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What Healthcare Offices Should Look for in Time and Attendance Software

A practical guide for physician clinics, dental practices, and other health practitioners that are ready to make the right investment.
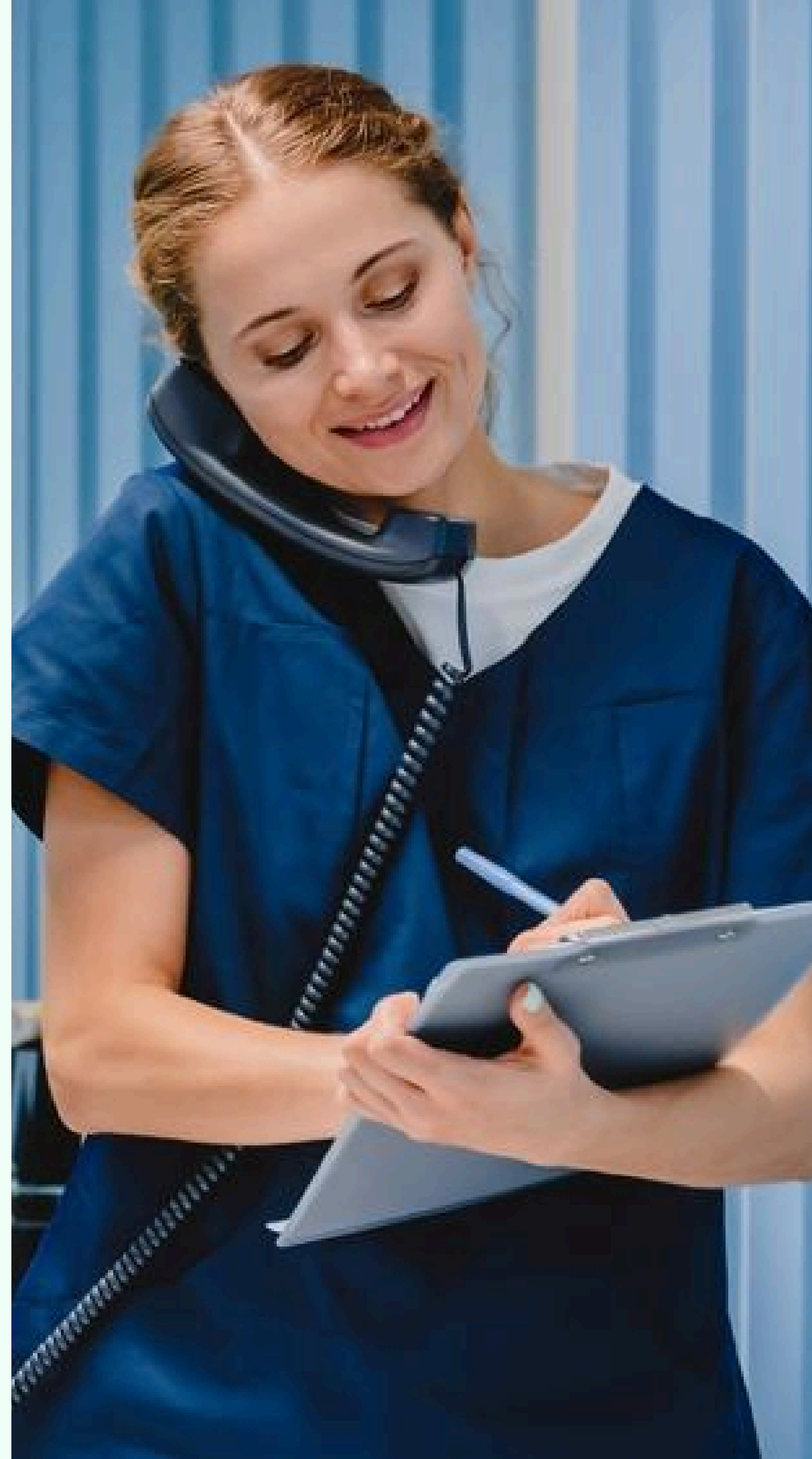
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Introduction

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Imagine this: It's 8:05 a.m. on a Monday.

