



# 3 WAYS



## to win with mobile delivery

**Ramp up your results.** So, you want to make sure you give your patients what they want and your drivers what they need? We know the formula and so do these 3 providers.

That's because they use mobile logistics software to bring success at every step of the delivery process. And that kind of automation between the field and back office brings you better cash flow and better care.

**What's the formula for success?** Read on to hear directly from these industry innovators.

# 1 Seamless data

For years, **AdventHealth Respiratory & Equipment**, a durable medical equipment (DME) provider specializing in respiratory therapy, was bogged down by 100% paper-based processes. That all changed in 2017 with a mobile solution to automate daily processes, like obtaining patient signatures and billing paperwork. Now workflows are 100% paperless for all drivers, respiratory therapists and billers, resulting in far greater speed and accuracy.

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Moving to Brightree Mobile Delivery was one of the best things our company has ever done because it **gives us accuracy over errors**. Previously, we printed the paper, signed the paper, scanned the paper, completed everything using paper. And I found myself spending an inordinate amount of time – approximately 4 hours each workday – strictly reviewing documentation. In some instances, we'd find key elements missing from the documentation that would prevent confirming the sales order and required driving back to the patients' homes to make the necessary corrections.

When we started on Brightree Mobile Delivery, that all went away. My respiratory department's workflow was expedited and so was our billing department's workflow, with **sales order confirmation times plummeting from the industry average of 30 to 45 days to as little as 48 hours.** ”



**Francis Rivera,**  
senior director of AdventHealth  
Respiratory & Equipment,  
explains how the Florida-based  
DME uses Brightree Mobile  
Delivery to eliminate all paper  
for greater speed and accuracy.

# 2 Digital documentation

Before going digital with Brightree Mobile Delivery in 2019, Texas-based DME **Archer-Rose** suffered from inefficiency that led to delays in billing and lost revenue. Drivers had to dig through binders of forms to figure out what needed to be signed on the clipboard. And back in the office, papers stacked up, waiting to be reviewed for accuracy and then scanned for billing.

Today, their drivers use iPads for smooth deliveries, and their billers get the proof-of-delivery documentation digitally, so it's easy to read and immediate. Plus, Archer-Rose added the texting capabilities of Brightree Digital Experience (DX) so they could easily schedule deliveries with patients and provide other important reminders and updates.

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Our old paper processes were a waste of time, payroll and gas that led to mistakes and severely delayed our cashflow. With Brightree Mobile Delivery, our documentation is now digital and automatic on the iPad, which takes the guesswork out of what needs to be signed. It's all done correctly, and we don't have to go back out in the field to have anything re-signed.

**This has been a real game changer for us because it's so much easier for our staff to do their jobs, and it saves us money on just about every front.** And it almost instantaneously reduced our turnaround time for order confirmation from days to only 48 hours, resulting in faster revenue. ”



**Casey Harris,**  
owner of Archer-Rose, shares how Brightree Mobile Delivery's digital documentation brings better cash flow to his oxygen equipment and supplies business.

# 3 Accurate inventory

When **Nunn's Home Medical Equipment** switched to Brightree Mobile Delivery, they eliminated years of paper-based processes that created breakdowns in billing and chaos for drivers. The results include significant drops in driver run time, boosts to patient satisfaction and increases in order accuracy.

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By implementing technology-driven processes to manage and route deliveries, we've been able to increase the number of trips taken companywide. **The solution has allowed us to truly get the most from the investment we made in opening a second location.**

And now Brightree is our recommendation to any business looking to explore a mobile delivery logistics solution. The process was easy and has been so beneficial to use. In fact, we couldn't have asked for any easier plan and support. This collaboration has positively changed and effected all aspects of our business.

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**Vanessa Spadafora,**  
Home Medical Equipment manager, describes how Mobile Delivery helped the Syracuse-based HME meet its mission of maximizing the benefits of expansion, including the ability to eliminate scanning, improve logged serial numbers and create better routing systems.

Ready to be 3 for 3? Let's talk.

**[brightree.com/consult](https://brightree.com/consult) 1.833.916.1554**

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