

PBA HELPS IMPLANT AND PERIODONTAL ASSOCIATES NW ACHIEVE ACCOUNTING ACCURACY, AUTOMATION AND COMPLIANCE



Industry: Specialty Dental

Implant and Periodontal Associates Northwest operates two offices in Washington and serves patients of all ages with a comprehensive range of treatments and procedures. Services include implants, bone grafting, biopsy, tooth removal and much more.

www.ipanw.com

In 2016, Implant and Periodontal Associates Northwest faced a challenging situation with their accounting caused by staff transitions and unfortunate mistakes over the course of a year by an interim bookkeeper.

PBA was engaged to help streamline and manage their financial operations which according to Kimberly Bates, their office manager, was the right decision. “We had things running smoothly and were on top of everything but discovered some issues after the departure of our bookkeeper. We strive to provide the best experience for patients and employees and called on PBA experts for help. After one day working with them, we knew they could get us back on track.”

“It’s hard to put into words what the PBA team has done for our dental practice. They took the stress off of us and spent *HOURS* working on our books and processes. With their help, our dentists can go back to doing dentistry and we can focus on patient care. We are thankful every day that we found PBA!”

Kimberly Bates, Office Manager

After an initial assessment by PBA, it was apparent that many manual, inefficient and broken processes could be improved. Inaccurate information was putting the practice at a high risk for user error, theft and lost revenue.

Additionally, payroll and timecards weren't set up properly in their accounting software so it was hard to read reports and accurately track employee time off.

With so many manual processes, and an entry-level accounting software that did not fit the size of their growing business, Implant and Periodontal Associates NW could not gain full control of their operations.

PBA implemented a Sage Intacct cloud accounting solution, streamlined processes, created new multi-location reports, and is providing meaningful insight across the practice. These improvements enable dentists and staff to spend more time on patients and less time worrying about the books.

ACCURATE PAYROLL AND TIME TRACKING

An audit of the PTO balance revealed that time off balances were not tracked properly causing constant questions from employees and lack of morale. PBA automated this process and updated payroll systems to an outsourced payroll service. This gives them accurate PTO balance tracking with real-time insight and analytics.

BENEFITS DELIVERED BY PBA:

- ✓ ACCURATE PAYROLL / TIME TRACKING
- ✓ EFFICIENT, AUTOMATED PROCESSES
- ✓ ONGOING A/R RECONCILIATION
- ✓ VISUALIZED DASHBOARDS
- ✓ IMPROVED INSIGHT
- ✓ STATE DEPT OF REVENUE AUDIT COMPLIANCE
- ✓ MODERN ACCOUNTING SYSTEM





ONGOING ACCOUNTS RECEIVABLE RECONCILIATION

Since the practice was managing A/R in house and not tying payments to deposits, they increased their risk of theft. Dentists commonly receive insurance payments as EFTs. When office staff enters “receipts” from insurance statements, it can lead to erroneous patient balances and incorrect data.

PBA developed an A/R system managed by PBA to make sure receivables and deposits are reconciled, virtually eliminating the time and hassle of managing this internally. Any discrepancies are quickly identified by PBA and resolved with the practice to keep A/R accurate and timely. This drastically reduces lost revenue and unnecessary write offs.

VISUALIZED DASHBOARDS WITH WEEKLY INSIGHT

With PBA and Sage Intacct, dentists and staff can view and monitor financials weekly. Meaningful metrics such as net collections and revenue per chair, hygienist and dentist provide the insight they need to stay on track and grow the business.

“Even through the sale of one of our locations, PBA made what would have been very stressful on our own a doable process. They have made everything so much easier for us.”

Kimberly Bates, Office Manager

STATE DEPARTMENT OF REVENUE AUDIT COMPLIANCE

PBA also provided assistance and guidance through a large audit by the Washington State Department of Revenue. “We didn’t know how to find most of what they asked for but PBA took all of the documents they needed and was the liaison for us. I’m certain we would have paid tens of thousands of dollars if it weren’t for them. It was scary and overwhelming and they did it all for us without us having to stress about it,” said Kimberly.

Implant and Periodontal Associates NW found a trusted accounting partner and strategic business advisor in PBA they can depend on to help them succeed.

Contact PBA to learn how we help dental practices solve accounting challenges, save time and errors, and spend more time on patients and growth.



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