

# Do More With Less:

## The Advantage of Modern DME Software

Presented by NikoHealth



# Welcome

- Thank you for joining us to explore how to **"Do More with Less."**
- This session is designed to help **DMEs streamline operations** and drive efficiency.
- We'll discuss modern tools like **all-in-one systems**, payer rules, and resupply management.
- Expect **actionable strategies** and insights you can apply to your business.
- Let's dive into **transforming DME operations** for better patient care and business growth.

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# Agenda

- **The State of DME Operations Today**  
Understanding the challenges and inefficiencies of outdated systems.
- **The Power of All-in-One Systems**  
How modern software integrates resupply, payer rules, and workflows.
- **Streamlining with a Modern UI**  
Simplifying operations with user-friendly, intuitive designs.
- **Breaking Free from Hidden Costs**  
Identifying and avoiding the hidden expenses of legacy systems.
- **Enhancing Patient Engagement**  
Leveraging tools like auto-texting and resupply reminders to boost satisfaction.
- **Actionable Strategies for Success**  
Practical steps to assess, upgrade, and future-proof your DME operations.
- **Q&A Session**  
Addressing your questions and exploring solutions together.

70% of DMEs still use outdated systems, leading to inefficiencies and hidden costs

Source: HIMSS

# Industry Challenges:

## Why DMEs Need a Change



# Outdated Systems Hold DMEs Back

- Dependence on manual processes increases errors and slows workflows.
- Siloed systems create inefficiencies and duplicate efforts.
- Outdated interfaces hinder staff productivity and training.
- Lack of real-time data complicates decision-making and forecasting.
- High costs for upgrades, support, and maintenance strain budgets.

# “Billing Software Needs Advancements”, Respondents Say (HME News Poll)

Source: HME News



# What Other Respondents Told HME News

- At the crux of making integrations more feasible is the need for “better or easier API capabilities,” wrote one respondent.
- “With open APIs, we have automated many of the daily transaction routines,” wrote a respondent who recently switched to NikoHealth.
- “HME software should have an architecture and business model that allows it to quickly adapt and integrate without just adding cost,” one respondent wrote.
- Respondents say pricing for billing software could be structured in a way that’s less restrictive.

Hidden costs in legacy systems can amount to over \$20,000 annually per DME

Source: Deloitte

# Compliance and Hidden Costs

- Difficulty keeping up with evolving regulatory requirements.
- Higher likelihood of claim rejections due to errors in billing or documentation.
- Time-intensive manual audits and compliance reviews.
- Hidden costs from legacy systems, including downtime and unexpected fees.
- Non-compliance risks fines and reputational damage.

# Evolving Patient Expectations

- Demand for quick, convenient communication methods like text and email.
- Frustration with delays in resupply and order fulfillment.
- Expectation for streamlined, app-like experiences from service providers.
- Lack of engagement can lead to poor patient retention.
- Modern tools can help DMEs meet these rising expectations.

# Pain Points for DME Teams

- Repetitive tasks take up time that could be spent on patient care.
- Billing and compliance teams struggle with outdated workflows.
- Poor integration between tools limits operational efficiency.
- Inventory management challenges lead to supply chain issues.
- Scalability is difficult without adding significant resources.

DMEs with multiple disjointed systems experience 50% longer order fulfillment times

