



The tale of 2 deliveries

Meet Helen. She's an HME patient who receives resupply equipment every month. But she's never sure what time it will arrive because her HME provider hasn't integrated digital applications or notifications into their delivery process. So, she waits and waits and waits some more — and even ends up calling the office multiple times — inconvenienced and frustrated because she knows that she'll need to sign for it but isn't even sure if her package is on its way to her house yet.

When a delivery truck finally pulls up, Helen doesn't recognize the driver. After several awkward minutes in her doorway — with the driver shuffling a pile of paperwork — Helen thinks she's signed everything. But as the driver heads back to his truck, he's worried about properly filing the documentation back at the office, and Helen's worried she'll need to repeat this process another day if a form was forgotten or signature missed. As a result, she starts thinking about whether she needs to take her business elsewhere.

Down the street, Martin is also expecting a resupply delivery for his CPAP and diabetic supplies. His HME provider uses **Brightree's Mobile Delivery** solution, so Martin knows who his delivery driver will be and has an up-to-date time of arrival. When the driver makes the on-time delivery, Martin only signs once on the tablet, and his driver is on the way. The paperwork is automatically filed electronically with the provider, so the driver has no worries and neither does Martin.



Which experience would you choose? We can get you started with a paperless workflow that turns delivery worries into wows.