



7

ways to boost
productivity in the field

WITH BRIGHTTREE MOBILE DELIVERY


brighttree[®]
by ResMed



Brightree Mobile Delivery is changing the way providers operate.

The benefits are clear. Our Mobile Delivery solution allows employees to stay connected and enables HME and pharmacy providers to make quick, informed and safe decisions every step of the way with real-time data.





As retailers set high delivery standards, today's patients expect a new level of service, even in their health-related transactions, such as up-to-the-minute order tracking, quick shipping and all the necessary precautions. With our Mobile Delivery software, you can give your field staff the productivity and safety tools they need to offer this patient-centric experience, including faster deliveries and simplified business processes.



Providers can leverage Brightree Mobile Delivery to compete in this new landscape.

So can you.

Here are **7 ways**
our Mobile Delivery solution can help
providers increase productivity in the field.



1 Swap paper for profits



The average office employee in the U.S. uses 10,000 sheets of copy paper each year.*

Sustainability means profitability.

Think about the volume of paper shuffled daily between customer service, delivery teams and back-office staff. Then think about all the slips of paper your drivers keep track of and bundle to give to your billers.

Now consider human error. As documents get misplaced and patient orders remain pending, your days sales outstanding (DSO) goes up and your patient satisfaction goes down.

Lastly, look at operational and overhead expenses associated with paper. Paying full-time employees to manually scan and file documents wastes money, time and resources. Plus, lost or missing paperwork can cost thousands of dollars in write-offs, revisits and overtime hours.

Taking advantage of our Mobile Delivery software can mean less paper and more profit.

* According to the Federal Electronics Challenge study.

2 Keep up with your field staff



Gain insights into field staff productivity.

Many Americans leverage standard GPS platforms to get from A to B, but your field staff is working with far more variables. Are you confident they're consistently choosing the most efficient route?

By accessing the Route Optimization tool through our Mobile Delivery software, coupled with geo-tagged activities, providers can automate the process to:



Support drivers to make the best routing decisions



Keep track of where - and when - deliveries drop



Get the data you need to explore inefficiencies



Improve productivity company-wide

In the past, providers relied on paperwork manually parsed out between routes and sent out into the field, with the hopes it'll come back correctly.

“ Our old paper processes were a waste of time, payroll and gas that led to mistakes and severely delayed our cashflow. With Brightree Mobile Delivery, our documentation is now digital and automatic on the iPad, which takes the guesswork out of what needs to be signed. It's all done correctly, and we don't have to go back out in the field to have anything re-signed. This has been a real game changer for us because it's so much easier for our staff to do their jobs, and it saves us money on just about every front. And it almost instantaneously reduced our turnaround time for order confirmation from days to only 48 hours, resulting in faster revenue. **”**

Casey Harris,
Owner, Archer-Rose

3 Capture information in real time

Strive to be compliant and error-free.



Tablets prompt drivers to collect complete and accurate details, access delivery tickets and scan product serial numbers at the point of delivery. This eliminates manual processing and misplaced documentation.

With Brightree Mobile Delivery, you can help ensure audit validity from the start and reduce the risk of errors. Through chain-of-custody reports, electronic proof of delivery, serial and lot number tracking, and workflows designed to be HIPAA-compliant, you can ensure procedures are followed, company products are secured, and authorized signatures are captured.

By prioritizing connectivity between the field and the back office, your staff will get the data they need to bill completely and correctly.

Today, providers are getting real-time insights that help them make better decisions.

“ By implementing technology-driven processes to manage and route deliveries, we’ve been able to increase the number of trips taken companywide. The solution has allowed us to truly get the most from the investment we made in opening a second location. And now Brightree is our recommendation to any business looking to explore a mobile delivery logistics solution. **”**

Vanessa Spadafora,

Home Medical Equipment Manager,
Nunn’s Home Medical Equipment

4

Up your game with actionable data

Set goals to peak your performance.

Our Mobile Delivery solution can open a window to your field staff. As data is captured, you have insight into the daily activities of field staff, following their experiences from dispatch through to proof-of-delivery.

You can use those metrics to set benchmarks and measure your plan versus actuals to paint a picture of your business performance and productivity.



5 Get paid faster

Show me the money.



As mentioned previously, physical paper work slows workflows and requires manual processing. But so do complex multi-system workflows.

By streamlining the inputs and outputs associated with deliveries into your business management software, you can make it even easier to manage inventory, dispatch effectively and funnel documentation digitally into your biller's hands.

Providing real-time updates, faster processing times with same-day confirmations, and fewer errors, Brightree Mobile Delivery can help you work more efficiently across teams for faster billing and pay. So you can get paid on time and without complication.

With our Mobile Delivery solution, you can get a single view of how your deliveries are progressing in the field.

“ Transparency in our delivery teams has allowed us to provide updates in real time with patients and caregivers, which can often be critical to their care. Now we have complete communication between the driver, patient and internal teams. **”**

Stephen Hernandez,

Senior director of operations, Angel Medical Supply

6 Arm your drivers with information

Stay safe and informed at every stop.

With Brightree Mobile Delivery, you can keep staff up to date on when PPE is required and provide further details about the type of infectious state present.

You can also help ensure patient safety using Texting Orchestrator through our Mobile Delivery solution. This tool sends a photo and background information about the delivery technician to your patients, so they know who's coming to their home.



7 Raise customer confidence

Give drivers what they need.
Give customers what they want.



With Brightree Mobile Delivery, your driver can:



Collect customer e-signatures



Submit documentation



Stay in touch with customers



Verify the right equipment gets to each patient

“ We believe in providing the highest quality of customer service and with Brightree Mobile Delivery, we are able to provide the best care and services for our clients. ”

John Pirrone,

Director of Clinical Services at Respiratory Services of Western New York

Ready to get started?



Maximize your field productivity with Brighttree Mobile Delivery.

For more information or to request a demo brighttree.com/consult 1.833.916.1554

© 2024 Brighttree LLC. Brighttree is a registered trademark of Brighttree LLC. All rights reserved.

