

Duplicate work disappears for DME with workflow and forms automation

Challenge

A paper-based workflow created chaos, inefficiency and errors that monopolized staff time.

Solution

Brightree's MyForms is critical in helping owner Phyllis Sales run and grow her DME business, and that includes making it easier for customers and referral sources to do business with her.



As a DME primarily specializing in compression garments, compression pumps and other home equipment for lymphedema patients, Baton Rouge, Louisiana-based Still Me, Inc. already faced a lot of back and forth with referral sources to gather the documentation needed to qualify patients. And those inherent challenges were further compounded by manual processes.

Owner Phyllis Sales had tried to customize her previous DME system to work for her business' workflow needs, but chaos remained with some staff doing things one way and others doing it another way, resulting in wasted time. Additionally, the limited system still relied on paper folders, and this lack of digital documentation meant that files went missing often.

"I knew I needed a strong workflow because the majority of lost staff resources and mistakes come from not having an organized system," she explains. "If you don't establish that, you're going to have a lot of errors, mistakes and missing folders."

As she began investigating what was on the market and seeing demos from at least 10 different companies, MyForms was ultimately what sold her on Brightree's solution over all the others.

"I looked at several separate workflows that were very good in the industry, but they weren't connected to the software and some didn't allow you to make your own forms," says Phyllis. "Brightree allows the flexibility to make your own forms, and I understood how valuable that was to make my business run correctly."

In addition to MyForms, Still Me transitioned to the Brightree business management system, electronic documents and electronic fax for the 19-person staff.

“Most businesses are just coping with what comes in and are constantly working with what hits them. Brightree gives me a smoother running organization that's not wasting the majority of my staff resources by duplicating processes and upsetting referral sources and customers.”

Phyllis Sales,
Owner, Still Me

“In our specialty, we’re known as the very best, and it’s because of this workflow system that I can maintain that status. If I didn’t have it, we’d be just like everybody else. When you’re not having to spend the majority of your time putting out fires, you can work on expansion and growing your business.”

Phyllis Sales,
Owner, Still Me



Now, Phyllis says there is continuity in the way her staff handles all orders. This gives patients the confidence that they’ll all be treated the same way on every order. And for Phyllis, it allows her to always know the status of orders, from start to finish.

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How it works

According to Phyllis, everyone on her front-end team is assigned a workflow with certain tasks. Some handle demographics, prior authorization or creating the purchase request. Others handle ordering and tracking the product.

Later, the back-end billers can see what insurance was checked, who checked it and what was said during that verification process. This is also important to the reps in the field who can pull up order status on their iPads for inquiring doctors.

“My reps love it because they can see all the documentation, check the order status and know if a doctor still needs to sign,” she states.

Collecting revenue is also improved by the system, according to Phyllis. Because patient payment plans are set up in a workflow, all it takes is a reminder call to patients to post payments.

“I just couldn’t imagine running my business without MyForms,” she admits. “Most businesses are just coping with what comes in and are constantly working with what hits them. Brightree gives me a smoother running organization that’s not wasting the majority of my staff resources by duplicating processes and upsetting referral sources and customers.”

Results

With Brightree MyForms, Still Me is able to meet their mission of better service to referral sources and patients.



Saves labor
by at least
2 resources



Reduces
errors at least
30%



Improves patient
outcomes
25% or more

Rewrite your story with Brightree. Visit brightree.com/consult or call 833.916.1554 to schedule your consultation today.