



Face the Fear

Don't Let Software Implementation Hold You Back

The biggest anxiety when an organization is implementing new technology is usually not related to the new features and change. In fact, many times it is not about the money. So what is it that holds some providers back? Many hesitate adopting cutting-edge technology due to a real fear of a devastating or paralyzing implementation.

When selecting a technology solution, it is paramount to ask questions and check references to ensure that you choose a customer-centric software partner that will provide expert support and advice throughout the entire implementation process, and after.

Brightree is proven to stand by your side—from initial scope to strategic planning, training and launch, including ongoing post go-live support and will partner with you post implementation—as endorsed by any of our 2,100 HME customers. Brightree has mastered the implementation process and has provided over 100,000 users with the confidence and support they needed to successfully introduce game-changing technology to their businesses, and operate it on a daily basis.

Here's how Brightree takes fear out of the equation to ensure that every implementation and support engagement is a success.

Build a Plan

At Brightree, we start with a deep dive into your business needs, not your technology needs. Our team of consultants builds a plan and guides you to make the appropriate decisions based on a thorough assessment of your business needs and goals, rather than focusing on products or solutions that might not be a fit for your organization.

Data Migration

Our team of experts will load data from your old system and import it into the Brightree Integrated Platform. During this process, you can take advantage of an opportunity to clean up your data. Types of conversions offered include PPDF (Patient, Payer, Doctors, Facilities), Inventory, Active Rentals, Resupply Orders, CMN's, and PAR's. We provide data migration so you can hit the ground running utilizing your new technology with your existing data.

Training and Education

We provides the highest quality of user preparation and continuing education. Brightree University is an in-house

learning facility that provides customers with customized and standard courses related to the technology they use and their specific environment. Training programs include: Ad Hoc Pricing, Billing and AR, Cash Posting, New Employee Training, Revenue Cycle Workflow, and Reporting; as well as 5-10-hour tune-up sessions. Students can take courses in a classroom setting or through our virtual classroom options. We also offer customized training, Lunch & Learns, webinars and other educational programs.

Best Practices

Successful HME providers are committed to continually improving their processes and workflows to maximize their software's value. Brightree's in-house team of Best Practices Consultants work with hundreds of providers regularly to help them optimize the use of the Brightree system and fine tune their business performance. Our consultants have extensive experience designing and implementing workflows for high-performing HME providers.

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24/7/365 Support Services

Brightree provides 24 x 7 support 365 days a year. We stand by you after implementation because we know your success depends on your ability to learn and properly use your new platform. We assign a dedicated Account Manager to you to ensure the best support possible. We also provide on-demand telephone and email support, plus online installation guides, downloadable technical specifications and resources, and access to our Brightree Online Community.

David Hosemann of Hometown Medical shared:



The key is learning. Brightree brings implementation and learning to the table. The automation helps everyone know their role, communicate better and work toward a common goal for the health of the business.



Brightree's No Fear Approach

From top to bottom, the Brightree Team is comprised of HME technical and business experts with the insight and industry expertise you need to succeed. Partnering with Brightree delivers you with the confidence of a mature, customer-focused, and process-driven organization that will be there to support you through regulatory changes, the evolution of your business, the evolution of interoperability, and changes to the competitive landscape.

Our goal is to achieve a successful implementation that will result in employees being more empowered, more productive and more efficient. Our cloud-based platform virtually eliminates traditional IT operational costs and headaches. Brightree's solution is always up-to-date, provides built-in disaster recovery, and ensures the superior security required for today's successful provider. We are committed to continuing to invest in our technology to keep you running your business on the most comprehensive and reliable HME solution on the market.

Over 2,100 HME organizations partner with Brightree to maximize the profitability and efficiency of their business. Visit us at www.brightree.com or call us at 1.888.598.7797 to set up a personal demonstration and learn how we can take the fear out of a software change so that you can seamlessly move your business to Brightree.