

Washington County Hospital became a CBORD customer in January 2001

About Washington County Hospital

Washington County Hospital is a nonprofit regional medical center servicing western Maryland, southern Pennsylvania, and northeastern West Virginia. Washington County Health System, Inc., is the parent company of Washington County Hospital and the Washington County Hospital Endowment fund. The endowment fund is a not-for-profit charity dedicated to supporting the Washington County Health System and the requirements of Washington County community members, as well as those from outside communities.



WASHINGTON COUNTY
HOSPITAL

Washington County Hospital Quick Facts

- 2,950 employees
- 342 acute-care beds
- 300 physicians
- 30 subspecialties
- Average 210 patients per day
- 420,000 square-foot medical mall

ID Badge Cashless System Proven Success

In January 2001, Washington County Hospital signed with CBORD® to install the Odyssey PCS™ cashless ID badge system throughout the hospital and at additional off-site locations. One of the benefits hospital finance staff liked most about the cashless card system was it eliminated additional time spent on paperwork for payroll purposes. Judy Fogelsonger, Director of Food and Nutrition at Washington County Hospital, said, "We use our spare Lyric card readers to do payroll deduction at various events that the Volunteer Services hosts for fund-raisers. After the charges are collected they are automatically downloaded in the Odyssey PCS system. It saves payroll and the volunteers a lot of paperwork."

OdysseyPCS™

Washington County Hospital's cashless system includes state-of-the-art hardware such as four MICROS 3700 Eclipse touch-screen terminals used in food service. These locations include Eclipse touch-screen terminals in the hospital cafeteria and in the Robin's Nest, located in the off-site 420,000 square-foot

medical mall. Lyric card readers are used in the coffee shop and gift shop within the hospital and the retail pharmacies on- and off-site.

Washington County Hospital looked to CBORD for its cashless ID system because it was searching for a system that would integrate payroll with on-site purchases and charges for other functions. Fogelsonger said, "The best part of our cashless system is the integration of the payroll deduction system with the registers. The MICROS 3700s accept the swipe of the badge and we do not have to key the amount of the transaction into a secondary system." The cashless system has allowed Washington County Health employees to purchase everything from meals to medical supplies.



Between the average daily census of 210 patients and 2,950 staff members, Washington County Hospital has seen sales increase as a direct result of its cashless ID system. Fogelsonger stated, "The average ID badge transaction is approximately a dollar more than a cash transaction." In the cafeteria, over 50% of the daily transactions are charged using the cashless card; this translates to great revenue for the hospital and has made the cashless system a proven success.

CBORD Configuration

Washington County Hospital's Odyssey PCS system includes MICROS 3700 Eclipse terminals and Lyric card readers.

- Cafeteria
- Gift Shops
- Off-Site Medical Mall
- Coffee Shop
- Retail Pharmacy

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