

# TIMS PATIENT SUBSCRIPTIONS

## Automating the Resupply Process

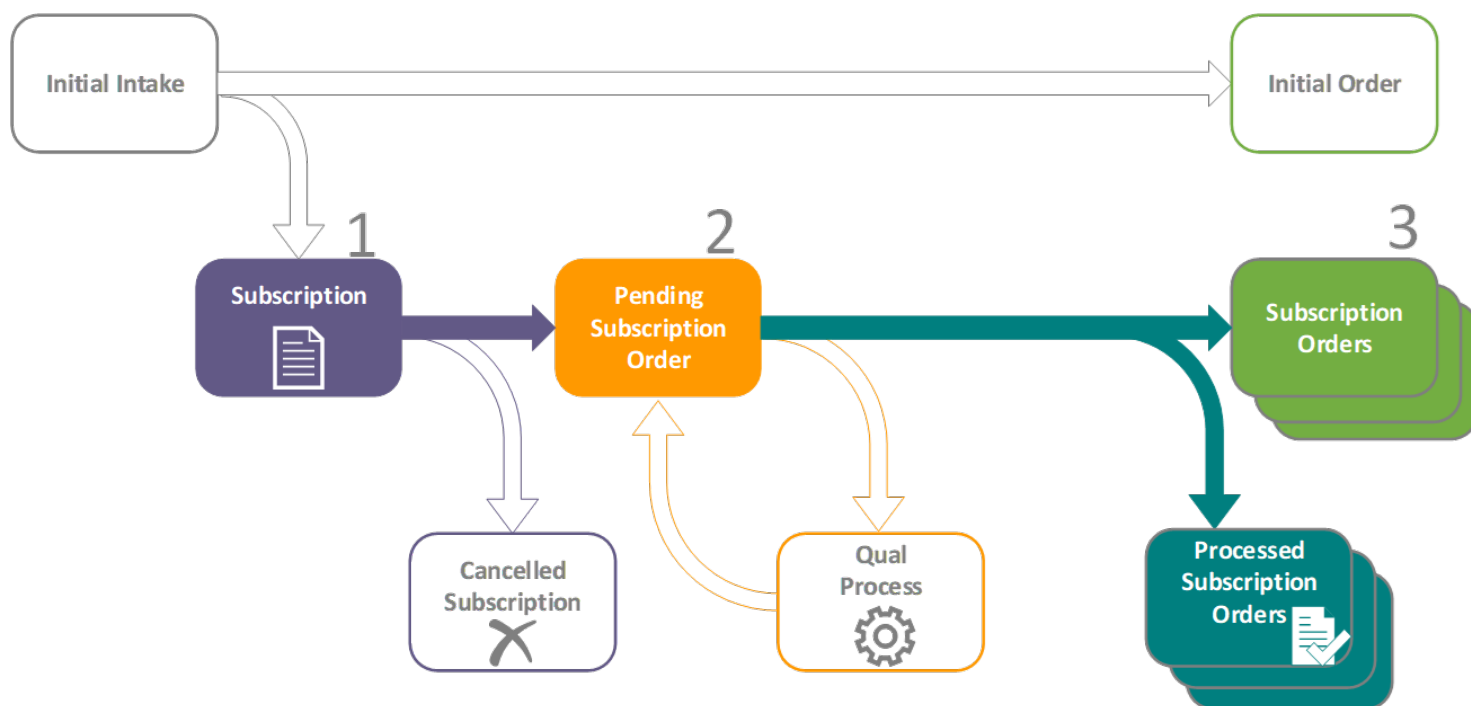
**TIMS Patient Subscriptions uses the subscription service model to automate the compliance checks and patient confirmation required for HME patient resupply.**

### Process Overview

Borrowing winning ideas from the subscription models of popular and successful online retailers, this module in TIMS offers a better patient experience, fewer service interruptions, a predictable sales outcome, and better referral relationships.

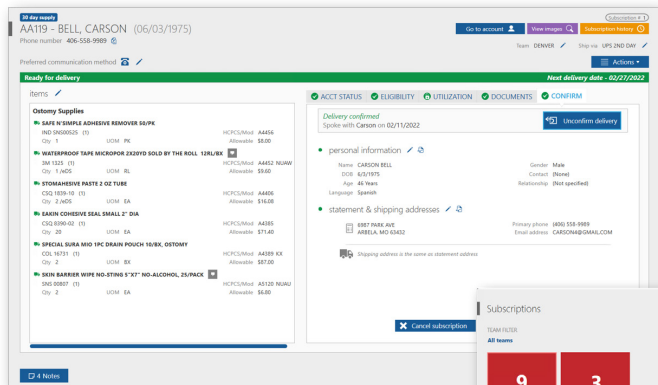
Here are the basic steps of the process:

- | Patients are enrolled in a subscription for resupply orders during the initial intake.
- | Automated quality checks are performed on future orders prior to every ship date.
- | Qualified orders are queued up for confirmation by phone, email, or other 3rd party integrations such as IVR and texting services.
- | Confirmed orders are shipped or eDrop Shipped.

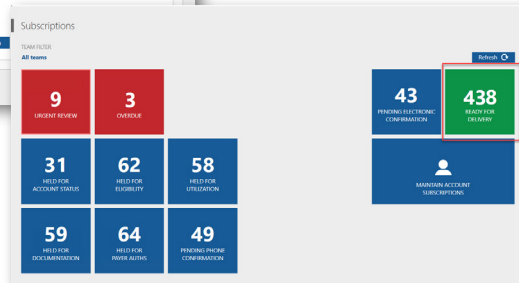


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## High Visibility



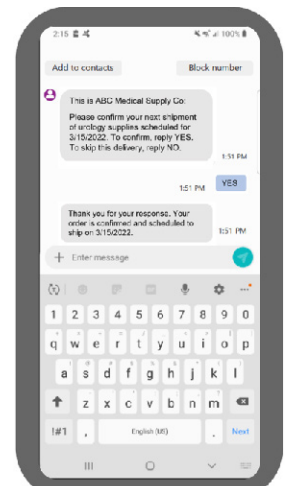
As automations are completed, staff is provided the information to understand the efforts and related results. These can be viewed at the patient level through a series of tabs highlighting the entire workflow. A dashboard view sums up all resupply orders and where they are in the process.



Did you know?  
Subscription business revenue is growing at a rate of 5X faster than S&P 500 revenues and U.S. retail sales.

## Automation Timeline

- | Nightly - create future orders based on your software configuration
- | 28 Days Out - qualify orders: missing documents and prior auths are reviewed ahead of time so the patient can be notified if they need to contact their physician
- | < 28 Days Out - staff works exceptions to reduce interruptions in patient care
- | 10 Days Out - order is queued for patient contact/confirmation by phone, email, IVR or text message
- | Nightly - trigger shipment or eDrop for qualified and confirmed orders
- | Day of Delivery - customer receives their product



## Fully Integrated

Though we've only touched on one module in TIMS, our resupply offering is fully integrated with all aspects of the HME revenue cycle. From support documents being created and logged in TIMS Document Management, to product being delivered by drivers using the TIMS Delivery mobile app, you'll have full visibility to all the data that makes your business the provider of choice for so many patients.



**Gail Turner**  
HME Software  
Sales Consultant  
406.255.9578  
GAIL@CU.NET



**Amanda Kenyon**  
HME Software Sales  
406.255.9547  
AMANDAK@CU.NET