

UMCG BEATRIXOORD

# Leading an Epic rehab care transformation





## FAST FACTS

LOCATION:

# Haren, Netherlands

NUMBER OF  
EMPLOYEES:

## 750+

## KEY POINTS

- ◇ First hospital globally to implement time-based suggested charging in Epic
- ◇ Seamless transition from Ecaris to Epic while maintaining the flexibility required for rehab scheduling
- ◇ 150+ rehab protocols standardised into order sets while preserving personalisation for patient care
- ◇ Enhanced operational efficiency and reduced administrative burden

## THE CHALLENGE

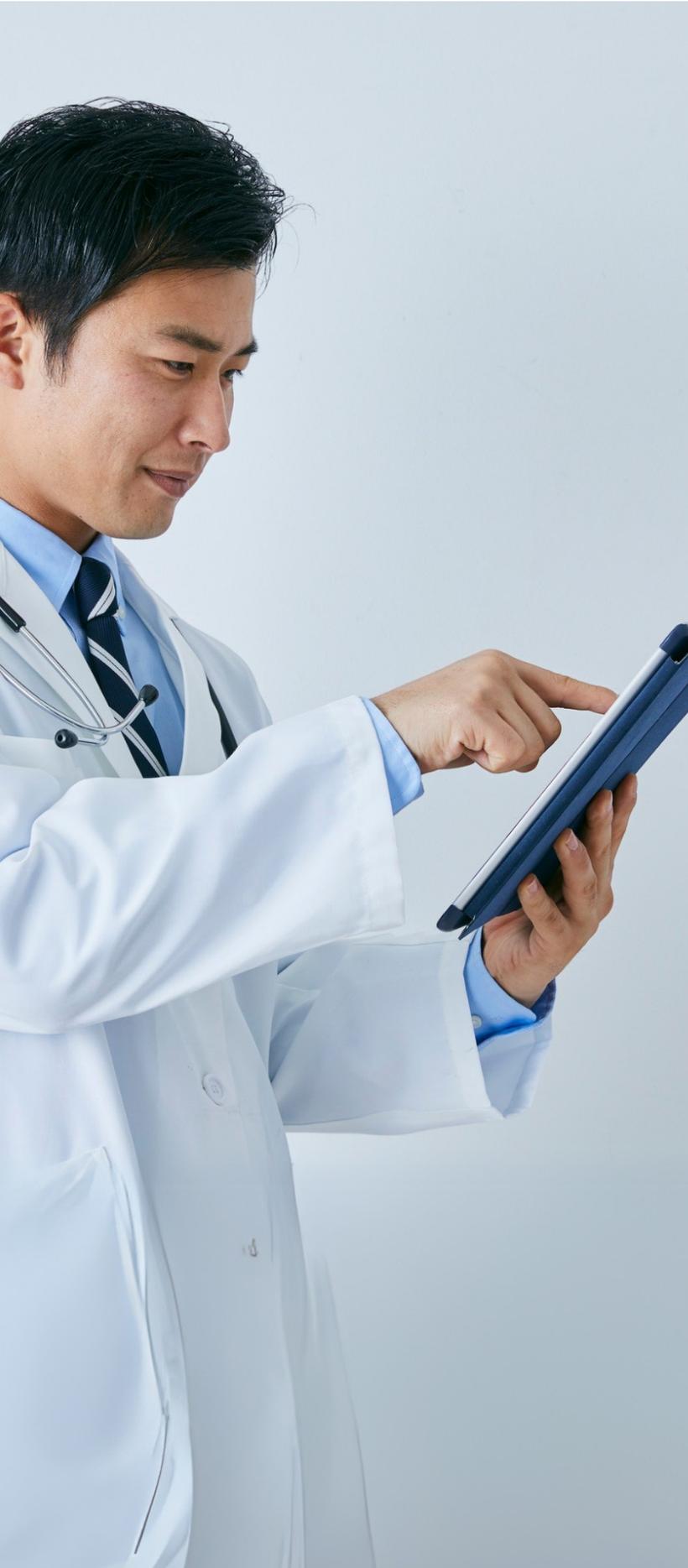
# Navigating the complexities of **rehab scheduling** and **billing workflows**

When UMCG Beatrixoord set out to replace its existing scheduling and billing system with Epic, there were no existing best practices or references to follow.

The stakes were high, particularly as rehabilitation care presents unique challenges compared to standard hospital workflows. Patients visit more frequently and for longer durations, requiring a highly flexible scheduling system. Additionally, billing and

charge registration must comply with a complex set of regulations, making standard solutions ineffective.

This was uncharted territory for UMCG Beatrixoord. Getting it wrong could lead to delays, overbookings, or underutilised resources, and inaccurate billing could mean lost revenue or regulatory penalties.



## THE SOLUTION

A collaborative, end-to-end Epic implementation tailored to rehab care delivery

Nordic worked with UMCG's in-house team to design and implement workflows tailored specifically to rehabilitation care. From strategy to execution, Nordic ensured every element of the implementation was built to serve the unique needs of rehab providers and patients. Nordic also helped establish programme governance and infrastructure, ensuring a smooth transition and a successful go live.

Two immersion trips for Epic developers allowed them to experience real-world rehab workflows firsthand and refine their scheduling and rehab modules accordingly. Taking a collaborative approach, multiple workgroups brought together Epic, providers, schedulers, financial experts, and rehab management. This meant workflows developed for one group would not inadvertently disrupt processes elsewhere. It also helped the team comply fully with complex regulations.

### KEY ELEMENTS OF SOLUTION INCLUDED:

- ◇ Time-based suggested charging: Providers receive automatic charge suggestions based on scheduled time, allowing for compliant registration with a single click.
- ◇ Live feedback on charge compliance: Seamless integration into provider schedules ensures accurate, real-time charge tracking.
- ◇ Standardised, flexible order sets: Rehab protocols were structured into order sets using a modular approach that boosted efficiency while allowing for personalised care.



## THE IMPACT

Enhanced patient and provider experiences, **streamlined operations**, and greater **efficiency**

Nordic successfully guided UMCG Beatrixoord through the transition to Epic, delivering the project on time, within budget, and with minimal disruption. Our team resolved all issues within three months and tackled high-priority concerns within 24 hours, creating a smooth experience for both providers and patients.

- ◇ By implementing standardised order sets, the need for manual data entry was reduced, giving providers and schedulers more time to focus on patient care. This approach maintained the efficiency of personalised patient pathways without compromising scheduling flexibility.
- ◇ UMCG Beatrixoord made history, becoming the first hospital globally to implement time-based suggested charging in Epic.
- ◇ With real-time charge tracking, UMCG Beatrixoord gained complete visibility, boosting compliance, accuracy, and completeness across the organisation. This streamlined the billing process and reduced the administrative workload, allowing financial teams to focus on strategic improvements instead of chasing down errors.



## About Nordic

Nordic is an award-winning global health and technology consulting company that partners with health leaders around the world to create healthier systems, organizations, and people. Together, our global team of more than 3,300 professionals brings decades of experience across our key focus areas of strategic advisory, digital and cloud initiatives, implementation and support, ERP services, and managed services.

Learn more at [NordicGlobal.com](https://NordicGlobal.com) →

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