

## Live Agent service increases collections and improves employee morale at Reliable Respiratory

**In a climate with high turnover rates and difficulty hiring experienced employees, Reliable Respiratory has found a service that helps by improving employee morale while increasing collections for the business.**

The HME in Norwood, Massachusetts, first turned to Brightree Patient Collections (BPC) in 2016 to replace the system they were using to handle patient billing and collections, which required manually creating and posting deposits and cost them a full FTE to handle that part of the billing process.

After experiencing immediate improvements with the BPC payment platform that was integrated to Brightree and offered services like AutoPAY and eDelivery, Director of Operations Adam Hurwitz decided to implement another BPC service in 2022: Live Agent. Using Brightree's knowledgeable live agents that serve as an extension of their internal staff, the service is handling approximately 125 inbound patient calls per day, signing up hundreds of new patients for the eDelivery and AutoPAY services each month and **collecting \$22,000 in payments per month.**

**"We're about 6 months in, and we're saving at least 2 full-time employees by not having to handle any inbound calls,"** explains Alyson Dugan, accounts receivable manager at Reliable Respiratory.

**"Another enormous value to us is that Live Agent takes the frustration piece away from our staff.** When patients are upset or angry about a bill, that takes a heavy toll on the morale of our employees. We don't have to worry about that with live agents in place to explain what patient's owe and calm them down. Even if a call needs to be escalated, it's a much better experience for the employee and patient."

See what Brightree Patient Collections and Live Agent can do for your business. **Learn more at [Brightree.com](https://www.brightree.com).**



# 125

Inbound calls per day  
(average) handled by  
**Live Agent**

**Hundreds signed  
up for eDelivery and  
AutoPAY monthly**

**\$22,000** in payments  
collected monthly