Source: McKinsey

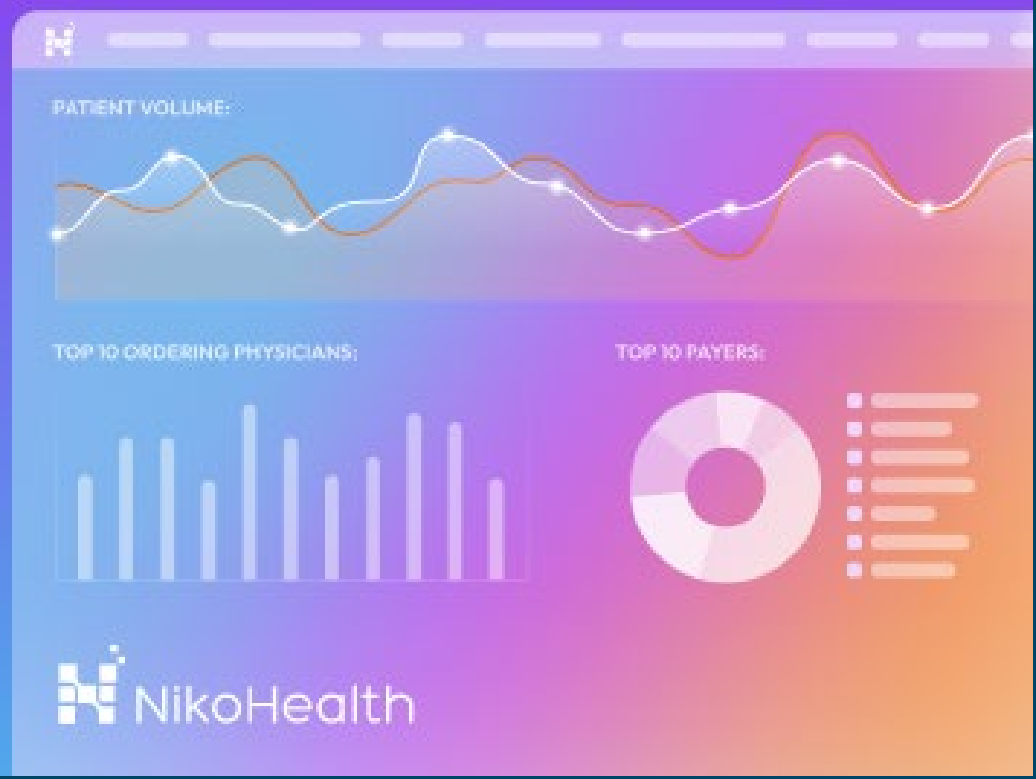
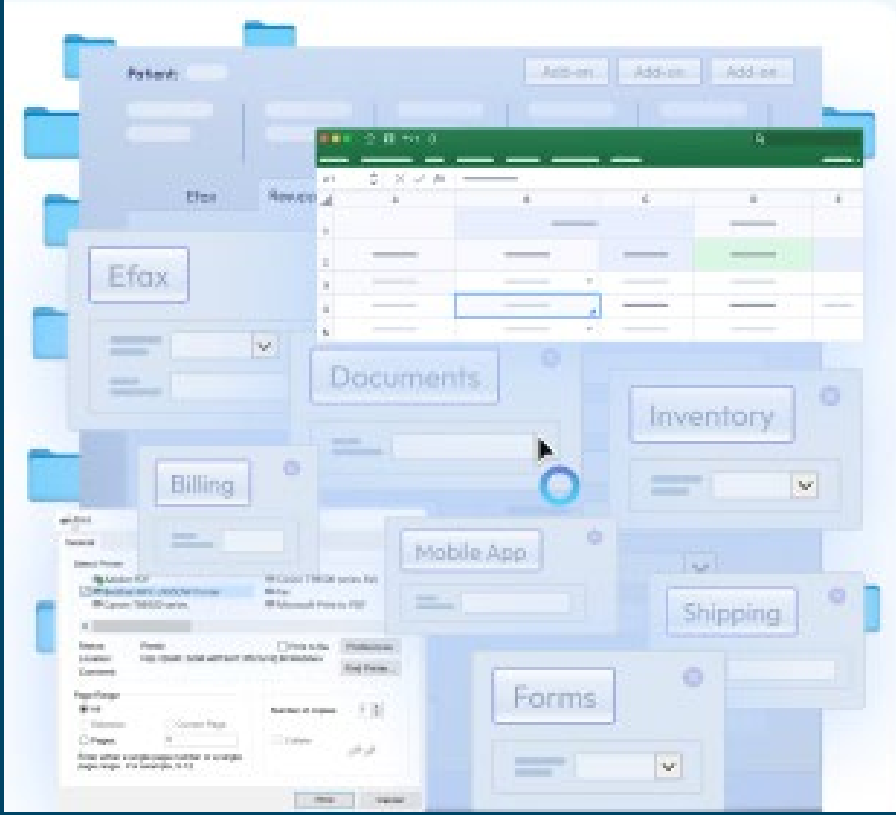
# The Case for Modernizing Operations

- All-in-one systems unify billing, resupply, and inventory under one platform.
- Simplified workflows reduce staff workload and error rates.
- Built-in compliance tools help DMEs stay ahead of regulatory changes.
- Cost savings from replacing multiple tools with one comprehensive system.
- Enhanced patient experiences through better communication and engagement tools.

