



IN THE BUSINESS OF YOUR SUCCESS®

Success Story: CamKids Pediatrics Medical Practice
Workforce: About 15 Employees

ADP Resource® Solutions for Business Challenges



Woman-owned medical practice has big plans to keep growing.

Sole practitioner, Dr. Marie Dupiton, established CamKids Pediatrics, P.C. in 1999. Today, this woman-owned medical practice has four medical staff members and plans to keep growing.

Business Challenges

- Overwhelming Administrative Burdens
- Keeping Up With Ever-Changing Regulation/Reform Changes
- Lack of Expertise in Compliance and Human Capital Management
- Lack of Tools and Infrastructure

Payroll & HR Administration

CamKids' office manager was spending many hours each week handling routine, employee-related transactions. These requirements took time away from her primary duties of scheduling patients, maintaining medical accounts, and managing other patient-facing needs of the pediatric practice. "Now we have been able to shift this burden," says Dupiton. "With ADP Resource performing many tasks, my office manager is spending far fewer hours on time and attendance, doing payroll, and managing employee inquiries. Additionally, our practice is saving about \$15,000 a year, because I don't have to hire another person to help us with HR."

Risk Mitigation & Compliance

"Before ADP Resource, compliance was worrisome and there was also uncertainty," recalls Dupiton. "We certainly did not know all the labor laws and the various changes to regulations. If I had to discipline or terminate an employee, the question was how should it be done? What are the steps to avoid any legal issues? With ADP Resource, these concerns for me have gone away. I can pick up the phone and someone at ADP will explain the guidelines that apply. Access to this level of expertise helps me to return much faster to serving patients."

Talent Management

"Even as a small employer, you need to train your employees," Dupiton asserts. "With so many other requirements associated with operating our practice, training was viewed as an expense and a burden. Bringing in someone for on-site training sessions would have been costly and interruptive. With ADP Resource, our staff has access to excellent online training through iLearn. It is very convenient for everyone. Some of the most helpful topics are those around customer service. Our entire practice benefits by applying the lessons learned from this training."

Business Insights

"While we have grown, we had no internal infrastructure or systems in place to manage our administration," recalls

Dupiton. "We outsourced payroll processing, handled HR internally, and benefits through our accountant. There was no single system. Going with ADP Resource, that all changed. We receive the expertise of a Human Resource Business Partner, who answers our questions and gives us suggestions on how to do things better. For example, we now have workers' compensation coverage that we pay for with each payroll. That is very convenient and less expensive."

"With ADP Resource...our practice is saving about \$15,000 a year, because I don't have to hire another person to help us with HR."

The ADP Resource Solution

As a client of ADP Resource® – ADP's Administrative Services Offering (ASO) – CamKids Pediatrics has access to the high level of human resource (HR) expertise it takes to manage its human capital, comply with employer-related rules and regulations, and leverage vital business insights. This expertise includes a dedicated Human Resource Business Partner – a trusted advisor who helps Dr. Dupiton spend less time on administrative matters and more time caring for her patients and their families.

Concludes Dupiton, "I would recommend ADP Resource to any medical practice that is looking to save time and money, and eliminate worry."

www.resource.adp.com
866-360-2454

The information provided herein is general and not intended as tax or legal advice. Should you have questions, you should consult with your tax or legal advisor. The ADP logo, ADP, ADP Resource, and In the Business of Your Success are registered trademarks of ADP, Inc. All other trademarks and service marks are the property of their respective owners. Copyright ©2013 ADP, Inc.