



CASE STUDY

How a Bulgarian Hospital Transformed Their Invoicing and Payment Processes While Reducing Costs Using Greenphire's eClinicalGPS® Solution



"Everything is accurate, clear and transparent. Using the system saves us time and money."

Yordanka Chobanova

Clinical Trial Administrator

MHAT - Uni Hospital Ltd.

Uni Hospital is a modern, state-of-the-art medical center in Panagyurishte, Bulgaria. Their mission is to provide comprehensive care for all patients, offering specialized medical services based on unique needs and cutting-edge technology under one roof.

Uni Hospital is committed to improving the efficiency of their clinical trial processes and as such, welcomes opportunities to introduce innovative solutions into their daily operations. Greenphire's eClinicalGPS is one such solution, provided by their pharmaceutical sponsor to streamline their processes related to invoicing and receiving payment from sponsors - driving time savings and cost reduction.

The Challenges

1. Manual Processes

Prior to using eClinicalGPS, in the instance a CRO would fail to receive an invoice, Uni Hospital faced the burden of having to prove that the invoice was sent. This can be challenging and time consuming when invoices are physically mailed. Additionally, site staff often had to manually modify invoices, which can result in further delays, while also diverting the focus of valuable resources.

2. Costs

As alluded to above, Uni Hospital traditionally sent invoices via courier. This method proved to be time-consuming and costly, especially when mailing invoices internationally. These challenges have been addressed and significantly improved by introducing ClinicalGPS.

Payments received
within 1 week
of invoice submission

The Solutions

Uni Hospital has been using Greenphire's eClinicalGPS solution for two years on two different oncology clinical trials.

1. Time Savings: Increased Payment Frequency, Decreased Time to Payment

With eClinicalGPS, Uni no longer has to manually request reports on performed procedures and approved payments, rather, they now receive them up to three times per month. Payments are also processed much quicker - paid within one week of issuing an invoice. Additionally, Uni has benefitted from the system and email alerts for approved payments, saving time and keeping them informed of what they are being paid for and when.

2. Cost Reduction

Uni Hospital has reported cost savings since eClinicalGPS was introduced. They no longer need to send invoices via courier, eliminating that expense as well as unnecessary back-and-forth between the Hospital and CRO. This has made their invoicing and payment process much more efficient and streamlined.

3. Improved Site Satisfaction and Greater Transparency

If site staff forget to login, the system sends notifications, ensuring the required tasks are addressed. The team appreciates the local language instructions, guides and training resources available during implementation and throughout the study. Overall, the staff feel that they have greater transparency regarding invoicing activities and payments received, providing them with peace of mind.

Summary

Using eClinicalGPS has introduced significant improvements for Uni Hospital. The site payment solution has helped them process invoices and receive payments quicker while noticeably improving accuracy. Ultimately, this transformation in workflow has resulted in **greater efficiency, time savings** and **reduced costs** and Uni Hospital looks forward to being able to use eClinicalGPS on future studies where it is enabled by the sponsor.



Greenphire is a Thoma Bravo-backed software company specializing in providing comprehensive solutions for streamlining clinical trials. With a focus on optimizing patient and site experiences, Greenphire offers innovative software for travel and logistics support, automated patient and site payment solutions, and trial budgeting software and analytics.

Greenphire Means GO.