**OLD WAY:**  
Endless windows,  
add-ons, and manual tasks

VS

**NEW WAY:**  
Everything you need to run your  
DME/HME business in one platform





# What is an All-in-One System?

- Combines resupply, payer rules, inventory, and billing into one platform.
- Reduces the need for multiple logins and siloed data.
- Provides a centralized view of operations with real-time insights.
- Streamlines team collaboration and decision-making.
- Built for scalability, enabling DMEs to grow without adding complexity.

# Modern UI: Built for Simplicity

- Easy-to-use design reduces the learning curve for staff.
- Intuitive navigation minimizes errors and increases efficiency.
- Real-time dashboards provide actionable insights at a glance.
- Mobile-friendly interfaces support on-the-go productivity.
- Modern design ensures compatibility with evolving technology trends.

Modern interfaces reduce training  
time for new employees by 40%

Source: Forrester



# Resupply Management Made Easy

- Automated reminders for patients reduce manual outreach.
- Real-time tracking improves visibility into order status.
- Simplifies scheduling and fulfillment processes.
- Enhances patient satisfaction with timely updates.
- Reduces missed opportunities for revenue through proactive engagement.

# Payer Rules and Playbooks

- Preloaded rules ensure compliance with complex payer requirements.
- Reduces manual errors in claim submissions and approvals.
- Customizable playbooks adapt to specific DME workflows.
- Automates repetitive tasks like eligibility checks and claim reviews.
- Saves time and boosts accuracy in billing operations.

# Breaking Free from Hidden Costs

- Legacy systems often include unexpected fees for maintenance and updates.
- Downtime from outdated software disrupts operations.
- Training costs increase due to complex, non-intuitive interfaces.
- Switching to modern platforms eliminates redundancy and inefficiencies.
- Transparent pricing ensures predictable costs for DMEs.

Healthcare providers that switch to  
all-in-one systems reduce operating  
costs by 30%

Source: Becker's Healthcare

# Integration for a Seamless Experience

- APIs enable effortless data sharing between systems, reducing manual entry.
- Seamlessly connect billing, inventory, and resupply tools for unified operations.
- Ensure compatibility with third-party tools for scalability and flexibility.
- Reduce downtime and errors by centralizing key processes.
- Real-time updates keep all stakeholders aligned and informed.



# Elevating the Patient Experience

- Auto-texting provides patients with timely updates on orders and resupplies.
- Easy reordering ensures a seamless and stress-free process for patients.
- Personalized communication fosters trust and loyalty.
- Intuitive patient portals simplify engagement and improve satisfaction.
- Faster response times build confidence in your service quality.



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# Actionable Insights and Real-World Strategies



# How to Assess Your Current Systems

- Identify bottlenecks in workflows, such as manual tasks or redundant processes.
- Evaluate the hidden costs of outdated systems, including downtime and maintenance fees.
- Assess the scalability of your current tools for future growth.
- Determine the level of compliance support offered by existing software.
- Analyze feedback from staff and patients on system usability.

# Key Features to Look For in a System

- All-in-one capabilities to unify billing, inventory, and resupply management.
- Modern, intuitive user interfaces to simplify training and increase productivity.
- Built-in compliance tools and payer playbooks for error-free billing.
- Resupply automation tools to engage patients and boost revenue.
- Robust API integrations for seamless connectivity with other platforms.

# Poll: What's Holding Your DME Back?

1. Outdated, fragmented systems.
2. Difficulty maintaining compliance.
3. Inefficiencies in patient engagement or resupply management.
4. High costs associated with upgrades and system maintenance.
5. Lack of integration between tools.

# Future-Proofing Your Operations

- Leverage predictive analytics to improve patient outcomes and resource allocation.
- Invest in scalable, cloud-based systems for long-term flexibility.
- Adopt automation to streamline workflows and reduce operational costs.
- Stay ahead of regulatory changes with built-in compliance updates.

# Lessons Learned from the Best Systems

- Systems that integrate seamlessly save time and reduce staff frustration.
- User-friendly interfaces improve adoption rates and require less training.
- Automation delivers measurable cost savings and reduces errors.
- Patient satisfaction increases with tools that prioritize communication and convenience.
- Scalability and adaptability are key to staying competitive in a rapidly evolving market.



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# Thank you

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