

BIG RED BOOK CUSTOMER SUCCESS STORY

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PROFILE: BRIDGET CAIRNS

BELMONT NURSING HOME, GALLOPING GREEN, STILLORGAN, CO.DUBLIN

'I knew absolutely nothing about accounts when I took this job. Then I was shown Big Red Book, and suddenly it all became so simple and clear', says Bridget Cairns. The administrator of the busy 114 bed Belmont House Nursing Home at Galloping Green in Dublin dips into her Big Red Book every day.

'I usually do the accounts in the morning, before the reception desk gets busy', she says.

'I am responsible for administering all the residents' accounts, keeping track of invoices from suppliers, preparing bills for payments, reconciling the bank balances and controlling debtors. This however is only one part of my role. I am always present at Reception, taking and transferring phone calls, meeting suppliers and visitors and dealing with a constant stream of queries from our residents, staff and callers.'

Bridget therefore requires an accounting system which is efficient, simple to operate and can provide her with the range of reports she needs.

'Big Red Book does all of that', she says. 'It has a very straightforward, user-friendly system of recording patient charges and using this data to produce invoices. It is also very easy to record charges and invoices from suppliers such as physiothera-

pists, chiropodists, hairdressers, taxis and pharmacies and to transfer these charges to the residents' accounts. The system also enables me to produce reports which facilitate the payment of these suppliers while the Cheques Journal allows me to keep track of all payments and to reconcile these with our bank statements.'

Bridget was appointed Administrator at Belmont two years ago after a nursing career which saw her work at the City Hospital in Belfast in the turbulent Seventies. 'It was hectic place then', she recalls, 'but the level of care and skill was world class.'

'I can produce a full history of every resident in a single click, identify outstanding charges and sort out queries. Without Big Red Book this would be a major task'

She then travelled abroad, working in many countries before returning to Ireland in 1996. 'I discovered that my nursing qualifications had gone out of date, so I took a job at Belmont

as a care assistant', she says. Then Bridget decided to return to college where she qualified as a Medical Secretary. 'Shortly

afterwards I was offered my current job as Administrator', she recalls.

Having opted out of the Accountancy Module on her course, Bridget had to learn how to administer the Belmont House accounts from the beginning. 'I was introduced to Big Red Book by our owner Albert Connaughton, and once he showed me the basics, I was up and running within a week', she says.

Working with Big Red Book, Bridget has used the Aged Debtors Report to substantially reduce the average age of debtors and to work efficiently with clients and their representatives. 'I can produce a full history of every resident in a single click, identify outstanding charges and sort out queries. Without Big Red Book this would be a major task.'

By operating an efficient and user-friendly accounting system, Bridget can free up time to meet and greet residents and visitors and to deal with a hundreds of queries that cross her reception desk every day.

'I start ever day with Big Red Book. We are the best of friends', she says.

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Bridget Cairns of Belmont Nursing Home.



think simplicity...

