

Camaraderie and commitment are fueling success of independent infusion pharmacy

Challenge

When National Pharmacy Acquisition migrated to another vendor's software solution, they discovered that software wasn't ready for prime time with a lack of onsite implementation support and lackluster product features including an inability to process claims or track inventory.

Solution

Brightree Business Management Software for Pharmacy restored this infusion pharmacy's faith in how the process should work with user-friendly software and superior support.



Every time we're on the phone with Brightree, we feel like we're their only customer.



Sharon LeBouef, MSN, RN,
owner-operator, National Pharmacy Acquisition

Infusion is its own beast. It's a very time intensive pharmacy business, and there's a different level of accountability. At National Pharmacy Acquisition, that means calling and monitoring patients, making home deliveries and doing both home hospice and inpatient hospice work. There are eight infusion suites on-site and even a nursing component.

National Pharmacy Acquisition's motto is that as the community's needs change so does the organization. That ability to adapt has served them well as owner-operator Sharon LeBouef, MSN, RN, can attest to.

She was part of an investor group that bought the Baton Rouge, Louisiana-based company in 2001 and then she completed a buyout five years ago, weathering many challenges along the way for the three contract pharmacies that service the state.



"Our referral base began sending us patients on very expensive drugs. You can imagine the impact with drugs where each dose costs \$5,000," explains LeBouef. "We were doing very well until our reimbursement went down by 99 percent from our primary payer, and it just about took us under."

Instead of giving up, she and her team pushed up their sleeves, determined to remain a successful independent pharmacy.

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And then in 2018, National Pharmacy Acquisition made the decision to migrate software solutions as their current solution was being phased out.

“We didn't even get through the first month, and I knew we had made a mistake with the vendor we had chosen,” LeBouef recalls. “Their software isn't ready for prime time. So, we went back to the drawing board, asking around for the name of who we should have chosen. That introduced us to Brightree.”

And it didn't take National Pharmacy Acquisition long to decide to make the switch to Brightree. From Brightree consultants coming on site for implementation, to the incredible attention to detail and expertise with the software, to always being receptive to problem solving, Brightree restored LeBouef's faith in how the process should work.

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That wasn't the case with the previous vendor from the outset with a lack of on-site implementation support and lackluster product features. “With our previous vendor, we didn't close a month clean since we switched to them; claims won't submit,” LeBouef states. “We also had a lot of trouble transmitting to our state board's control drug monitoring program, and we couldn't keep inventory straight every month between what's in stock and what not in stock.”

With the switch to Brightree's home infusion pharmacy solution, LeBouef looks forward to benefits across the board. This includes an increase in ordering and billing efficiency by moving from what was manually done in the past, including a far speedier, more insightful billing process than with the previous vendor. And with more efficiency from Brightree's tools, she expects cash flow to be greatly improved to further enhance patient care.

“Brightree is an extremely user-friendly software and an extremely user-friendly company,” concludes LeBouef. “The support of the staff is amazing. I can't compare it to anything I've worked with in the past 20 years. And I think that's probably the greatest compliment you can get in a service industry. If you're user friendly, that's three quarters of the battle. “And then there's the quality you just can't teach or fake, according to LeBouef. **“Brightree cares. They want us to hit our goals, and there's a sense of true camaraderie and commitment to getting the job done. We get honest answers. Every time we're on the phone with Brightree, we feel like we're their only customer.”**

Results

National Pharmacy Acquisition says that the commitment and care from Brightree makes the software and support surpass others.



Excellent customer service and support



Faster ordering and billing



Improved cashflow for enhanced patient care

Rewrite your story with Brightree. Visit brightree.com/consult or call 833.916.1554 to schedule your consultation today.