Your waiting room is already packed, phones won't stop ringing, a provider is running late, and your front desk just called out sick. Suddenly, you're already feeling behind before the day has even started.

Everyone feels the crunch, and patients notice.

For healthcare offices — physician practices, dental offices, therapy groups, optometry or podiatry practices — these scenarios may feel chaotic from the outside, but on the inside, they're (unfortunately) the norm.

That's why time and attendance software should be on your radar. Not just basic timesheets or spreadsheets, but a solution that helps your staff spend less time on paperwork and more time focusing on patients.

Why is time and attendance software important for healthcare offices?

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Most offices and practices need to save money, especially in today's market.

While running an efficient healthcare operation is important, the stakes are higher when time management, payroll complexity, and labor compliance are involved. We see this with our current healthcare partners — your patients come first, but taking care of your staff is taking care of your patients.

The impact on your staff

Inaccurate or outdated time tracking hits your staff first. When you're stretched thin and they have to cover extra shifts, they carry that stress home, which means they aren't recovering.

Enough days in a row like this, and burnout comes on quickly. Unfortunately, it happens too much in healthcare with over half of U.S. physicians reporting symptoms of burnout — nearly double the rate of other professions.

The impact on your patients

How your staff show up will make or break the patient experience. Having a time and attendance problem as a healthcare office doesn't stop with staff burnout from having to overcorrect understaffing.

Time–related burnout trickles down into patient interactions where they see longer wait times, rushed visits, and less personalized care from overworked staff. What starts as a minor issue (a few extra shifts) turns into a major compromise for patient care.

The impact on your operations

The last few years of increased software adoption have also exposed critical gaps in manual processes. Offices and practices that have relied on paper timesheets or clunky time tracking spreadsheets understand the need for change — real–time visibility into hours worked, less administrative burden, automated payroll and compliance — to keep their teams protected and their operations running smoothly.

Why time and attendance challenges are different in healthcare offices

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Healthcare offices aren't like other workplaces. You're balancing licensed providers, credentialed staff, and high patient expectations while running lean with minimal administrative support.

When time and attendance is handled manually or with outdated tools, the cracks show fast.

1

Visibility gaps for float staff

Staff float between locations and wear multiple hats. Without accurate time and attendance data, it's hard to know not just who is clocked in, but where they work and at what rate. Poor visibility creates payroll errors, overtime surprises, and frustration for staff who expect accurate paychecks.

2

Administrative burden eats away hours

Practice administrators and coordinators lose hours each week fixing missed punches and piecing together payroll. Manual work distracts from patient care and reduces productivity.

3

Overtime and pay rate mistakes compound quickly

Late arrivals, missed punches, or staff working across multiple roles add up fast. Without a system to apply correct pay rates and overtime, you risk paycheck disputes and inflated costs that strain already–thin margins.

4

Disconnected offices create payroll headaches

Paper and spreadsheet–based time tracking make it nearly impossible to manage staff who float between roles. Errors ripple into payroll, creating disputes and wasted admin time.

5

Payroll becomes a second full–time job

Every missed punch or manual adjustment piles onto office managers and payroll coordinators. Closing payroll without disputes can feel like babysitting the system instead of focusing on patients.

6

Compliance risks keep you up at night

Manually tracking breaks, CME leave, and license renewals is exhausting and error–prone. The margin for error is small, but the financial, operational, and reputational penalties are large.

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Core capabilities every time and attendance software should have

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If you're reading this, you understand the complexity of your work environment.

So, if you're deciding on a time and attendance software, it has to keep up. Staff work in a variety of shifts often across multiple roles, compliance is a looming concern, and operating costs are rising faster than patient revenue.

