> "Our increased compliance with hospital customers' policies enhances our reputation with those we call on, giving us an edge over the competition."

Document Repository
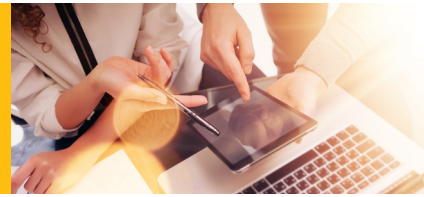
INCREASE EFFICIENCIES AND
COMPLIANCE FOR CREDENTIALING
ALL REPRESENTATIVES

GHX

Overview

Document Repository, a central online resource for self-service credential management, helps sales representatives clear their hospital customers' credentialing and badging requirements.

Situation

One global healthcare supplier with more than 1,300 representatives selling medical products and services to many U.S. providers was spending a great deal of time getting its reps credentialed and cleared for customer visits. The company sought to improve clarity for reps on internal credentialing policies through a centralized repository with self-service access to required credentialing documents and information.

Solution

This supplier found that GHX Document Repository, a software-as-a-service (SaaS) technology, addressed the company's challenges in both an efficient and cost-effective way. Having implemented Document Repository, the supplier's reps are achieving an average compliance rate of 93 percent. Its reps also indicate greater satisfaction with the overall credentialing process. With a greater number of reps meeting their hospital customers' credentialing requirements, the supplier experienced a badge denial rate 30 percent lower than the average for companies in GHX's credentialing network. This level of sales-readiness allows reps to check into their customers' facilities faster and move right on to business. It also demonstrates to their customers a strong commitment to helping meet their compliance goals, many of which are aimed at patient safety.

Who can benefit from Document Repository?

Document Repository is suitable for any size company and can help with:

Managing field representatives covering different territories

Keeping up with changing corporate-level document requirements

Driving down administrative costs and maximizing time spent selling/delivering to customers

"Equipping our sales representatives with the ability to access needed credentialing documentation via Document Repository not only saves reps time, but frees up our administrators to manage strategic projects instead of documents."

Document Repository is a key part of managing the credentialing process with a single place to store documents for your representatives. Further streamline your program with additional credentialing tools for monitoring, powerful reporting and credentialing analyst support.

To learn more about Document Repository and the complete suite of GHX credential management tools, email contactus@GHX.com or go to GHX.com.

GHX®