Respiratory Services increases company-wide organization and efficiencies with Mobile Delivery

After experiencing years of disorganization and wasted time, Respiratory Services of Western New York (RSWNY), a locally owned DME company in the Buffalo and Rochester region, needed to take action to eliminate the challenges brought on by its paper-based operation. **The company was spending approximately $6,300 per month on paper and other printing costs and wasting up to four days of over time due to difficulty managing documents.**

The challenge: As the healthcare industry continues to grow and advance, the demand for home medical equipment (HME) and durable medical equipment (DME) companies is also rising.

However, as HME/DME providers try to keep up with the ever-evolving industry, they often encounter barriers that decrease efficiencies in nearly every department. Operational issues that arise from outdated systems can cause a range of problems that affect the entire distribution process, such as lack of communication between drivers and dispatchers, as well as wasting 26 realms of paper per month by printing delivery tickets.

The solution: RSWNY partnered with Apacheta in February 2017 and began implementing Transport Manager and TransportACE into its established workflow.

RSWNY on-boarded two employees each week until the drivers and respiratory therapists (RT) were fully integrated with the software. Throughout the installation process, Apacheta provided guidance, making it easy for the employees to quickly adjust to the mobile solution within a few days.

One of the primary goals was to eliminate paper delivery tickets. By transferring all documents to the new mobile solutions, cost of materials decreased by 30 percent. Additionally, drivers already en route are able to view tickets sent directly to them. With the new paperless process, delivery tickets are now confirmed within 24-48 hours, less than half the time of completion prior to using the software. This quick turnaround, allowing drivers to add five to seven more patients to each of their schedules per day.

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Apacheta guided us in every aspect of setting up the software and provided continued support and helpful suggestions beyond the initial installation.

John Pirrone, Director of Clinical Services

"The operational issues Respiratory Services of Western New York was experiencing was costing the company thousands of dollars each year due to outdated processes and wasted money in paper materials," said Gregg Timmons, president and CEO of Apacheta. "Our primary goals were to decrease overtime hours throughout every department and streamline the order to confirmation process by transforming their business from paper dependent to electronically efficient. By switching to our mobile software, the company's inventory and delivery processes are now easily managed and organized, successfully increasing efficiencies throughout each department."

Before installation, there was a four-day delay in scanning and assigning documents. By streamlining the process, the company's day sales outstanding (DSO) has decreased by 10 days. Additionally, the new organization method has positively impacted inventory control and RSWNY is seeing better accuracy of the equipment being dispensed. Since partnering with Apacheta, serial number discrepancies have decreased by 97 percent.

Additionally, RSWNY has seen a significant reduction of overtime in nearly every department. Drivers no longer have to complete paperwork at the end of each shift, and the billing department does not have to spend countless hours processing orders after deliveries are made. Also, there's more confidence and peace of mind that paperwork can be easily found in the event of an audit.

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We are very pleased with the positive impact Apacheta's software has made for our company. We believe in providing the highest quality of customer service and with this software, we are able to provide the best care and services for our clients.

John Pirrone, Director of Clinical Services

To learn more, please visit www.respiratoryservices.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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