



Mobile Delivery: Be 4 for 4 with this formula for success

Ramp up your results.

So, you want to make sure you give your patients what they want and your drivers what they need? We know the formula and so do these 4 providers.

That's because they use mobile logistics software to keep everyone safe and informed at every step. And that kind of automation between the field and back office brings you better cash flow and better care.

What's the formula for success?

Read on to hear directly from these industry innovators.



1 Seamless data flow

For years, **SurfMed** was bogged down by paper-based systems and insufficient routing software. That all changed with a mobile solution to automate daily processes like obtaining patient signatures and billing paperwork. Over a 6-month period, SurfMed experienced 100 percent elimination of missing delivery tickets, a 97 percent reduction in incomplete forms and a 75 percent decrease in costs associated with printing materials.



Alexis Watine,

Chief Administrator and Compliance Officer, explains how the Florida-based DME uses Brightree Mobile Delivery to eliminate wasted expense.

“ Between the elegantly designed platform, highly user-friendly interface and a development team dedicated to creating a truly innovative solution, Brightree has an exceptional product. Our only regret is that we didn’t implement it sooner.

And as our business needs evolve or one-off exceptions occur, we’ve been able to easily adjust our platform setup and internal workflows. All departments have been positively impacted in one way or another, and we look forward to the continued efforts put forth towards the overall goal of healthcare interoperability. ”

2 Digital documentation

MedCare Equipment Company has more than 20 years of experience in the HME industry; but the more success they experienced opening new branch offices over five years, the more paperwork they encountered, too.

After implementing Brightree Mobile Delivery in May 2016, the Pennsylvania-based company reduced paperwork to the tune of 46 trees, decreased DSO from 16 days to two-and-a-half and reduced plan routes by 200 percent across the 14 branch locations.



Zac Shannon,

Network Analyst, tells you how switching to digital documentation saves time, money and waste for this Pennsylvania-based HME.

“As we continue to open additional locations further away from our main office, it’s been more difficult to uphold standardized training and delivery practices. Training new delivery technicians to handle paperwork, what documents they need to have on hand and where it all needs to go once the delivery is completed was time consuming and costly.

With Brightree, we’ve been able to virtually train all our employees at once, eliminating any confusion. The software standardizes our delivery processes and stores all the documents technicians need in one location and electronically walks them through the delivery process.

And the respect they showed us went a long way, especially when most companies just brush you off as the ‘end user’ and don’t communicate with you unless prodded. ”

3 Accurate Inventory

When Nunn's Home Medical Equipment switched to Brightree Mobile Delivery, they eliminated years of paper-based processes that created breakdowns in billing and chaos for drivers. The results include significant drops in driver run time, boosts to patient satisfaction and increases in order accuracy.



Vanessa Spadafora,

Home Medical Equipment Manager, describes how Mobile Delivery helped the Syracuse-based HME meet its mission of maximizing the benefits of expansion, including the ability to eliminate scanning, improve logged serial numbers and create better routing systems.

“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. The process was easy and has been so beneficial to use. In fact, we couldn’t have asked for any easier plan and support. This partnership has positively changed and effected all aspects of our business.”

4 Faster revenue

After years of missing paperwork and trying to managed uncontrolled inventory resulting in up to \$4,000 per month in write-offs and lost future rental revenues, **Geneva Woods Pharmacy and Healthcare Services** sought a more efficient asset tracking and proof-of-delivery solution.



Tara Elliston,

General Manager, found it with Brightree Mobile Delivery, streamlining delivery and billing operations, decreasing overhead costs by 25 percent, and improving patient care. She explains how her organization has improved cash flow and patient care.

“ Before we were drowning in paperwork and struggling to meet compliance needs. Brightree has become a true partner in our success. The claims they made about how they could improve our business were not just empty promises – they actually delivered in a measurable way.

We moved from misplaced documents that led to write-offs and lost revenue to being able to significantly reduce overhead costs, streamline delivery and billing operations and reduce the cost of managing paper companywide.

By far, the support from the Brightree team has proven to be the most responsive and timeliest that I’ve encountered to date from any organization. ”

Ready to be 4 for 4? Let’s talk.

brightree.com/consult 1.833.916.1554

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