

# *“VieMed is committed to a patient-first approach to healthcare and outcomes. Bonafide has been critical in expanding our efforts.” – John Collier, CTO, VieMed*

## **Situation**

VieMed provides in-home medical equipment and post-acute respiratory healthcare services in the United States.

VieMed’s service offerings are focused on effective in-home treatment, with clinical practitioners providing therapy and counseling to patients in their homes using cutting-edge technology.

Every day, the VieMed team helps patients breathe better and live longer, healthier lives by managing their severe respiratory conditions, including chronic obstructive pulmonary disease (COPD), neuromuscular diseases, and obstructive sleep apnea.

## **Problem**

VieMed’s success is built upon a highly effective home treatment model that integrates easily into referral partners’ processes (hospitals, ACOs, SNFs, etc.), allowing patients to transition smoothly into in-home therapy.

VieMed treats patients with Chronic Obstructive Pulmonary Disease (COPD), chronic respiratory failure, as well as various neuromuscular diseases. They needed an ERP that would allow them to serve their industry and expand to become one of the fastest-growing DMEs nationwide.

## **Solution**

Bonafide is proud to partner with VieMed’s premier team of respiratory therapists, licensed clinical social workers, clinicians, and healthcare administrators. We are honored to assist with fulfilling their mission of patient-centric healthcare services.



Simple, effective, and stress-free with innovative treatment plans and dedicated specialists on call 24/7



Largest independent specialized provider of non-invasive ventilation (NIV) in the US home respiratory health care industry



Currently serving over  
**96,000**  
patients

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## PATIENT INTAKE



Bonafide delivers the ultimate patient intake workflow. Managing incoming patient intakes with a streamlined worklist system empowers you to make informed decisions on how to proceed with each patient.

## BILLING & A/R MANAGEMENT



Without a smart billing system, your business will be chronically under-reimbursed. Bonafide's billing software provides an array of easy-to-use web-based tools that scrub, track, validate coding, mitigate denials, and audit payer payments against payer contracts to ensure clean claims and complete payment.

## REVENUE CYCLE MANAGEMENT



Bonafide tracks all claim touchpoints with built-in reporting tools and the KPI metrics you need to make smart business decisions to improve your DSO and increase employee productivity.

## DOCUMENTATION MANAGEMENT



Bonafide's document management system is included in our seamless software at no additional charge. Our cloud-based storage makes storing, sharing and accessing digital files safe and easy and centralizes your staff job tools.

## SUPPLY CHAIN MANAGEMENT



Managing your supply chain is a delicate process and Bonafide uses advanced inventory management and on-demand planning techniques to help you make the right decisions.

## INVENTORY MANAGEMENT



At Bonafide, we have operational intelligence built into our software so that you can track every item rented or sold. This data is seamlessly exported to your General Ledger of choice so you can accurately know your margins on individual categories of business.

## DELIVERY & LIVE ASSET TRACKING



Our delivery software is user-friendly and smartphone-enabled, so there are no additional devices to buy your delivery staff. Your delivery staff can use Bonafide to collect a digital time-stamped signature upon delivery.

## ORDER TO CASH PROCESSING



Bonafide streamlines your order to cash processing by eliminating manual bottlenecks, preventing errors and establishing a smooth flow from order intake to delivery confirmation ensuring timely billing and payment.

## HOSPICE WORKFLOW & MANAGEMENT



Bonafide is the leader in managing facility customers like hospice and nursing homes. We provide a comprehensive offering that allows you to partner with your customers like never before. Bonafide's customer-facing facility portal allows them to manage orders, track order progress, and request service and pickups, all while keeping their management informed automatically.

## PATIENT RESUPPLY INTEGRATION



Bonafide provides an easy and efficient way to manage your patient resupply program. As a DME provider, you have the ability to manage patients resupply on our core platform or you can choose one of our partners for resupply such as Snapworx, Sleep Solutions Services (S3), and CMB Solutions.

## POINT OF SALE



Bonafide offers a true point of sale system that is easy to use. It allows both patient-centric transactions as well as anonymous purchases. Patient transactions are stored as a part of the patient's record so they can be viewed for returns or questions.

## THIRD-PARTY API INTEGRATION



Bonafide's platform is built in the cloud and accessible from anywhere on any device with a browser and internet access. Bonafide collaboration begins with automatic and real-time communication via X12 with payors and vendors.



To learn more, visit [Bonafide.com](https://Bonafide.com) or contact us at [Info@Bonafide.com](mailto:Info@Bonafide.com).

