



## Rehab Hospital – Inpatient & Outpatient Services

The wind continues to blow dry across north central Texas, but at least one new "sprout" on the horizon is doing well. Wichita Valley Rehabilitation Hospital. The 36-bed facility (soon to expand to 48) offers inpatient and outpatient physical therapy, occupational therapy and speech therapy services. Front desk receptionist and Administrative Assistant Monica Hoepfner sees a wide range of patients by her counter...farmers, athletes and senior citizens either rehabilitating a bum knee or learning to cook and bath again after a stroke.

"We really do see a multitude of different injuries," Hoepfner said. Stays at the hospital range from two weeks to 60 days depending on the severity of the injury. Physical therapy takes the form of movement and range of motion work. Occupational therapy involves teaching people how to perform everyday tasks like open doors and push buttons. The occupational gym is even equipped with a kitchen to mimic at-home tasks. Wichita Valley is only a year old, and Custom Software Systems has been with the core team from the beginning, helping Wichita Valley build the internal system, said Administrator Tom Box.

"We were drawn to CSS because of the fact that we can get everything together in one package," he said. Box was also attracted to CSS because of the expandability of the system, adding that "CSS has some packages we're dreaming about...and one

day we'll be able to have them." Box said several things his facility needs to interface with, like a drug dispensing system work well with CSS.

Wichita Valley's approximately 150 staff members are making use of the CSS payroll, billing, human resources, purchasing, inventory, financial and credentialing tools along with the clinical pharmacy applications. When asked what a difference CSS has made in the success of the hospital, Hoepfner was taken aback. "I wouldn't know where to begin," she said, before rattling off how user-friendly CSS applications are and the exceptional customer service provided by staff members.

"They're all just great," she said, relating how Jeannette Moore and Ken Conley helped her with payroll and accounts payable at a time they were shorthanded. "I never would have gotten things done on time if it hadn't been for them." Hoepfner noted the on-site help Moore provided as well as the support from Kim Loreto, Becky Ching and Jerry Todd. "For anyone with computer training and computer literate it's very easy to move around in the system once you get an idea of how the system works. Once you learn the program, you can do anything." Wichita Valley, a privately owned hospital, is located in Wichita Falls, Texas. It's about 150 miles south of Oklahoma City and 150 north of the Dallas/Ft. Worth area.