

Colorado Gastroenterology

Colorado Gastroenterology was founded in 2004 when six physicians from different area practices joined together to serve the metropolitan Denver area. As one of the region's most trusted resources for the diagnosis, treatment and prevention of digestive and liver diseases, Colorado Gastroenterology performs over 5,000 procedures each year.

While the organization's 12-person staff utilizes the most current and professional practices and procedures to serve its patients, at least one part of the group's administrative process needed updating: the time and attendance process.

Until recently, the 12-person office used a manual time clock with paper time cards to track their time.

According to Office Manager Melanie Aschenbrenner, with this process, it took her three to four hours each pay period to complete payroll. The process was fraught with cumbersome manual tasks that left plenty of room for error. Aschenbrenner took each paper time card and recorded time worked, but not before she subtracted meal times. She then calculated each employee's

overtime, and then entered all of the information into an electronic spreadsheet. Once the information was in the spreadsheet, she printed the document and faxed it over to her payroll vendor for check processing.

"The manual process was incredibly time intensive," Aschenbrenner said, "and I was constantly worried about inaccuracies. I had never worked with a system quite this outdated before. I was very motivated to automate our time and attendance."

Aschenbrenner went to work looking for an automated system that would increase efficiencies and accuracy, and give both her and employees a real-time window into time worked. After talking to other medical offices, she also determined that having a fully automated time, attendance and payroll system was the way to go.

The first person Aschenbrenner contacted was a representative from Qquest Software Systems who had approached her at her last job. They met, and Aschenbrenner received a demonstration of the company's time and attendance, and payroll offerings.

"The demonstration was just what I was looking for, and the price of both functions was comparable to what I had been paying just for our payroll service alone," she said.

Aschenbrenner selected the browser-based version of Qquest TimeForce to track time and attendance. This version of TimeForce minimizes service issues, and allows employees to enter and track the number of hours they work from any laptop or desktop computer. She also chose to switch over to Qquest Payroll Services, to ensure a cost-effective, fully integrated process.

The installation process was done in two parts. Aschenbrenner rolled out the time and attendance portion to employees first. After running TimeForce with their current payroll vendor for two pay periods, Colorado Gastroenterology switched over to Qquest Payroll Services.

With the new integrated process, Aschenbrenner uploads employees' time and attendance data to Qquest Payroll Services through a secure file transfer. After that, a Qquest Payroll Specialist generates the checks, and makes sure they are delivered to employees on time.

Colorado Gastroenterology's staff adapted quickly to the new system, and began seeing benefits right away. "Training for me and my employees was a breeze," she said.

"The entire process just took a few days, and everyone really appreciates being able to track their own time on a day-to-day basis. As for me, using Qqest cut the time I spend processing time and payroll from three to four hours, to just 30 minutes each time period. What a difference!"

Qqest helps the business side of Colorado Gastroenterology run more smoothly and efficiently.

"The new system makes my job easier, and saves us all a lot of time on administrative tasks," said Aschenbrenner. "It helps our employees spend time less time crunching numbers, and more time making sure our patients get the best care possible each and every day."