

Vision Center Has An Eye For Time-Savings & Procurement

The Mann Cataract Surgery Center team used spreadsheets and took three days a week to order supplies. They knew there had to be a more efficient process.

The Situation

With more than a dozen locations in Texas, the Mann Cataract Surgery Center (MCSC) has been serving its patients for more than 30 years. It provides a wide-range of eye care services, from glasses and contacts, treatment of dry eye, glaucoma and cataracts, to cosmetic procedures and LASIK. But for a technologically advanced organization, its ordering process was still manual – with numerous spreadsheets followed by phone calls to each individual vendor as their go-to ordering system.

“Ordering surgery center items could take up to three full business days to complete,” said Alexandra (Alex) Kirkland, MCSC’s Materials Manager. “And there is always the risk of human error when using spreadsheets.”

MCSC’s goals were to be able to better manage its costs and do price comparisons with the vendors it used. It also wanted a software that could integrate with their accounting system to provide 3-way matching and the ability to complete case costing and analysis. This would include non-EDI invoice uploading from specific vendors. MCSC chose Hybrent to address all of their needs.

The Solution

The Hybrent team went to work with MCSC, adding vendors and supply lists to the software system and integrating with the accounting system, Great Plains. “As with any system, the start-up part of the implementation takes some work, but it was well worth it,” said Kayla Schneeweiss-Keene, ASC Administrator for MCSC.

TIME SPENT ORDERING SUPPLIES

PRIOR TO HYBRENT

3 DAYS

AFTER HYBRENT

2-3 HRS

Alex explained that their team spent time counting their inventory to make sure it matched up with Hybrent. “We used our GL codes and coded every single thing we had on hand,” she said.

The MCSC team appreciated the customer service both during the implementation and after.

“The implementation team was great walking us through the setup. We also received recorded Zoom meetings for us to use to help train other staff members,” said Alex.

Kayla agreed. “Customer care with Hybrent has been awesome. They are quick to respond and are always happy to set up a call to talk things through should we need.”

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The Result

Hybrent has made a tremendous impact on the organization. “I can order supplies for one surgery center in maybe 2-3 hours versus the three days it used to take,” said Alex. “It is easy to keep up with what I’ve ordered, too. Vendors will add shipping and tracking information so I know when things are arriving. Approving invoices is so easy as well.”

Kayla added that during the Covid crisis, MCSC had trouble getting some of the items they usually ordered. “We were able to add multiple options in the system if our first item choice wasn’t available. For example, there was a specific surgical glove we normally ordered that became difficult to get. Hybrent allowed us to add



other gloves as alternatives along with the correct costs. This saved us a lot of time having to search for replacements.”

Hybrent not only saved MCSC time, but money as well. “It’s a great system when I’m shopping for items because I can type in what I’m looking for and Hybrent will show me different vendors so I can comparison shop. This saves me from having to go to each individual vendor website to get the information,” Kayla said.

“If you are manually ordering supplies, Hybrent will save you an unbelievable amount of time that is better spent on patient care,” Kayla added.