You need peace of mind knowing a solution can handle all this and more. So how do you know which software is right for you?

Here are the five must-haves to look for in time and attendance software:

1. Seamless payroll processes
2. Visibility and mobile access
3. Flexible, configurable labor tracking
4. Compliance management
5. Leave and accrual management

1. Seamless payroll processes

Healthcare office pay structures are notoriously complex. You're juggling shift differentials, on-call rates, overtime, and holiday pay, often within a single pay period.

Manual entry leaves room for errors that damage trust, drive up operating costs, and invite compliance violations.

Because payroll should take just a few clicks and hours at most, not days with countless back-and-forth checks.

Look for a system that:

- Integrates easily with your payroll provider
- Automates complex timekeeping calculations
- Manages overtime and real-time exceptions
- Supports multi-rate roles and pay differentials
- Ensures SOC 2-compliant data privacy
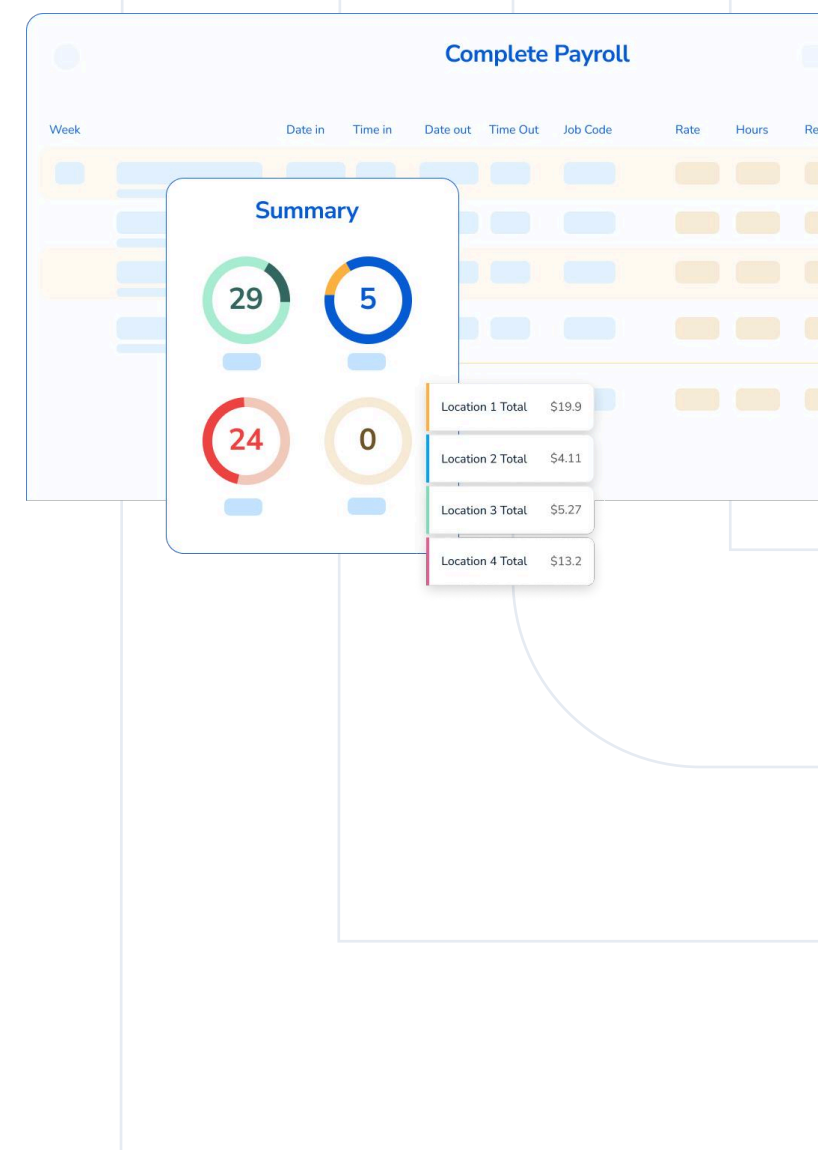
## 2. Visibility and mobile access for all employees

Your staff expect the same digital ease they enjoy in their personal lives.

