

The Monroe Clinic became a CBORD customer in July 2002

About The Monroe Clinic

The Monroe Clinic is an integrated, comprehensive medical system that attracts patients throughout southern Wisconsin and northern Illinois. The history of The Monroe Clinic encompasses over sixty years of healthcare service to patients in Monroe and the surrounding communities. The clinic currently has 1,000 staff members serving its 100-bed facility.

No other community of its size, either in Wisconsin or Illinois, has such a wide variety of medical and surgical specialties available.

The Monroe Clinic uses advanced equipment and techniques for diagnostic treatment, focusing on high-quality medical



care combined with superior service. Physicians and staff are dedicated to providing patients

with advanced yet personalized medical care, treating each patient as a unique person.

Save Time, Improve Accuracy

The Monroe Clinic required a cashless system that would address the needs of its staff, save time, and increase sales. By selecting CBORD's Odyssey PCS™ cashless system, staff members now use their badges for all purchases through payroll deduction. The new system has made it more convenient for doctors who continuously wear scrubs and have limited time in between patient visits. In addition, the end-of-day procedures are now done automatically, reducing over 800 manual entries per pay period and increasing accuracy.

Staff Comments

Robyn Essler, Nutrition Services Supervisor, was surprised how quickly the cafeteria revenue increased. "I believe sales have increased because staff do not have to worry about filling out slips or carrying cash anymore."

Jane Ahasay in human resources noticed an increase in sales at the gift shop as well. Because the staff found the Lyric card reader so convenient, it helped eliminate the need for layaways, therefore increasing sales.

The pharmacy staff also commented that the Lyric was so easy to use that over 90% of the staff purchases are now payroll deductions direct from their badges.



Walter Piel, Director of Materials Management, added a final comment regarding the decision to purchase the Odyssey PCS cashless system. "The new system has met all our expectations regarding employee satisfaction and ease of use. We are very pleased with the CBORD® system, their support, and their level of professionalism."

"The new system has met all our expectations regarding employee satisfaction and ease of use. We are very pleased with the CBORD system, their support, and their level of professionalism."

CBORD Configuration

The clinic's Odyssey PCS cashless system includes a MICROS 3700 point-of-sale terminal in the cafeteria, a Lyric card reader with cash drawer in the hospital pharmacy, a Lyric card reader in the clinic pharmacy across the street, and a Lyric card reader in the gift shop.

- Cafeteria
- Hospital Pharmacy
- Clinic Pharmacy
- Gift Shop

CBORD is a registered trademark, and Odyssey PCS is a trademark, of The CBORD Group, Inc. All other brand and product names are believed to be trademarks, registered trademarks, or service marks of their respective owners.