Navigating the Future of DME: AI-Driven Process Enhancement

Chip Smith & Drew Copeland
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

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

- Deep AI Expertise
- Secure & Scalable
- Healthcare Experience
- Agile development
- Collaborative Approach
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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Thank You

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