At the same time, office managers need easy access to workforce data.

You need a system that works equally for everyone. Bringing key activities into one place makes it easier for administrators, providers, and staff to monitor labor trends and adjust on the fly, whether on–site or remote.

The right solution lets staff view and manage their time, while managers have complete visibility into it.

Time and attendance software for healthcare offices

Where staff need visibility	Where office managers need visibility
Hours worked	Hours worked across locations
Schedules synced to timecard	Total overtime hours
Leave and time off accruals	Leave and time off requests
Pay rates for overtime	Payroll and reporting
Pay rates for shift differentials	Staff details (skills, certifications, pay)
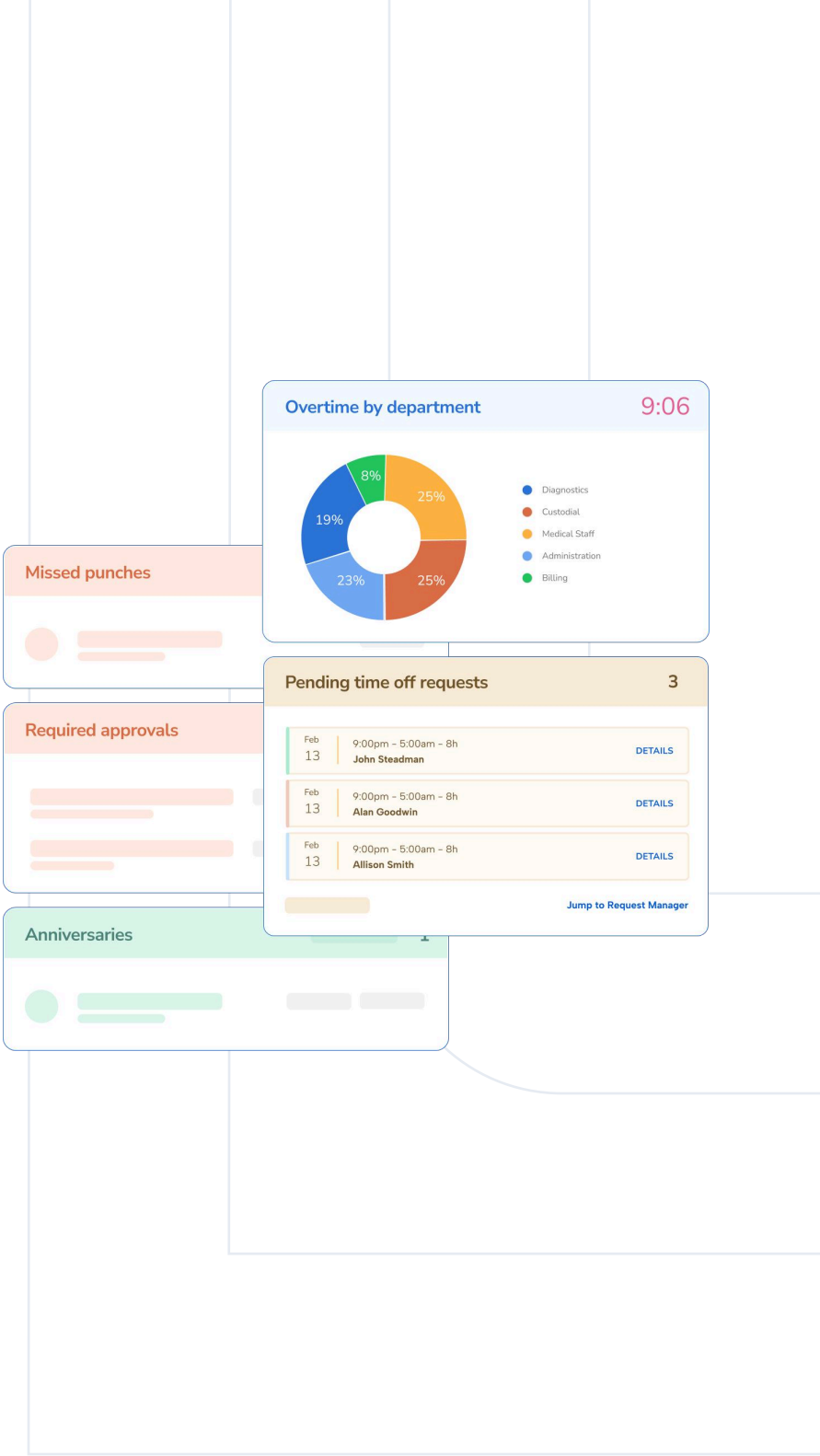
3. Flexible, configurable labor tracking

