employee

time tracking process. The experts at Labor Strategy suggested Attendance on Demand, the industry-leading online time and attendance service that automates complex labor management.

The clinic appreciated the fact that there is no software to buy, no upfront investment in licenses, no servers or hardware, and no need for costly maintenance. The per employee subscription fee was also cost effective.

Paperless Processing

Attendance on Demand tracks employee labor and wage data securely over the web, and automates what was once a manually intensive process. Employees clock in and out directly on their PCs. Attendance on Demand makes the appropriate calculations, tracks exceptions such as missed punches or tardies, and automatically applies the clinic's rounding rules. The service then automatically prepares data for payroll service each period without manual effort.

With Attendance on Demand, employee scheduling and time off requests are centralized in the same system. The clinic's management team is able to schedule workers according to physician availability, and manages voluntary work reduction in weekly schedules. Attendance on Demand processes employee leave requests and approvals automatically in real time, so the entire clinic has a better handle on vacation and leave schedules.

Labor Strategy helped configure the system to track scheduled and unscheduled paid time off, and to manage other areas for labor reporting.

Overall Improvements

Besides the time savings, efficiency is also improved. Grimes no longer has to double or triple check to ensure accuracy, and the practice has a better handle on pay totals including any overtime.

It is easy to generate real time reports that show hours per pay period; exceptions such as tardies and absences; overtime by employee or work group; and other labor patterns. The timely labor reports let the practice address employee behaviors before they become problems.

Additionally, employees love the system! They are able to now see their current timecard, timecard history, PTO accruals, and exceptions, so they can better manage their time and behaviors themselves.

In all, it now takes just about an hour each pay period to prepare payroll. Concludes Grimes, "What a difference! The payroll process is now virtually paperless, with all processing and reporting done online in real time. Plus, I got my Sundays back and during the week have time to concentrate on other responsibilities besides payroll."

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