7 ways to boost productivity in the field

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Mobile logistics software is changing the way providers operate.

The benefits are clear. Mobile technology 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, including up-to-the-minute order tracking, quick shipping and all the necessary precautions. Mobile technology gives your field staff the productivity and safety tools they need to offer this patient-centric experience, including faster deliveries and simplified business processes.

Providers are leveraging mobile logistics software to compete in this new landscape.

So can you.

Here are **7 ways** technology is helping 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 fulltime 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.

Building your processes on a digital foundation means 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 investing in robust route planning functionality, coupled with geo-tagged activities, providers have found they can automate much of 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 have relied on paperwork manually parsed out between routes and sent out into the field, with the hopes it'll come back correctly.

"**Mobile logistics software has given us total transparency, making the process easier to manage, creating more accurate communication with our referral sources, reduced mental burden on our managers and technicians, and ultimately improved the quality of the transaction for our patients.**"

Brad Heath,
CEO of Family Medical Supply

3 Capture information in real time

Be compliant and error-free.

Hand-held devices 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.
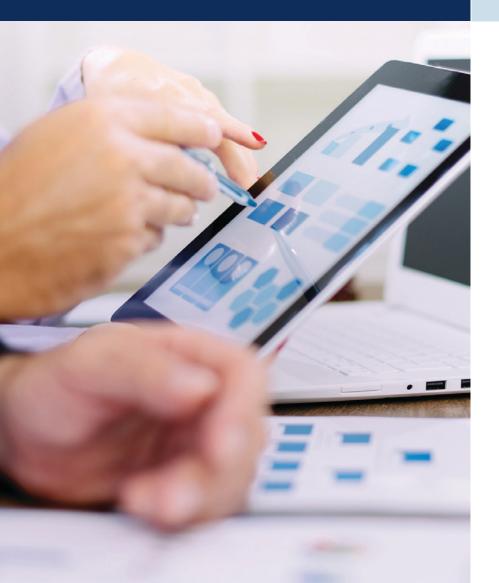
With modern mobile logistics technology, you can ensure audit validity from the start and reduce the risk of errors with chain of custody reports, electronic proof of delivery options and HIPAA compliant workflows to ensure procedures are followed and authorized signatures captured.

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.

"The idea of a mobile delivery system is a natural extension. I get data when I need it. I don't have to wait for a delivery ticket to come back and find out my driver lost a form, forgot a ticket, or missed a signature. By automating the process, you're not waiting two days to find out. You're getting the information you need that same day."

John Skoro,
president at XMED
Oxygen & Medical Equipment

4 Up your game with actionable data

Set goals to peak your performance.

Mobile technology opens a window to your field staff. As data is captured, you now have insight into the daily activities of field staff, and can follow their experiences from dispatch through to proof-of-delivery.

You can now 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 we mentioned previously, physical paperwork 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.

With real-time updates, faster processing times and fewer errors, modern mobile logistics software helps you work more efficiently across teams. So you can get paid on time and without complication.

Modern mobile logistics technology offers 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 operatons, Angel Medical Supply

6 Arm your drivers with information

Stay safe and informed at every stop.

On the front lines of your business, your field staff frequently connect with your patients face-to-face. And without proper PPE, drivers can be vulnerable to contagions. How can you equip your drivers with the tools they need to stay healthy while supporting patient care?

With modern mobile technologies, you can keep staff up to date on when PPE is required and provide further details about the type of infectious state present - for example, airborne or contact-transmission.

7 Raise customer confidence

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

With the right mobile application, 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 Brightree Mobile Delivery.

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