

# Home infusion pharmacy finds it's easier to take care of patients with Brightree's software platform

### Challenge

CarePro Home Health & Home Infusion services patients across four states, so it's not uncommon to be providing IV therapy to a patient who lives 200 miles away, leaving no room for bottlenecks in the workflows.

### Solution

By implementing Brightree's home infusion software solution, the organization has seen how the right workflows, like intake, can make all the difference in the success of your pharmacy business.



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CarePro Home Health & Home Infusion

CarePro Home Health & Home Infusion has been in the home infusion business in Cedar Rapids, Iowa, since 1984 and expanded to include a DME division in the late 90s. But by 2019, the provider reached a crossroads because they were running multiple software platforms to manage the various businesses, and some of their expert billers in the home infusion division were retiring.

"We were one of the early adopters of Brightree HME, and our home infusion business ran on a competitor's software platform that was sunsetting," explains Bryce Jackman, who has been the director of pharmacy since 1993. "We started exploring what other home infusion platforms were available to us to improve efficiencies in billing and also to provide minimal disruption in care as we transitioned from one platform to another."

Brightree's home infusion software platform stood out for several reasons, according to Jackman. First, CarePro Home Health & Home Infusion was extremely happy with the billing expertise from the Brightree DME solution and knew they could leverage that experience, even for the much more complex home infusion billing.

"It's a whole different set of codes and set of rules for how the codes apply," he states. "But it made sense to look at Brightree because we could train our DME billers on how to do infusion billing to maximize the amount of revenue per patient without having to train them on a brand-new platform."

Another reason the pharmacy business was attracted to Brightree's home infusion software was the level of support the company was known for. "We had been lacking good user support in our previous vendor's solution," Jackman says. "With Brightree, we saw they were quickly putting resources and effort into developing a robust pharmacy platform. Additionally, as a software vendor, Brightree has always been extremely responsive and willing to really listen to the end user to improve their platform, and that has been a breath of fresh air compared to our previous vendor."

### **Rolling out a winner**

Since rolling out the Brightree home infusion software platform in 2020, Jackman has found the system provides the efficiencies he was looking for and believes the business is where it needs to be in its day-to-day pharmacy operations. He points out that they are rapidly processing new prescription orders, refills and bills by utilizing the pharmacy and supply templates. And when they get a new referral, it's easy to identify the product prescribed and get orders.



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CarePro Home Health & Home Infusion*

"It really does allow you to efficiently process orders, which is a lot of what we do," Jackman explains. "Of course, we do a lot of clinical care, but you have to take care of the distribution portion as well, and Brightree allows us to manage that effectively."

And the mark of an excellent pharmacy software platform is how it makes it easier for users to do their jobs, says Jackman. Brightree's solution does that for both pharmacists and technicians. For example, the managed lots feature allows the pharmacy to track lot numbers at the inventory level while helping pharmacists assign lot numbers to dispensed prescriptions with great efficiency. As a result, CarePro Home Health & Home Infusion can meet accreditation regulations for tracking prescriptions.

The system automation eliminates tedious documentation that pharmacists and technicians are typically required to record and monitor. And it's also much easier for pharmacists to enter TPN orders into the system and make adjustments as they're trying to balance ratios. With Brightree, they don't have to do a lot of manual calculations. "The Brightree platform is making it easier for us to take care of our patients," Jackman asserts. "The interactive worklists allow us to see what we need to see and do what we need to do to document and improve patient care."

## Streamlining the steps

Jackman also looks forward to rolling out workflows like Comprehensive Patient Intake next year with customizable role-driven intake forms to simplify and streamline all the steps to onboarding a new patient from a single location. He expects it will improve efficiencies when bringing a new patient onboard by helping ensure that the right tasks are assigned to the right teams at the right time.

Another feature that they're excited to roll out from Brightree DX (Digital Experience), including secure text messaging to improve patient communications and care. "We're able to better schedule our nurses and give them access to charting features that improves their ability to provide care for our patients. And whatever we can do to help decrease the amount of time we spend on the phone is key because it's so time consuming for our infusion staff and for me."

With all their success, Jackman says he encourages other pharmacy providers to consider Brightree's solution. "It's always a big decision when you're deciding to make a change in your software platform, but we've been very happy with Brightree and the level of collaboration and support they've given us through our implementation and onboarding process. Plus, they're continually making changes and improvements to the platform to make it much easier for our home infusion team to take care of patients."

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## Results

CarePro Home Health & Home Infusion has improved speed, ease and care with Brightree's home infusion platform.



**Rapidly processing new prescription orders, refills and bills**



**Making it easier for pharmacists and technicians to do their jobs**



**Improving patient care**

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