

## Client Spotlight: JB Medical Supply Co.

J&B Medical Supply Co. provides medical and surgical products to patients, caregivers, health systems, clinics and first responders. Their core business is shipping consumables to patients on a regular basis (i.e. automatically and in compliance with Medicare and Medicaid regulations).



### 10 Facts about Automating Medical Order Management

1. Order management in healthcare is significantly more challenging than traditional retail order management.
2. Orders require **special prescription handling**, which often means follow-up with providers.
3. J&B also has a multi-step **regulatory** onboarding process and will not ship supplies until everything is in place.
4. When providing order and onboarding status to patients, the data and internal processes must be consistently executed by both the call center and IVA®.
5. **Many patients call regularly** to confirm, change, add to, or cancel their orders – especially if they run out of supplies earlier than their ship date or if their shipment has not arrived on time.
6. For these frequent calls, patients can follow up on and resolve order delays using HIPAA compliant self-service, offered 24 hours a day through IVA®.
7. IVA® provides up-to-date order status information and is able to completely resolve roughly **88%** of callers with orders. The rest either don't have pending orders or have more complex follow-up questions that need to be answered.
8. Callers that do not have orders often fall into two buckets - patients who are reordering early and those that are missing an authorization/prescription (or it has expired).
9. Average handle time for the Order Status portion of calls is as low as **30 seconds**, despite the complexities.
10. **Outcome:** Fewer calls end up in the call center, allowing agents to focus on high-value activities and saving significant expenses for J&B.