



Rectangle Health asked Lynn Acquarulo, Accounts Payable Manager at Central Hospital for Veterinary Medicine, about her experience using the Practice Management Bridge patient payment and engagement solution.



VETERINARY MEDICINE



CENTRAL HOSPITAL FOR VETERINARY MEDICINE

Central Hospital for Veterinary Medicine is a 24-hour veterinary emergency and referral hospital with over 200 employees and locations in North Haven and Guilford, CT. Central Hospital sees emergencies seven days a week, and also schedules appointments for specialties such as internal medicine, surgery, physical rehabilitation, ophthalmology, and oncology.

BEFORE

TRANSACTION REPORTING

The worst part of our old system was dealing with credit card slips. We process hundreds of transactions daily and searching for a receipt was cumbersome. Often, the person processing the transaction would forget to write the client identification number on the slip and the processor didn't always print out the name, so our staff would frequently have to go back and investigate to figure out to whom that payment belonged.

PHONE PAYMENTS

During the pandemic, clients were not coming into the hospital. Everyone was paying by phone. When a client called to pay, we had to search for a terminal. Sometimes the terminal wasn't plugged in, or the Wi-Fi would drop, and the charges did not go through. It was very inconvenient.

ONLINE PAYMENTS

We were accepting payments online but with high processing fees. We would also have to log into the separate system to transfer money and remove bank fees.

NOW

TRANSACTION REPORTING

When we switched to Practice Management Bridge® in 2020, Rectangle Health customized the fields so we could include a client ID with each transaction. Now, searching for a transaction by someone's last name or by their client ID is easy. We use the client ID for everything, to manage, and it's so simple to just input that number. We can see all of the payments that are associated with that account, if they used multiple cards, or if different people paid. The reporting is robust and we don't have to search through hundreds of tiny credit card slips every single day. **Practice Management Bridge has simplified the whole balancing process for us.**

PHONE PAYMENTS

With Rectangle Health, we installed Practice Management Bridge on every workstation, so **we can process a payment from any of these areas.** Even the technicians, or the overnight staff who aren't up at the front desk, can now take a payment by phone. We probably have a hundred people in the building at a time, and at least 75 of those people will be processing transactions. The convenience of that, not having to go find a terminal, is a big plus.

ONLINE PAYMENTS

We replaced that traditional procedure with the online payment button from Rectangle Health on our website. Now, we get an email when an online payment is made and then we post it right to the client's account. There is no separate system to log into — **It just goes right into our batch.**



Lynn Acquarulo, Accounts Payable Manager at Central Hospital for Veterinary Medicine, shares her experience using the Practice Management Bridge patient payment and engagement solution.



CONVENIENT REFUND PROCESSES

“We require a deposit when patients are admitted to the hospital, and when the final bill is less than that amount, we have to refund the client. With Practice Management Bridge, we don’t have to ask the client for their card number or call them to issue the refund. It’s especially helpful when a beloved pet is deceased; we can just process the refund without the pet owner having to worry about the financial transaction. **Refunds in one click have made things much, much easier.**”



FRICITIONLESS IMPLEMENTATION

“**It was very professional and a very smooth transition.** The implementation specialist was my main contact and she just got everything I needed done. We were up and running within a couple of days.”



PERSONALIZED ACCOUNT MANAGEMENT

“It’s very nice to have someone dedicated to us. When I send an email to our strategic account manager, she emails me right back. I don’t have to call a 1-800 number or talk to a different person every time. **I have somebody who knows what our setup is and how we work.**”



ON-DEMAND TECHNICAL SUPPORT

“We have access to customer service and technical support teams. **They’re always there.** I’ve had a good experience.”

Learn how **Practice Management Bridge®** can benefit your veterinary practice.