Less Paper, More Care:

How to Eliminate Paper and Maximize Billable Hours with Bill4Time

About

Laurel Etheridge is the owner of Etheridge Care Management.

Like an attorney, Etheridge bills for her time in six-minute increments. She attends to 15 different regular clients, on average, each month.

Pain Points

"In the beginning I only had a few clients, so a paper-based system seemed simpler," said Etheridge. "Yet I was creating each bill by hand, transposing task descriptions from a notebook to an invoice template, adding up the hours, then adding on expenses. When a subcontractor sent her invoices, I had to re-enter all the dates and descriptions.

"Some of my clients may require only a few hours per month while others have complex needs that require much more help," said Etheridge. "Our minimum requirement for ongoing service is that we need to meet with each client at least one time each month."

After about a year of paper, Etheridge began using Bill4Time.

Solution

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"When I first started out with a paper-based system, it would take me about 5 to 7 hours to issue invoices for five clients. With Bill4Time, it now takes me about two hours for 15 clients. The longest part of the invoicing process is proofreading, finalizing and emailing the bills."

"I chose Bill4Time based on a recommendation from another care manager," said Etheridge. "I liked the fact that I could use my iPhone to capture all my billable time. I can enter a description of what I did, and be very specific, immediately after the event, when the details are fresh."

Before

5 to 7 Hours
―――――――――
5 clients

After

2 Hours
―――――――――
15 clients

Additional Benefits

Another benefit of a cloud-based time & billing system is the ability to record time entries whenever, wherever.

"Because I am so busy with visiting clients, I never enter my time on the desktop," explains Etheridge. "I can be away from my desk for three or four days every week. So, I document all my time using Bill4Time's app, which syncs to the 'cloud' and then my desktop."

"One of the best features of Bill4Time is the ability to run a collections report," explains Etheridge. "About the third week of the month, I run a report to see who has not yet paid. I send a simple reminder, and get paid. It's really helped my cash flow."
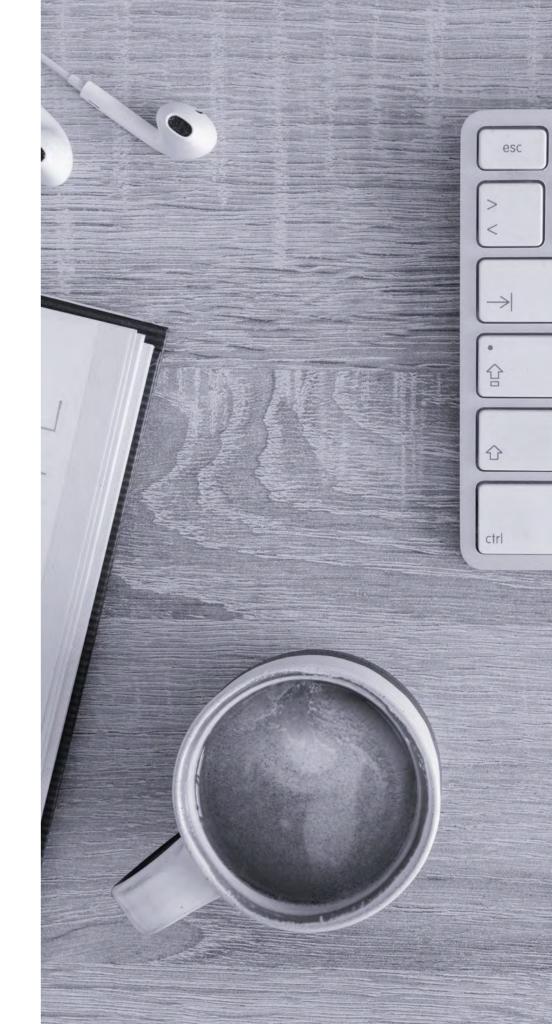
Client notes and reporting is another way Etheridge has gone paperless.

"For me, everything I've done for the client is in Bill4Time," said Etheridge. "I have detailed, time-stamped notes about each client: when they were hospitalized, when they were discharged. I can instantly run a service summary report to see activities and a timeline."

Key Stats/Quotes

"To be successful, a manager has to achieve an 80% billable-time ratio,"

"The difference between trying to use complex accounting software and Bill4Time is night and day," concludes Etheridge. "Everything I need is contained in Bill4Time."

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