Craig's Drug Store
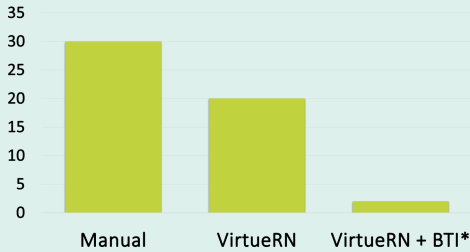
Case Study

Average time saved per order with the added workflow efficiencies:

25-30 minutes

Processing Time (minutes)

35	
30	
25	
20	
15	
10	
5	
0	
	Manual VirtueRN VirtueRN + BTI*

*BTI—Brightree Integration

"Time savings… I can't put a value on it. It just took so much time before and now the process is just — easy!"

- Debbie Tucker, CSR

Company Snapshot

Craig's Drug Store

www.craigsdrugstore.com

◊ Community pharmacy with full line of medical equipment

◊ Family owned/operated since 1867, integrating HME in 1995

◊ Serves the Eastern Shore of Maryland

CHALLENGE

Manually processing incoming hospice HME orders resulted in extended intake processing times, multiple trips to a patient, and monthly billing inaccuracies.

THE EXPERIENCE

"Before VirtueRN, hospice orders were phoned in by nurses. Phone orders were received by intake, processed through Brightree manually and dispatched to the drivers, who would sometimes have to make multiple trips. However, billing was our primary issue. Hospice admins had a hard time understanding what they were billed for versus what they believed they were ordering and there was no authorization process for high cost items."

- Ryan Wheatley, HME Manager at Craig's Drug Store

THE BENEFIT OF VIRTUERN and THE BRIGHTREE INTEGRATION

"Management knew something needed to change to reduce the strain on staff during monthly billing processes. Transitioning to VirtueRN made a difference right away," said Ryan Wheatley, HME Manager at Craig's Drug Store. "Hospice now has the transparency to log into the portal to see the items ordered, the cost of items not included in the formulary, and the status of the order. Hospice admins also have authority to review and approve high cost items and the communication on both ends has improved. The billing process is easier because there are fewer questions about what's being billed and invoices are available right at the first of the month."

When VirtueRN partnered with Brightree to become a certified integrator, Wheatly said they were excited to be an early adopter to see additional workflow efficiencies. "The integration has sped up the process from the time of order entry to getting the order out the door for the delivery techs, who are now able to see the orders while on the road and get hospice the items they need faster. "

Wheatley said that before the integration, the intake team was taking 5-10 minutes just to input demographics. "And that didn't include the time to key the sales order in Brightree. With the integration, the process of getting from intake and sales order creation to proof of delivery (POD) now only takes a minute or two. It has also allowed us to have the delivery techs more involved with their orders, which enables our CSRs to focus more on insurance orders. Anyone on the team can get a sales order out without having a CSR really work that order hard to get it to the driver and out the door. Everything just flows better now."

VirtueRN

Schedule A Demo

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brightree *by ResMed*

Certified Integrator