

Mobile delivery operations streamline inventory control and efficiency

Challenge

In the wake of an acquisition and subsequent growth, Continued Care was experiencing issues due to the lack of adequate resources for planning and delivery logistics. The company was dealing with regular misplacement of documents and illegible notes, causing confirmation teams to waste time verifying serial numbers with patients and reconciling delivery tickets.

Solution

In order to maintain its reputable status, maximize productivity and decrease unnecessary costs, Continued Care connected with Brightree's Mobile Delivery team to improve delivery and billing operations in March 2015.



Delivery and documentation are only two pieces of the home medical equipment (HME) and durable medical equipment (DME) operational puzzle. Both are tedious tasks that require multiple steps of generating, reviewing and confirming paperwork, costing companies thousands of dollars per year due to inefficiencies. For more than 30 years, Continued Care of Long Island, Inc. has been a consistent, reliable and innovative leader in the HME and respiratory services industry. However, relying on paper-based delivery processes caused a significant delay in confirming documents and filing insurance claims, as well as wasted time and money recreating delivery tickets.

Within seven months of the partnership, Continued Care began to see significant progress, such as eliminating the use of paper in warehouse pick, pack and ship operations, which now makes tickets simple and easy to read. Inventory management is also made easier with Transport Manager reports used to load the trucks, ensuring all items are on-board to eliminate a return to base. Additionally, using TransportACE, confirmation tickets are completed on a same-day basis, insurance claims are filed in a

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Andrew Schenker,
CFO, Continued Care



timely manner and the company has witnessed an overall improvement in the quality of patient documentation.

In addition to streamlining inventory control and eliminating paper, Brightree's software also helped increase efficiency on the delivery route. Using the route optimization feature, patient service technicians and managers now have access to real-time delivery information on wireless tablets, allowing dispatchers to schedule ad hoc orders based on a truck's inventory and proximity to the location.

And, Continued Care has found unique ways to use Brightree's software with its clinical staff and United States Postal Service (USPS) shipments. TransportACE allows each respiratory therapist to deliver products and services in the field or office. The company also uses TransportACE in its pick, pack, and ship warehouse to deliver between 2,100 – 2,800 items per week via USPS, reducing its pick errors to less than one percent.

Finally, Continued Care recently started using Transport Manager to implement a planning process, so all POD delivery orders are loaded into a pre-trip status. This allows the organization to generate a pick list of items for the warehouse specialists to pull. After the pick list is generated, the dispatcher begins establishing routes and schedules for the day.

"Not only were we impressed with Brightree's solutions, we truly value the support they provided throughout each step of the process," says Andrew Schenker, chief financial officer of Continued Care. "This wasn't a technology solution they installed and left for us to figure out ourselves; they have continued to remain a true partner. The benefits we've seen throughout this partnership have allowed us to provide better quality of care to our own patients and customers."

Results

Continued Care quickly saw success on a companywide level



Eliminated use of paper in pick, pack and ship



Reduced pick errors to less than 1%



Ensures all items are on board

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