



How Basys Helps Health Systems Simplify Payments

The Northeastern Health System & Basys Story



“The rollout was very smooth—it was awesome. I haven’t heard a single complaint.”

**Amy Butler, Sr. Director of Accounting,
Northeastern Health System**

Overview

[Northeastern Health System](#) is a multi-location healthcare provider serving patients across a network of clinics and facilities. With teams managing payments across different environments and workflows, maintaining visibility and consistency in transaction processing is critical to both operational efficiency and the overall patient experience.

To support their growing needs, Northeastern Health System partnered with [Basys](#) to implement a more connected, flexible payment solution—one designed to better align with the realities of healthcare operations.

The Challenge When Payments Lag Behind Care

For Northeastern Health System, managing payments across multiple locations meant navigating a mix of legacy systems, manual processes, and limited visibility into transaction activity.

Standalone terminals created inconsistencies across locations, and when batching issues occurred, they often went unnoticed, sometimes for months. When those transactions were finally processed, it created confusion for both staff and patients.

As their organization continued to grow, it became clear that their payment processes needed to evolve to better support both internal teams and the overall patient experience.

The Turning Point Moving Beyond Legacy Systems

Northeastern Health System was operating with standalone terminals that limited visibility and created inefficiencies across locations.

With experience supporting complex healthcare environments, Basys approached the engagement with a clear understanding of the challenges tied to reporting, reconciliation and system consistency across multiple locations.

Through collaborative discovery, Basys worked alongside stakeholders to align on workflows, requirements and compliance considerations—introducing [iQ Pro+](#) as a flexible, integrated platform built to support the realities of their environment.

This consultative, hands-on approach helped build confidence early and set the foundation for a successful partnership.

The Solution

A High-Touch Deployment Designed for Scale

To support Northeastern Health System's environment, Basys deployed a combination of integrated and standalone payment terminals across their locations.

This white-glove approach allowed for real-time configuration, training and troubleshooting, minimizing disruption and helping staff quickly adopt the new system.

The Results

Built for Real Healthcare Workflows

Northeastern Health System didn't just implement a new payment solution—they built a more connected, visible and adaptable payment environment across their organization. From rollout to ongoing optimization, the results reflect a system designed to support real healthcare workflows at scale.

The enhancements were amazing. We use them all the time. It's a critical piece in helping us tie everything together.

Amy Butler, Northeastern Health System





Fast, Coordinated Deployment Across Locations

Basys deployed **27 payment terminals across 14+ locations in just two days**, combining integrated and standalone devices to meet the needs of each facility. Onsite support from both implementation and development team members ensured real-time configuration, training and troubleshooting. The result was a rollout that felt organized, efficient and easy for staff to adopt.

Custom Enhancements Delivered at Speed

Basys worked closely with Northeastern Health System to deliver targeted enhancements aligned to their workflows.

Key improvements included:

-  Custom Fields integration to connect payments to patient records
-  Terminal identification tools to simplify issue resolution
-  User-level tracking for improved accountability and visibility
-  Streamlined workflows to reduce repetitive steps for staff

These enhancements were prioritized and delivered iteratively within weeks, allowing improvements to take effect quickly without disrupting operations.

Improved Visibility & More Efficient Reconciliation

With greater visibility into transactions and more accessible reporting tools, Northeastern Health System has been able to reduce friction in key financial workflows. In situations where information might have previously delayed deposits, teams now have the tools to move forward without interruption, helping maintain consistency across the organization.

Responsive Support That Strengthens the Partnership

In a healthcare environment, reliable support is just as important as the technology itself. For Northeastern Health System, one of the most meaningful outcomes has been the responsiveness and accessibility of the Basys team. Questions are addressed quickly, feedback is incorporated and improvements continue to be made as needs evolve.

Why it Worked

A Culture-First Payments Partner

Supporting a healthcare system requires flexibility, responsiveness and a deep understanding of operational complexity.

From the beginning, Basys approached the partnership with a hands-on, collaborative mindset. Early discovery helped uncover deeper operational challenges, while onsite support ensured a smooth rollout across locations.

As needs evolved, custom enhancements were delivered to align with real workflows, and feedback was incorporated quickly to support continuous improvement. What began as a consultative engagement became an ongoing partnership built on adaptability and responsiveness

The result is a payment environment that works today to support their growth and is built to evolve alongside the organization.

We understand payments are just one part of the patient journey. Our focus is staying with our partners until processes are running more efficiently—delivering a white-glove experience that minimizes disruption for both staff and patients.

Chris Borchers, Chief Technology Officer, Basys

A Better Approach to Healthcare Payments

Every healthcare organization operates differently. But one thing remains the same: payment processes need to be reliable, flexible and built around real workflows.

For Northeastern Health System, that meant finding a partner who could not only implement a solution but continue improving it over time. Basys is proud to be that partner.

As we continue working across our system and with other hospitals we support, Basys will absolutely be part of those conversations.

Amy Butler, Northeastern Health System



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What would it look like to have a payments partner designed for the complexity of your health system? Connect with Basys to learn more.

☎ 800.386.0711 🌐 basyspro.com