

SurfMed Improves Productivity and Streamlines Operations with Apacheta



In an industry dedicated to providing quality patient care, it's important for Home Medical Equipment (HME) companies to rely on a logistics management solution for an efficient delivery process. Since 1957, SurfMed has been committed to meeting the needs of its patients by supplying dependable HME products and services.

PROBLEM

For years the company has suffered from being bogged down by paper-based systems and insufficient routing software, making delivering materials costly and ineffective. With minimal accountability for errors, these manual processes resulted in missing delivery tickets, billing delays and unexplained overtime hours.

SOLUTION

In an effort to elevate its enterprise capability to a well-defined and manageable business model, while optimizing all available technologies and resources, the company turned to Apacheta, a mobile business solutions provider in July 2016.

"Paper-based operations are outdated, unreliable and can lead to a disorganized chaos for HME providers. Chasing paper trails and misplacing order forms or delivery tickets resulted in higher expenses, reduced cash flow while creating a significant amount of overtime hours that cost a company countless dollars," said Gregg Timmons, CEO of Apacheta. "SurfMed desperately needed to move away from the manual processing and integrate technology into their daily workflow. By integrating our mobile logistics solutions with SurfMed's Brightree business management system, the company is now more productive and has significantly fewer wasted expenses. Additionally, SurfMed now has a leg up on its competition, as mobile logistics solutions are gaining momentum throughout the industry and early adopters are leaving traditionalists in the dust."

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- Alexis Watine, Chief Enterprise Administrator and Compliance Officer

Since implementation, SurfMed has witnessed significant growth, both quantitatively and qualitatively, in its overall operational efficiency. The company has customized key elements of Apacheta's software to best suit its workflow and reporting needs. The personalization of the applications has allowed SurfMed to use the software in unique ways, such as eliminating unnecessary phone and email traffic, automating delivery notifications for patients who authorize door drops and streamlining the coordination of patient care with ancillary providers.

"As our business needs evolve or one-off exceptions occur, we have been able to easily adjust our platform setup and internal workflows," said Alexis Watine, chief enterprise administrator and compliance officer of SurfMed. "All departments have been positively impacted by the introduction of Apacheta in one way or another and we look forward to the continued efforts put forth towards the overall goal of healthcare interoperability."

By automating its daily processes, such as obtaining patient signatures and billing paperwork, to a mobile solution, over a 6 month period SurfMed has experienced a 100 percent elimination of missing delivery tickets, a 97 percent reduction in the frequency of incomplete forms and a 75 percent decrease in costs associated with printing materials. Advanced route planning has also helped alleviate the amount of overtime hours for delivery technicians by 10 percent, and lessened the average drivers time spent in transit by 45 minutes. Lastly, SurfMed has significantly improved the consistency of their cash flow by decreasing the number of days sales outstanding (DSO) for hand-delivered orders by 20 days.

"Between the elegantly designed platform, highly user-friendly interface and a development team dedicated to crafting a truly innovative solution, Apacheta has an exceptional product," said Watine. "Our only regret is that we did not implement it sooner."

To learn more, please visit www.surfmed.com.com and www.apacheta.com.

Apacheta offers flexible mobile business solutions that empower companies to automate and streamline business processes in route sales, field marketing, pick up and delivery, transportation and field service.

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