



EDUCATIONAL RESOURCES

# Navigating the Future of DME: AI-Driven Process Enhancement

Chip Smith & Drew Copeland



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# Objectives

- Understand Artificial Intelligence (AI) within the context of DME for Sleep Medicine
- Identify the different ways AI can support DME suppliers and administrators to expedite and enhance patient care
- Explore the current practical solutions to improve efficiency in your business

# The “Natural” Intelligence

## behind the Artificial Intelligent solutions



**Chip Smith**

Senior Director of DME

Founder of Sleep & Respiratory DME sold to AdaptHealth



**Drew Copeland**

Director of Operations

Sleep Technologist to Director of Sleep Medicine at Mount Sinai



*"We are not being **replaced** by AI.  
We are being **assisted** by AI.*

*The future is not **man** versus machine.  
It is **man with machine** versus a problem."*

-Max Tegmark, Professor and  
Co-Founder of the Future of Life Institute

# You Know These Challenges...

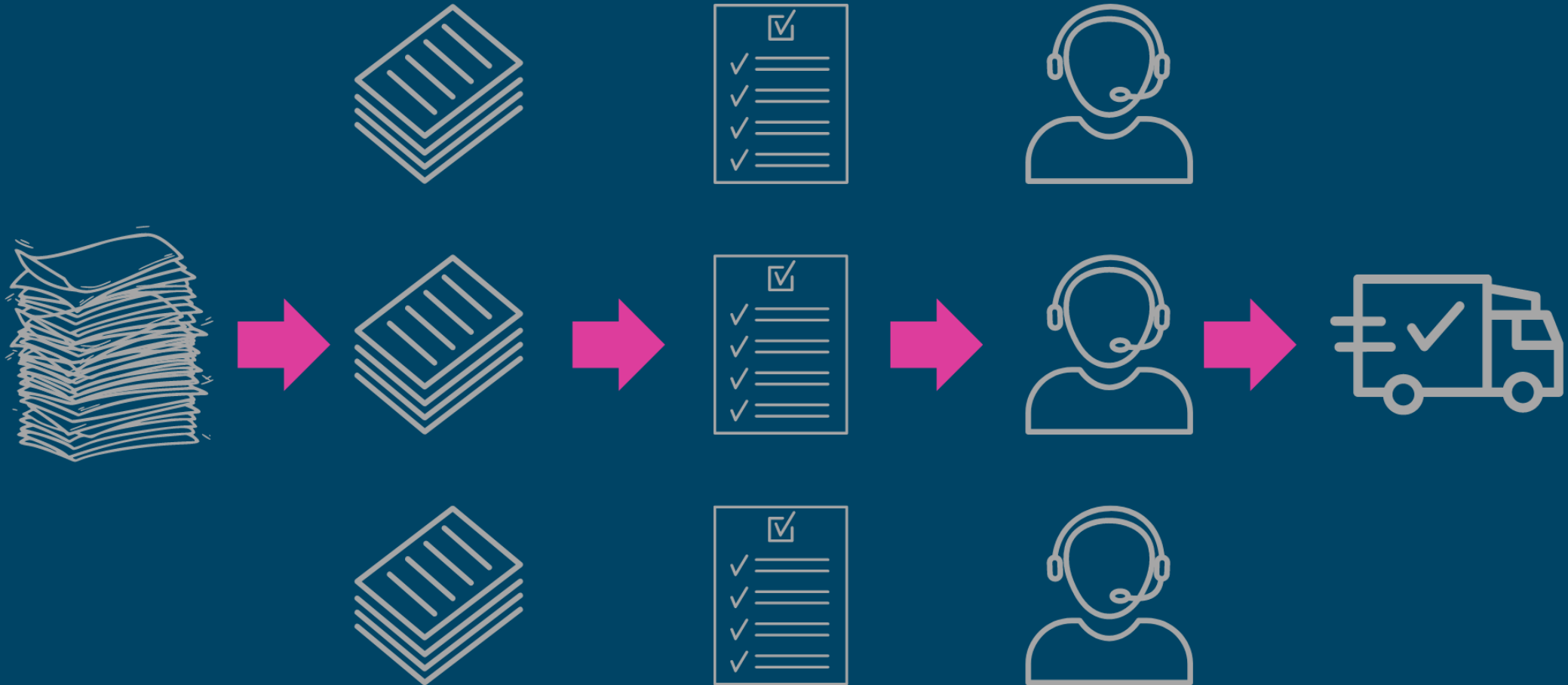
- Manual, time-consuming administrative tasks
- High error rates in medical records and billing
- Clinician burnout and decreased job satisfaction
- Difficulty integrating new technologies with existing systems due to high variance among medical specialties



