



HME Productivity Assessment

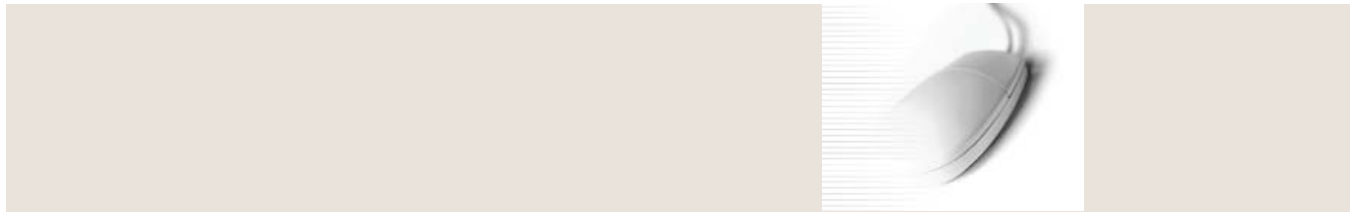
With CareCentric's Productivity Assessment, you'll learn how to maximize the performance of your organization, increase cash flow, speed billing and eliminate redundant processes. The assessment is a detailed audit of the end-to-end usage of your CareCentric system and business processes, and addresses four major components—Order Entry, Financial, Reporting and IS Technology (computer systems).

Assessment Scope

Our productivity experts will assist you by providing recommendations and industry-best practices to improve the productivity of both your system and your system users. The total assessment involves on-site, in-depth interviews of key personnel geared to understanding your business operations and how you are currently using your CareCentric software. Following the on-site assessment, you will receive written documentation of the assessment findings and a list of recommendations for system process improvement.

The assessment includes a review of:

- Orders
 - › Intake/referrals
 - › CMNs/PARs, physician orders
 - › Scheduling/delivery
 - › Recurring rentals/sales
- Financials
 - › Billing, capped rentals
 - › A/R, A/P, GL
 - › Inventory
 - › HIPAA and ECS, JCAHO
- Reports
 - › MestaMed®/DME IV standard reports
 - › Custom third party (Crystal Reports)
- System administration
 - › Workstations, servers, printers
 - › Preventative maintenance functions
 - › Disk/database storage needs
 - › Training database refresh
 - › Backup/recovery/disaster recovery
 - › High-availability server configuration and/or journaling
 - › Database performance upgrade possibilities



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Assessment Deliverables

At the end of the assessment, you will receive:

- Assessment findings document
 - › Executive summary—condensed version of audit findings designed for executive-level discussion focused on the highlights of system review findings and recommendations
 - › Detailed review and analysis of findings
 - › Recommendations for changes and improvements, including both system and/or service training needs
 - › Review of areas of expected savings
- Web presentation summarizing assessment findings

What's Required of You

Our assessments are based on working together with your staff to understand your current business processes and how you currently use your CareCentric software. To ensure a successful audit, we would require your assistance to:

- Provide access to key personnel during the interview stage
- Provide meeting facilities for any on-site meetings
- Provide access to appropriate staff for the findings presentation