Labor tracking and job costing can quickly become a headache for staff working across multiple roles and locations.

Your software should allow you to:

- Define pay rules by role and location for multiple offices
- Accurately capture time for staff who split clinical care and admin hours
- Apply rules for compliance requirements that prevent and flag violations

Think of this capability as a digital rulebook that applies accurate, error-free, scalable logic to labor tracking.

4. Compliance management

Labor compliance in healthcare extends far beyond clocking in and out.

Healthcare offices must comply with hundreds of laws, and keeping your staff up to speed on the latest changes can feel like a full-time job. Software should alleviate the burden and complexity, not add to it.

Look for software that:

- Enforces break and meal policies automatically
- Sends alerts for expiring licenses and certifications
- Adjusts for state labor laws and union requirements
- Provides CMS-ready reporting for audit needs

Real-time compliance checks and audit-ready reporting save time, protect you from costly penalties, and uphold your reputation as a credible healthcare provider.

5. Leave and accrual management

Managing PTO, CME, or sick leave can be a compliance minefield.

A solution should make your requests, accruals, and leave policies simpler with:

- Automated notifications for new leave requests
- Visibility into accruals and time–off for staff
- Forecasting and tracking based on hours, rules, and requests
- Configurable rules matched to your policies
- A shared calendar to display leave and coverage

Building transparency into leave and accrual management supports compliance and strengthens team communication.

This will create fewer disputes, less questioning over timelines, and more certainty about pay rates and time tracking.

Accrual rules

01 Sick Leave	
02 Vacation	**Start and Stop Options**
03 PTO New Hire	
04 PTO 2-5 Yr.	**Accrual Expiration Options**
05 NY Sick Leave	
06 Babylon Sick Leaves	**Repeated Post Options**
07 CA Sick Leave - 30HR	

Casual/Sick Days   8/10
Annual PTO   10/14
Balance - 2023   2/5

Request time off

PTO New Hire

Date From   Date to

Comments

Request Time

How to evaluate time
and attendance vendors

Choosing a vendor isn't just about features. Your practice needs a partner who understands the day–to–day realities of healthcare offices. The right vendor is already anticipating your workforce's curveballs before they happen, making your team's life easier from day one. Ask these questions when evaluating solutions:

Healthcare experience

- Do you currently support physician practices, dental offices, or therapy groups like ours?

- Can you share case studies or references from organizations similar in size and specialty?

Integration ability

- Which practice management, payroll, or EHR systems do you integrate with today?

- Can you demonstrate how time and attendance data flows into billing or scheduling in real time?

Compliance and credential tracking

- Do you provide audit–ready reporting for labor laws, CME, and license renewals?

- How does the system flag expired credentials or missed breaks before they become compliance issues?

Onboarding and support

- How long does implementation typically take for a practice of our size?

- What support response times should we expect if something breaks during office hours?

Scalability and growth

- If we add new providers or expand into another location, how does the system scale?