# Benefits of AI-powered solutions in DME

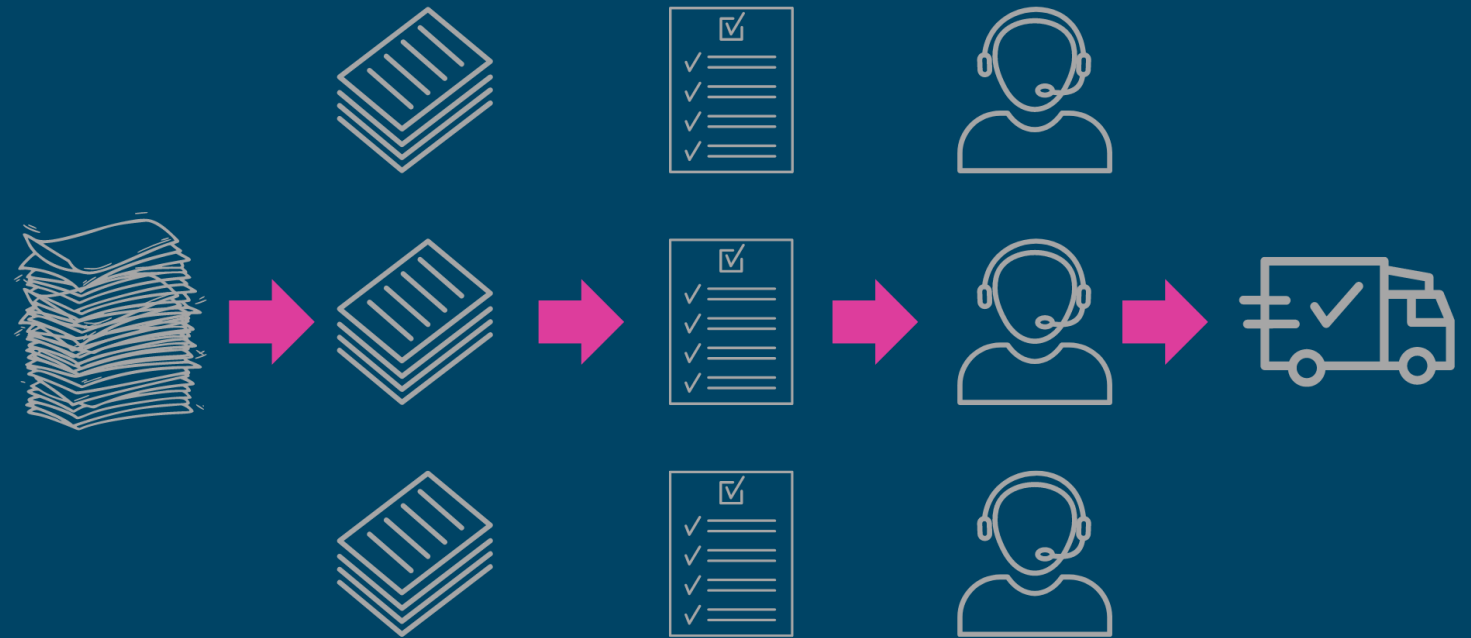
Manual, time-consuming administrative tasks	<b>Save time &amp; increase efficiency</b>
High error rates in medical records and billing	<b>Improve relationships &amp; Increase revenue</b>
Clinician burnout and decreased job dissatisfaction	<b>Reduce team burnout</b>
Difficulty integrating new tech with existing systems	<b>Standardize as you scale and grow</b>

# AI Solutions to Enhance Workflows



# AI Solutions to Enhance Workflows

- Triage Incoming Communication
- Perform Data Entry, Order Validation, Tracking down Missing Info
- Manage Prior Authorization and Claims
- Assist with Charting & Documentation





# Triage Incoming Documents

*Get your team started on completing tasks instead of spending time determining what has to be done.*



- ✓ Exclude non-important communication
- ✓ Clean up documents
- ✓ Classify Pages
- ✓ Categorize underlying "request"

# Data Entry and Validation

*Get "clean orders," faster, by entering information into the ordering system and validating both the documents and the information against payor guidelines.*



- ✓ Field Extraction
- ✓ Validate orders
- ✓ Outgoing response

# Claims Management & Prior Authorization

*Reduce your Daily Sales Outstanding (DSO) and receive reimbursement faster.*



- ✓ Place calls to payors
- ✓ Manage prior authorizations
- ✓ Manage claim denials

# AI-Assisted Documentation

*Expand capabilities of clinical and administrative staff without adding to workload.*

*Standardize documentation across different team members and clinicians.*

- Transcribe patient interactions and convert them into structured notes
  - This can be for internal documentation or patient communication
- Process notes, patient history, and insurance info
  - Better recommend next steps and reminders
- Automatically send (or prep to send) documentation directly to referral
  - Maintain transparency and illicit quicker responses

# Practical Considerations about AI in Your DME Business

## Ethics

- Can we put the right checks in place?

