

### Brightree's pharmacy solution delivers detailed business insights and improved efficiency

Despite a short transition period and some initial resistance to change, Lehigh Valley Pharmacy Services found a solution that delivers business insights, improved efficiency, and great business results.

Based in Allentown, Pennsylvania, the home infusion company had to move fast when they learned their existing pharmacy software would be discontinued. "The transition period was a little shorter than we would have liked," said Robert Tocci, director of Business Operations, Pharmacy Services. "And because we were going live during COVID, we did everything in the sandbox."

### Up-front efforts pay off

Tocci said that because Brightree's solution is robust, they needed to do more up-front work than with their previous system. "Putting additional data in the system is more meticulous but it's helped us get a lot more detail and improve our outcomes," he said.

The additional data has changed their business processes. "We used to bill once a month," Tocci said. "Now we bill four times a month, and that means our cash is moving faster. The claims are processed more cleanly because the payors don't see large numbers that require second level audit or supervisory approval, so processing is faster."

The new system also gives his staff visibility into each order, from pharmacy to compounding, delivery, signatures and billing. Tocci said they've seen efficiencies that have come about because Brightree helped them look at processes and workflows differently, including intake, pharmacy and billing.

### Ongoing collaboration

Tocci said Brightree's team made the transition to the new system easy. "We worked with a lot of technical people to understand how and why things happened. We had a deep level of training at the outset. But as we worked with the system and had more detailed questions, we had direct contact with a pharmacist on staff, which is always a good thing because they speak their own language and to have the experience of someone who's done the work we do."

Tocci said as his team has gained experience with the Brightree system, they've had the flexibility to make changes. "I feel like we have an ear with Brightree. We get great advice from people who have done this work. They know the system and what we're trying to accomplish, and they offer incredibly smart advice for doing things better"

See how Brightree's Pharmacy Management solution can help your business. [Learn more at Brightree.com.](https://www.brightree.com)



DSO reduced from  
60 to 70 days to

**34\***

AR percentage over 90 days  
decreased from 24% to

**7%**

\*Results as of February 2024