- Are there additional fees for growth, new roles, or added users?

Ease of use for staff

- How quickly do front desk staff, hygienists, secondary specialists, or assistants typically adopt the system?

- Can staff request coverage swaps, PTO, or vacation directly in the app without manager intervention?

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ROI and total cost of ownership

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The right time and attendance solution pays for itself through the time and efficiency savings it provides.

Fewer overtime hours
Automated rules prevent accidental overscheduling, keeping labor costs predictable and eliminating unnecessary overtime payouts. Even a small reduction in overtime adds up quickly for lean healthcare offices.

Faster payroll cycles
Office managers and payroll coordinators often spend days reconciling timesheets, fixing missed punches, and re-keying hours. Automated calculations reduce payroll prep from days to hours, improving accuracy and staff trust in paychecks.

Lower turnover from burnout
When staff feel scheduling and time tracking are fair and transparent, they're less likely to leave. Avoiding even one resignation saves thousands in recruiting, onboarding, and lost productivity — a significant win for small and large teams.

Higher patient throughput without extra payroll
Better alignment of providers, assistants, and front desk staff minimizes bottlenecks. So, more patients can be seen daily without additional payroll expenses or extra staff to manage.

Compliance error prevention
The cost of labor law violations, HIPAA-related missteps, or CMS audit errors can far outweigh software fees. A compliant system helps avoid penalties, protects reimbursements, and preserves your reputation.

The software itself is rarely the expensive part.

The real costs come from the payroll errors, overtime creep, and compliance risks you're already absorbing — costs that shrink when you put the right time and attendance system in place.

Questions to ask before you buy

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Last but not least, as you're getting closer to your decision for time and attendance software, ask the practical questions that can make or break adoption in a healthcare office:

✓ **How quickly can we be up and running?**
Does the system require excessive admin setup time for the system and staff training? Do we need to adjust coverage and allot time for onboarding?

✓ **What happens if staff forget to clock in or out?**
Does the system provide simple fixes for administrators, or will errors pile up?

✓ **How easy is it for providers and assistants to use on mobile?**
Can staff clock in from their phone, request PTO, or swap shifts in the app without manager intervention?

✓ **What does payroll actually look like at the end of the week?**
Can you preview a live demo of how hours flow into payroll reports so there are no surprises later?

✓ **What support is available after go–live?**
If something breaks mid–week, can you reach support quickly, or are you left waiting while payroll deadlines loom?

If the vendor can't answer these clearly or show you in a live demo, keep looking.

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Make time and attendance work better for your healthcare office with TCP

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Time and attendance software isn't just about tracking hours. For healthcare offices like yours, it's a way to reduce paperwork headaches, improve compliance confidence, and give your staff more time for patient care.

With the right system, you move from scrambling to track float staff, fix overtime, and rework payroll, to running a smoother, more predictable healthcare office.

TCP's time and attendance solutions are designed to make your job easier, no matter your role in the healthcare office — practice administrator, office or site manager, clinical director, regional manager, HR manager, payroll coordinator, finance manager, or even IT director

You've already put in the work to define your challenges and research your options. Now it's about picking the solution that aligns with how your team works, while keeping your patients and your bottom line happy.

If you're ready to see how TCP can help improve your time and attendance, check out our TimeClock Plus and Humanity Time solutions or book time with our team.

TCP Software's employee scheduling and time and attendance solutions have the flexibility and scalability to suit your business and your employees, now and as you grow.

From TimeClock Plus, which automates even the most complex payroll calculations and leave management requests, to Humanity Schedule for dynamic employee scheduling that saves you time and money, we have everything you need to meet your organization's needs, no matter how unique. Plus, with Aladtec, we offer 24/7 public safety scheduling solutions for your hometown heroes.

Ready to learn how TCP Software takes the pain out of employee scheduling and time tracking? Speak with an expert today.

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Want to learn more? Let's chat.
tcpsoftware.com