## Repurposing & Workflow adjustment

- More opportunities for staff?
- Less reliant on offshore teams?

## Patient Trust

- Free up time for "white glove care"
- Reputation earns more business

# Technical Considerations

## Integrations

- RPA
- API

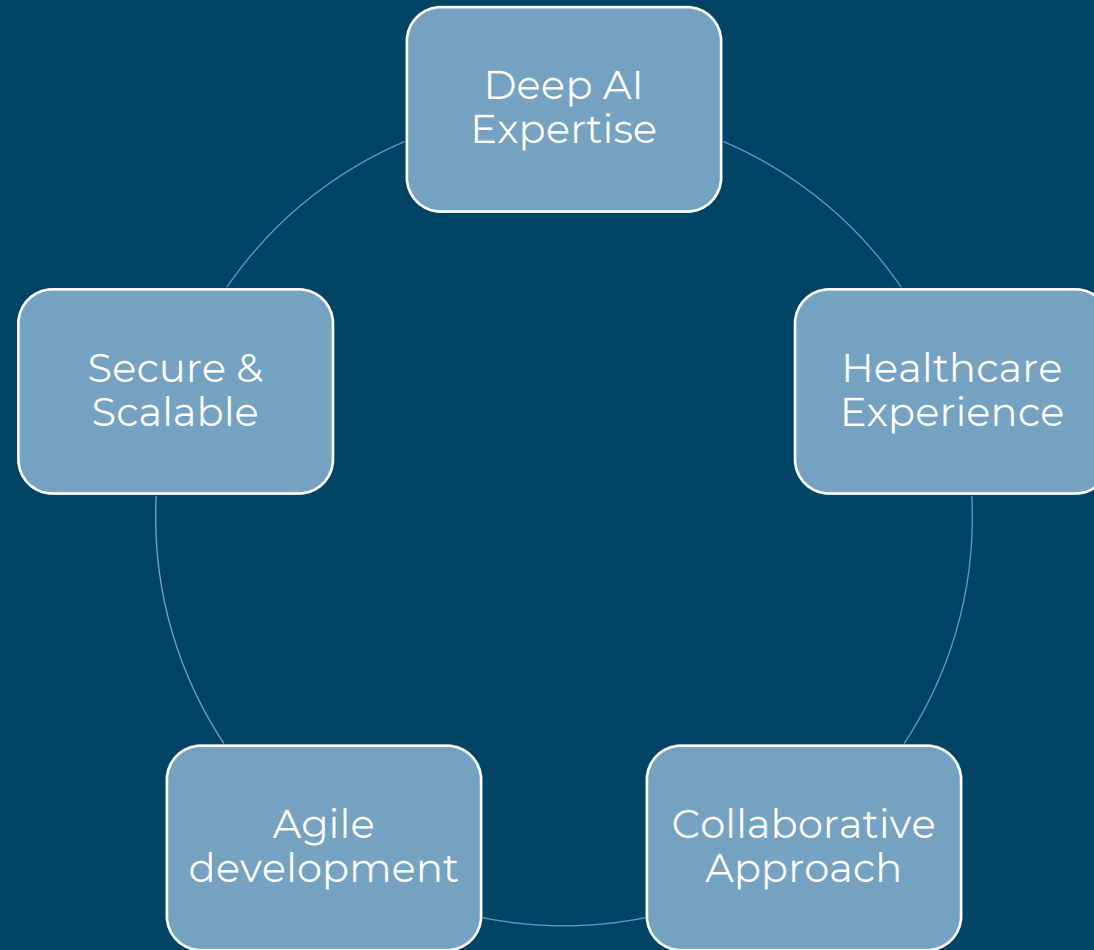
## Compliance

- HIPAA
- SOC2
- HITRUST

## Scalability

- Learning curve
- Volume limitations

# Choosing an AI Solution Provider



# Final Thoughts & Questions

- Automate the Admin
- Prioritize the Patient

*Imagine you find out you **received** an order **after** it's been entered, validated, and is ready for delivery / setup*

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*or visit [www.synthpop.ai](http://www.synthpop.ai)*







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# Thank You

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